

Student initiated deferral, suspension and cancellation

Implementation Date: 23/03/2018

Version : 1.1

Audience

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

Purpose

Students enrolled in an EQI course may defer (before commencement), suspend (after commencement) or cancel their enrolment.

Policy statement

EQI may defer or suspend a student's enrolment, at the student's request, if there are compassionate or compelling circumstances. Students may cancel their enrolment at any time.

Principles

Students request to defer, suspend or cancel their enrolment, in writing, as outlined in the Standard terms and conditions of their Enrolment agreement. Students use the Request to defer commencement form and Request to temporarily suspend studies form.

Students can request to defer their enrolment after receiving a Confirmation of Enrolment (CoE). If the student has not received a CoE, they do not need to apply to defer. They will instead receive a revised Offer of enrolment.

Requests to defer or suspend enrolment will generally not be approved for periods that are longer than six months.

EQI promptly reports to the Commonwealth government if a student does not commence their course on the date specified in their CoE, unless the student has received approval from EQI to defer their enrolment prior.

EQI reports any deferral, suspension or cancellation of enrolment to the Commonwealth government, as required by Australian law. This may affect the student's visa.

Refunds are paid in accordance with the Refund policy.

Requirements

1. Once a deferral or suspension application has been received, EQI advises the student of the decision as soon as possible. If the student is not satisfied with the decision, they have the right to appeal as per the Standard terms and conditions of their Enrolment agreement and in line with the Complaints and appeals policy.

2. A student can cancel their enrolment at any time. Students should refer to the Transfer policy if they want to change to a different EQI school or a different Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered provider.
3. If a student's enrolment is cancelled the student should refer to the EQI Refund policy for information about what fees may be refunded and how to apply for a refund.
4. If a student's enrolment is cancelled, and the student is living with a homestay provider, the student, EQI staff and authorised school staff should refer to the Accommodation and welfare policy and procedure.
5. EQI may extend the duration of a student's enrolment if a student's enrolment is deferred or suspended, in accordance with the Variation to student enrolment policy.

Definitions

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	Overseas student accommodation arranged by EQI schools; where EQI is responsible for the welfare of the student at all times, including outside school hours.
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.
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](#)
- [Transfer policy](#)
- [Variation to student enrolment policy](#)

Related procedures

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

Guidelines

- [PRISMS User Guide](#)

Supporting information/websites

- [Student visa conditions](#)
- [Standard terms and conditions](#)

Contact

International Student Programs

Department of Education International

Phone: 1800 316 540 (inside Australia) +61 7 3513 5301 (outside Australia)

Email: EQInternational@qed.qld.gov.au

Review date

01/01/2020



Superseded versions

Nil.

