

Student initiated deferral, suspension and cancellation of enrolment

Implementation Date: 23/03/2018

Version: 1.1

Audience

Education Queensland International (EQI), homestay providers, agents, school staff, students.

Purpose

This procedure outlines the roles and responsibilities of school staff and EQI, and the steps they follow to assess, decide and record decisions on suspension, deferral and cancellation of enrolment, as requested by students.

Overview

Students apply in writing to defer or suspend their enrolment in compassionate or compelling circumstances as per the Terms and Conditions of their Enrolment Agreement. EQI assesses the request and makes a decision. Students can appeal if they are not satisfied with the decision.

Students request, in writing, for EQI to cancel their enrolment. EQI reports any deferral, suspension or cancellation of a student's enrolment to the Commonwealth government, as required by Australian law. This may affect the student's visa.

Responsibilities

School staff

- assist a student to apply for a suspension of their enrolment
- ensure not to include the period of an approved suspension of enrolment in attendance monitoring calculations
- maintain accurate and up to date records in OneSchool (for example, adding a record of contact in OneSchool for each contact with student).

Director, International Student Programs (ISP), EQI

- decide to defer or suspend a student's enrolment.

EQI staff

- report deferrals, suspensions and cancellations to the Commonwealth Government in the Provider Registration and International Student Management System (PRISMS)
- provide advice and support to students and authorised school staff in implementing this procedure.

Operations Manager, ISP, EQI

- assess applications to defer or suspend a student's enrolment and make a recommendation to the Director, ISP, EQI.

Process

1. Applying to defer enrolment

Operations Manager, ISP, EQI

- 1.1 receive and assess Request to defer commencement form from student ensuring there is evidence of compassionate or compelling circumstances
 - assess if there is sufficient time to process the request before the commencement date stated in their Confirmation of Enrolment (CoE)
 - if not, notify student there is insufficient time to process their request and EQI will report non-commencement of studies
 - confirm with school if new start date can be accommodated
- 1.2 make a recommendation to Director, ISP, EQI about whether or not to approve the student's request to defer their commencement.

Director, ISP, EQI

- 1.3 decide applications for deferral, taking into account all relevant circumstances and all evidence submitted by student
- 1.4 notify student, parent and school whether the request is approved or refused by using the Deferral and suspension approved letter or Deferral and suspension not approved letter and attach completed form
 - advise student of their right to appeal if their request is refused.
- 1.5 instruct EQI staff to notify the Commonwealth Government, via PRISMS, promptly, and within 31 days, where a request to defer is approved
- 1.6 ensure records relating to the assessment of student's request to defer their commencement and the final decision are kept on student's file
- 1.7 if student appeals, adhere to Complaints and appeals policy and procedure, wait to be provided with an outcome for the appeal
 - if appeal is unsuccessful (i.e. supports decision to refuse to defer enrolment) inform EQI staff

- if appeal is successful, implement decision and instruct EQI staff to notify the Commonwealth Government, via PRISMS, promptly, and within 31 days, where a student's enrolment is deferred

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- 1.8 notify the Commonwealth Government, via PRISMS, promptly, and within 31 days, where a student's enrolment is deferred
- 1.9 determine if deferral will affect end date of student's CoE, refer to Variation to student enrolment procedure.

2. Applying to temporarily suspend enrolment

School staff

- 2.1 assist student to apply to suspend their enrolment, using the Temporary suspension request form, as per their Standard Terms and Conditions.

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- 2.2 assist student to complete Temporary suspension request form where immediate suspension is required (for example, student has to return to their home country immediately for a family emergency).

Operations Manager, ISP, EQI

- 2.3 receive and assess request ensuring that there is evidence of compassionate or compelling circumstances
- 2.4 make a recommendation to Director, ISP, EQI about whether or not to approve student's request.

Director, ISP, EQI

- 2.5 decide applications for suspension, taking into account all relevant circumstances and evidence submitted by student.
- 2.6 if request approved:
 - notify student/parent and school using Deferral and suspension decision notification letter and attach completed form
 - instruct EQI staff to notify the Commonwealth Government, via PRISMS, promptly, and within 31 days
- 2.7 if request refused:
 - notify student/parent and school using Deferral and suspension approved letter or Deferral and suspension not approved letter and attach completed form
 - advise student of their right to appeal in accordance with Complaints and appeals policy
- 2.8 ensure records relating to the assessment of student's request to temporarily suspend their enrolment and final decision are kept on student's file

- 2.9 if student appeals, adhere to Complaints and appeals policy and procedure:
 - if appeal unsuccessful (i.e. supports decision to refuse the request to suspend enrolment), advise EQI staff
 - if appeal successful, implement decision and instruct EQI staff to notify the Commonwealth Government of temporary suspension, via PRISMS, promptly, and within 31 days
- 2.10 notify school principal and authorised school staff.

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- 2.11 notify the Commonwealth Government, via PRISMS, promptly, and within 31 days, where a student’s enrolment is temporarily suspended
- 2.12 determine if temporary suspension will affect end date of student’s CoE, refer to Variation of student enrolment procedure.

3. Cancelling enrolment

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- 3.1 confirm student has discussed their decision with school staff
- 3.2 refer student to school staff, if student has not previously discussed their decision with school staff
- 3.3 request student/parent to complete EQI refund request form, if eligible for a refund
- 3.4 request student/parent to complete EQI transfer request form, if student is transferring to another CRICOS registered provider
- 3.5 review and assess cancellation notification in line with EQI Refund policy and Transfer procedure (if applicable)
- 3.6 cancel student’s enrolment record/s in International Student Management System (ISMS)
- 3.7 notify the Commonwealth Government via PRISMS, promptly, and within 14 days after receiving notification from student, that enrolment is cancelled
- 3.8 advise school staff to cancel enrolment in OneSchool
- 3.9 refer to Accommodation and welfare policy to ensure that safe and appropriate arrangements are in place for student’s departure, if student is living with a homestay provider.

School staff

- 3.10 cancel enrolment in OneSchool.

Definitions

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| Compassionate circumstances | <ul style="list-style-type: none"> • are not in your control or created by you; and • adversely impact on your welfare or course progress (for example, illness, bereavement or traumatic events may qualify). |
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| Compelling circumstances | Are circumstances which, in our opinion, are in your best educational interests. |
| Course | A course registered on CRICOS offered by Department of Education trading as Education Queensland International. |
| Enrolment agreement | A written agreement with the overseas student or intending overseas student and their parent, which includes Standard Terms and Conditions, an Initial Invoice and Statement of fees; signed by the overseas student as well as parents or legal custodians. |
| EQI | Education Queensland International and employees of EQI. |
| Homestay provider | Homestay provider approved by EQI school to host overseas students in their home. |
| Offer of Enrolment | Email package sent to applicant (via education agent if applicable). Package includes the Enrolment agreement (including Standard terms and conditions, Statement of fees, Initial invoice) and Payment notification form, school enrolment pack or other school enrolment information and instructions on how to accept the offer. |
| OneSchool | OneSchool—a comprehensive program to help Queensland State Schools manage key teaching and school administrative activities. Its features cover a wide range of school operations: <ul style="list-style-type: none"> • student management and student analytics • curriculum planning and learning • finance and asset management • resource management • performance • analysis and reporting. |
| Overseas student | Student in Australia on visa subclass 500 (schools sector). |
| School | Queensland state schools accredited by EQI to deliver international student programs. |
| School staff | Employees of EQI schools, for example – International student coordinator, Homestay coordinator, Head of department, Deputy principal, Principal. |
| Student | Overseas student enrolled in an EQI registered course. |

Legislation

- *Education Services for Overseas Students (ESOS) Act 2000*
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018*

Delegations/Authorisations

- Nil.



Related policies

- [Accommodation and welfare policy](#)
- [Attendance policy](#)
- [Complaints and appeals policy](#)
- [Course progress policy](#)
- [Refund policy](#)
- [Student initiated deferral, susoension and cancellation of enrolment policy](#)
- [Transfer policy](#)
- [Variation to student enrolment policy](#)

Related procedures

- [Accommodation and welfare procedure](#)
- [Attendance procedure](#)
- [Complaints and appeals procedure](#)
- [Course progress procedure](#)
- [Transfer procedure](#)
- [Variation to student enrolment procedure](#)

Guidelines

- [PRISMS User Guide](#)

Supporting information/websites

- Deferral and suspension approved letter
- Deferral and suspension not approved letter
- [Request to defer commencement form](#)
- [Student visa conditions](#)
- [Standard terms and conditions](#)
- [Request to temporarily suspend studies form](#)

Contact

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