IVANHOE GIRLS' GRAMMAR SCHOOL

OUR GIRLS SPEAK FOR THEMSELVES.

Policy Title	**International School Deferment, Suspension & Cancellation Policy**				
Policy Owner	Director of Corporate Services				
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Approved by	Principal				
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Internal Only Document			Public Only Document	**X**	

1. Purpose

This Policy provides guidelines to ensure that Ivanhoe Girls' Grammar School complies with its obligations under the ESOS Act in relation to deferment, suspension or cancellation of an overseas student enrolment.

2. Scope

This Policy applies to the enrolment of overseas students on a 500 Student Visa. The Policy relates to both overseas student-initiated requests, and provider-initiated requests for the deferment, suspension and cancelling of an overseas student enrolment.

3. Definitions

The School	Ivanhoe Girls' Grammar School
ESOS Act	Education Services for Overseas Students Act 2000
Day	Any day including weekends and public holidays in or out of term time
PRISMS	Provider Registration and International Student Management System
CoE	Confirmation of Enrolment
DHA	Department of Home Affairs
CAAW	Confirmation of Appropriate Accommodation and Welfare

4. Deferment, Suspension & Cancellation Policy Statement

4.1 The School may defer or suspend the enrolment of an overseas student if it believes there are compassionate or compelling circumstances.

The School may suspend or cancel an overseas student enrolment in circumstances including, but not limited to:

- Misbehaviour by the student
- The students' failure to pay the amount they were required to pay to undertake or continue the course as stated in their written agreement
- A breach of course progress or attendance requirements by the student, which must occur in accordance with Standard 8 Overseas Student Visa Requirements (see International Students Course Progress and Attendance Policy)

Regardless of whether the suspension of enrolment is the result of a student request for suspension or a School-imposed suspension of enrolment due to misbehaviour or other reasons as listed above, the period of suspension of enrolment (as entered into PRISMS) should not be included in attendance monitoring calculations.

Once the School notifies the Department of Education through PRISMS that a student's enrolment (CoE) has been cancelled or suspended for a significant period of time (being 28 days or longer), the student must return to her home country, unless special circumstances exist (e.g. the student is medically unfit to travel). This is Immigration Policy and students must be referred to DHA to answer any questions relating to whether a student is able to remain in Australia during the period of suspension.

If the student's enrolment is suspended for longer than six months, the student's visa will be cancelled. If and when the student wishes to return to study, they must apply for a new student visa.

When suspending or cancelling the enrolment of an overseas student, and where a CAAW is in place and the school has taken on the responsibility for the accommodation, welfare and support of the student, the School must continue to approve their welfare arrangements until one of the following occurs:

- The student has alternative welfare arrangements in place and which are approved by another registered provider
- The care of the student by a parent or nominated relative is approved by DHA
- The student leaves Australia
- The School notifies DHA that it is no longer able to approve the student's welfare arrangements or that the School has taken required action in the event that they are not able to contact the student

4.2 Student Request for Deferment or Suspension

Students may request for their enrolment to be deferred or temporarily suspended on the grounds of compassionate or compelling circumstances, which are generally beyond their control, and which have an impact on their course progress or wellbeing. These circumstances could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- a traumatic experience which could include:
    - Involvement in, or witnessing a serious accident
    - Witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologist reports)
    - Inability to begin studying on the course commencement date due to a delay in approval of a student visa
    - Attendance at College entrance exams or short courses which may assist a student's application for tertiary studies (provided that this is not detrimental to the student's completion of their principal course)

Students wishing to request a deferment or suspension of enrolment must submit a request **in writing** to the Deputy Principal/Head of Senior School, outlining the compassionate and compelling circumstances which have led to the request to defer or suspend enrolment, for consideration and response.

4.3 Processing a Student-initiated Request to Defer or Suspend Enrolment

Once a student submits a request to defer or suspend enrolment, the following steps will take place:

- The student will be asked to provide documentary evidence to support the request (where possible)
- The School will advise the student that deferring, suspending or cancelling their enrolment may affect their student visa. The student will be provided with the contact information for DHA to seek further information
- The request will be assessed by the School against the criteria for compassionate and compelling circumstances, and approval or refusal will be communicated in writing to the student and their family. A copy of this correspondence will be uploaded to Synergetic and the student file on Teams. This documentation will serve as a record of the decision, approved absence dates and notification to DHA. A Pastoral Care Note will also be recorded in Hive
- The School will report the change to the overseas student enrolment via PRISMS under Section 19 of the ESOS Act. The information entered into PRISMS will electronically notify DHA

The final decision for assessing and granting a deferment of studies lies with the Principal. The overseas student will be provided, in writing, the reasons for the outcome of the decision.

There are three different outcomes of the student's Confirmation of Enrolment (CoE):

1. **Deferring or suspending** an enrolment for a period **without affecting the end date of the CoE:**
   In this case there is no change to the CoE or the student's enrolment status on PRISMS (i.e., the student's CoE status will still be listed as 'studying'. However, the notice of deferment or suspension will be recorded in PRISMS and DHA will be notified. This information will be kept for future reference.

2. **Deferring or suspending** an enrolment for a period which **will affect the end date of the CoE:**
   In this instance, PRISMS will cancel the original CoE and immediately offer the School the opportunity to create a new CoE with a revised end date. If the School does not know when the student will return, it can choose not to create a new CoE at that time, and wait until the student has confirmed and notified the provider of the intended date of return, before creating a new CoE.

3. **Permanently cancel (terminate)** the student's enrolment:
   Once this process is complete, the student's CoE status will be listed as 'CANCELLED'

4.4 Assessing Requests for Deferment or Suspension of Studies

- Applications will be assessed on merit by the Deputy Principal/Head of Senior School and the Principal
- All applications for deferment or suspension will be considered within five working days.

4.5 School-initiated Suspension or Cancellation for not Meeting School Expectations or Community Norms

Ivanhoe Girls' may choose to temporarily suspend a student's enrolment if it deems the student's behaviour to be unacceptable for an education setting. This could include the following:

4.5.1 Exclusion from Class

- Ivanhoe Girls' Grammar School may exclude a student from class studies on the grounds of not meeting School Expectations or Community Norms by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Ivanhoe Girls' Grammar School School's Expectation Policy [refer to the School's learning management system]
- Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the International Student Coordinator
- Where the student is provided with homework or other studies for the period of the exclusion, the student must continue to meet the academic requirements of the course
- Exclusions from class will not be recorded on PRISMS
- Periods of 'exclusion from class' will not be included in attendance calculations as per Ivanhoe Girls' Grammar School's Course Progress and Attendance Policy.

4.5.2 School Initiated Suspension of Studies

- Ivanhoe Girls' Grammar School may initiate a suspension of studies for a student on the grounds of not meeting School Expectations or Community Norms by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Ivanhoe Girls' Grammar School's Expectations of Student Behaviour
- Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the International Student Coordinator
- Students who have been suspended for more than 28 days are required to return to their home country by the Department of Home Affairs (DHA) unless special circumstances exist (e.g., the student is medically unfit to travel)
- If special circumstances exist, the student must abide by the conditions of her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the International Student Coordinator
- Suspensions will be recorded on PRISMS
- The period of suspension will not be included in attendance calculations.

4.5.3 Cancellation of Enrolment

- Ivanhoe Girls' Grammar School will cancel the enrolment of a student under the following conditions:
    - Failure to pay course fees
    - Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
    - Any behaviour identified as resulting in cancellation in School Expectations, & School Uniform Protocols & Guide [refer to the School's learning management system]

- Ivanhoe Girls' Grammar School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to the DHA which will result in automatic cancellation. This can only occur after the student has had 20 working days to appeal the intention to report, as outlined in the International Students Complaints and Appeals Policy.

4.5.4 Processing School-initiated Suspension or Cancellation

- The School will advise the student that suspending or cancelling their enrolment may affect their student visa. The student will be provided with the contact information for DHA to seek further information

- The School will inform the student in writing of its intention to notify the Department of Education through PRISMS of the change of enrolment status. The School will also inform the student that they have 20 working days in which to access the School's complaints and appeals process, in accordance with National Code Standard 10 and the International Students Complaints and Appeals Policy

- All correspondence and/or records of any discussion or interviews which have taken place and are relative to the proposed suspension or cancellation will be kept on student file in both Synergetic and the student file on Teams

- If the student chooses to access the appeals, the School will maintain the student enrolment until the **internal** appeals process has been completed (and has supported the School's intention to suspend or cancel the student's enrolment). In order to 'maintain the student enrolment', the School will not notify the Department of Education of any change to the student's enrolment status through PRISMS

- Under National Code 9.3, the suspension or cancellation of a student's enrolment cannot take effect until the internal appeals process is completed, unless the student's health and wellbeing, or the wellbeing of others, is likely to be at risk

- The student may choose to access an **external** appeal process as per the School's policy, but the School does not have to wait for the outcome of an external appeal before notifying DHA of the change through the student's enrolment status

- The School will notify DHA through PRISMS of suspension or cancellation of enrolment. The information entered into PRISMS will electronically notify DHA.

There are three different outcomes of the student's Confirmation of Enrolment (CoE):

1. **Suspending** an enrolment for a period **without affecting the end date of the CoE:**
   In this case there is no change to the CoE or the student's enrolment status on PRISMS (i.e., the student's CoE status will still be listed as 'studying'. However, the notice of suspension will be recorded in PRISMS and DHA will be notified. This information will be kept for future reference

2. **Suspending** an enrolment for a period which **will affect the end date of the CoE:**
   In this instance, PRISMS will cancel the original CoE and immediately offer the School the opportunity to create a new CoE with a revised end date

3. **Permanently cancel (terminate)** the student's enrolment:
   Once this process is complete, the student's CoE status will be listed as 'CANCELLED'

Extenuating circumstances relating to the welfare of the student should be taken into consideration and may include but are not limited to the following. The student:

- refuses to maintain approved care arrangements (relevant to students under 18 years of age)
- is missing and not contactable
- has medical concerns, severe depression or psychological issues which lead the School to fear for the student's wellbeing
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student and others
- is at risk of committing a criminal offence

Any claim of extenuating circumstances will need to be supported by appropriate evidence, and the final decision for evaluating extenuating circumstances lies with the Principal.

4.6 Welfare Arrangements during Suspension or Cancellation of Enrolment

When Ivanhoe Girls' suspends or cancels the enrolment of a student who is living in homestay accommodation approved by the School and where there is a CAAW in place, Ivanhoe Girls' will continue to maintain the welfare responsibilities and student's approved homestay accommodation arrangements, until one of the following occurs:

- The student has alternative welfare arrangements approved and in place with another provider;
- the care of the student by a parent or nominated relative is approved by the DHA;
- the student departs Australia; or
- the School notifies DHA that it is no longer able to approve the student's welfare arrangements or that the School has taken required action after not being able to contact the student.

5. Complaints & Appeals

- Student requested deferment and suspension are not subject to Ivanhoe Girls' Grammar School Complaints and Appeals Policy
- Exclusion from class is subject to Ivanhoe Girls' Grammar School's Complaints and Appeals Policy
- School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Ivanhoe Girls' Grammar School's International Students' Complaints and Appeals Policy
- For the duration of the appeals process, the student is required to maintain her enrolment and attendance at all classes as normal. The Deputy Principal/Head of Senior School will determine if participation in studies will be in class or under a supervised arrangement outside of classes.