International Student Deferment, Suspensions and Cancellation Policy

Policy ID	INT-S09-POL	**Applies To**	International students, parents/legal guardians, education agents, and authorised representatives involved in matters relating to deferment, suspension, or cancellation of enrolment.

1. PURPOSE AND SCOPE

Purpose

This policy establishes the circumstances and processes under which an international student's enrolment may be deferred, suspended, or cancelled by either the student or the College.

The policy ensures that decisions relating to enrolment status are managed fairly, consistently, and in accordance with the Education Services for Overseas Students (ESOS) Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, student visa requirements, and the College's duty of care obligations.

The policy also outlines the rights and responsibilities of students, parents, and the College in relation to enrolment status changes and associated reporting requirements.

Scope

This policy applies to:

- All international students enrolled at Moreton Bay Boys' College on a Student Visa (subclass 500);
- Parents, legal guardians, education agents, and representatives acting on behalf of international students;
- Requests for deferment of commencement, suspension of studies, or cancellation of enrolment initiated by students or parents;
- School-initiated exclusions, suspensions, and cancellations of enrolment; and
- Staff responsible for assessing, approving, administering, recording, and reporting changes to international student enrolment status.

2. POLICY STATEMENT

1. Communicating with families about changes in enrolment status

a) All communications regarding changes to enrolment status will be made directly with students and parents, in accordance with the latest contact details provided to the school.

b) Parents must therefore keep *Moreton Bay Boys' College* informed of their current contact details, as per the conditions of the student visa.

c) Where relevant and where approved by the parents, the school may also share copies of correspondence with the child's education agent to help facilitate communication about any changes in enrolment status. However, the parents with whom the school has a formal written agreement are the primary contact for the school in such matters. The school will not act on any decision affecting the student's enrolment that is not made by the parents.

STUDENT-INITIATED CHANGES IN ENROLMENT

2. Deferment of commencement of study requested by student

a) *Moreton Bay Boys' College* will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:

i) illness, where a medical certificate states that the student will be unable to attend classes

ii) bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)

iii) major political upheaval or natural disaster in the home country that has impacted on expected commencement of studies

iv) a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).

v) after undertaking ELICOS studies, the student has not/will not meet the English language benchmark required for entry into the desired course, and the school is willing to defer the student's commencement in the course until a later date when the required benchmark is achieved.

Note: an application to defer commencement in a mainstream course can only be supported where the student will not exceed the maximum duration for Moreton Bay Boys' College's ELICOS course (see written agreement conditions and Entry Requirements policy).

b) All applications for deferment will be considered within 5 working days.

c) The final decision for assessing and granting a deferment of commencement of studies lies with the Principal. Where a student's request to defer his/her commencement of studies is refused, the student has a right of appeal (see *Moreton Bay Boys' College's* Complaints and Appeals policy).

d) Deferment will be recorded on PRISMS within 14 days of being granted.

3. Suspension of study requested by student

a) Once the student has commenced the course, *Moreton Bay Boys' College* will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:

i. illness, where a medical certificate states that the student was unable to attend classes

ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)

iii. major political upheaval or natural disaster in the home country requiring emergency travel that has/will impact on studies
iv. a traumatic experience which has impacted on the student (where possible, these cases should be supported by police or psychologists' reports).
v. Student return to their home country to sit a university exam (or similar assessment) which impacts upon their education

b) Where there is a significant issue impacting upon a student's attendance or course progress, it is essential that the student or parents contact the school as soon as possible to discuss the concern so that appropriate support can be put in place. Where deemed necessary, this may involve temporarily suspending the student's enrolment so that matters can be resolved without having a negative impact on the student's ability to satisfy their visa conditions.

c) Temporary suspensions of study cannot exceed 6 months duration.

d) Suspensions will be recorded on PRISMS within 14 days of being granted if the student is under 18 years of age, and within 31 days if the student is over 18 years of age.

e) The period of suspension will not be included in attendance calculations.

f) Applications will be assessed on merit by the Principal.

g) Some examples of circumstances that are not considered compassionate and compelling at *Moreton Bay Boys' College* include:

i. Requests for early departure or late return from vacation, including inability to secure cheap flights
ii. Leaving early or returning late from holidays in order to attend festivals in the student's home country
iii. Returning home to attend family gatherings that occur during term time.

h) As part of any assessment of a request to defer or temporarily suspend studies, the impact of the request on the student's ability to complete their intended course of study in accordance with their CoE/s and student visa will be considered. Any implications will be communicated to students.

i) All applications for suspension will be considered within 5 working days.

j) The final decision for assessing and granting a suspension of studies lies with the Principal. Where a student's request to suspend studies is refused, the student has a right of appeal (see *Moreton Bay Boys' College's* Complaints and Appeals policy).

4. Student-initiated cancellation of enrolment

a) All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Principal. Please see *Moreton Bay Boys' College's* Refund Policy for information regarding refunds and cancellation fees.

[Recommended inclusion]

b) A student will be deemed to have inactively notified *Moreton Bay Boys' College* of cancellation of enrolment where:

i. the student has not yet finished his/her course/s of study with the school, and
ii. does not resume studies at the school within [14 days] after a holiday break, and
iii. the student has not previously provided the school with written notification of withdrawal.

c) Student-initiated cancellation of enrolment, including "inactive" cancellation of enrolment in 4.b), above, is not subject to *Moreton Bay Boys' College's* Complaints and Appeals Policy.

SCHOOL-INITIATED CHANGES IN ENROLMENT

5. School-initiated exclusion from class or suspension from attending school (no impact on CoE)

a) Moreton Bay Boys' College may exclude a student from class studies or suspend attendance from school on the grounds of misbehaviour by the student. Temporary exclusion or suspension will occur as the result of any behaviour identified as resulting in exclusion in Moreton Bay Boys' College's Behaviour Policy/Code of Conduct.

b) Students may also be excluded from class or suspended from school for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the written agreement.

c) Where Moreton Bay Boys' College intends to exclude a student from class or suspends a student from school, it will first issue a letter which notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended exclusion, as well as information about how to access the College 's internal appeals process. Further information about the appeals process in the event of a school-initiated exclusion from class is outlined below.

d) Excluded or suspended students must abide by the conditions of their withdrawal from studies or school, and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal.

e) Where the student is provided with homework or other studies for the period of the exclusion or suspension, the student must continue to meet the academic requirements of the course.

f) Exclusions from class or suspensions from school under this section of the policy:

- will not be included in attendance calculations for the study period,
- will not impact the CoE or study, and
- will not be recorded on PRISMS
- will not be visible to the Department of Home Affairs (Immigration).

6. School-initiated suspension of enrolment (CoE will be impacted)

a) Moreton Bay Boys' College may initiate a suspension of enrolment for a student on the grounds of misbehaviour by the student. Suspension will occur as the result of any behaviour identified as resulting in suspension in Moreton Bay Boys' College's Behaviour Policy/Code of Conduct.

b) Student enrolment may also be suspended for failure to pay fees that he/she was required to pay in order to undertake or continue the course, as stated in the student's written agreement.

c) Where Moreton Bay Boys' College intends to suspend the enrolment of a student, it will first issue a letter that notifies the student and parents of this intention. The letter will provide details of the reason/s for the intended suspension, potential impact on the CoE and study path, as well as information about how to access Moreton Bay Boys' College's internal appeals process. Further information about the appeals process in the event of a school-initiated suspension is outlined below.

d) Suspended students must abide by the conditions of their suspension of enrolment and must adhere to any welfare and accommodation arrangements in place, as determined by the Principal.

e) Students whose enrolment have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: https://immi.homeaffairs.gov.au/help-support/contact-us.)

f) Where applied, a suspension of enrolment will impact the student's CoE and will be recorded on PRISMS. The suspension will therefore be visible to the Department of Home Affairs (Immigration).

g) The period of suspension will not be included in attendance calculations.

7. School-initiated cancellation of enrolment (CoE will be impacted)

a) *Moreton Bay Boys' College* will cancel the enrolment of a student under the following conditions:

i) Any breach of an agreed condition of enrolment as outlined in the student's written agreement, including failure to disclose information required by the school at the point of application or a pre-existing condition requiring a high degree of specialised support or care

ii) Failure to pay course fees

iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)

iv) Any behaviour identified as resulting in cancellation in Moreton Bay Boys' College's Behaviour Policy/Code of Conduct

b) Where *Moreton Bay Boys' College* intends to cancel the enrolment of a student it will first issue a letter which notifies the student and parents of this intention. The letter will also provide details of the reason/s for the intended cancellation, as well as information about how to access *Moreton Bay Boys' College*'s internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.

c) *Moreton Bay Boys' College* is required to report any confirmed breach of course progress and attendance requirements to the Department of Immigration. Where a student is reported for breach of visa condition, his/her enrolment at *Moreton Bay Boys' College* will be cancelled and this may impact on the student's visa. Further information can be found in *Moreton Bay Boys' College*' Course Progress and Attendance Policy.

h) For the duration of the internal appeals process, *Moreton Bay Boys' College* will maintain the student's enrolment and the student will attend classes as normal. The Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

i) If a student decides to access *Moreton Bay Boys' College's* complaints and appeals process because they have been notified of a school-initiated suspension or cancellation of enrolment under Standard 9, the change in enrolment status will not be reported in PRISMS until the

internal complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply (see Definitions below).

j) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but *Moreton Bay Boys' College* need not await the outcome of this process before changing the student's enrolment status in PRISMS. If the school has issued a CAAW for such a student, welfare provisions under Standard 5.6 are applicable.

k) The use of extenuating circumstances by *Moreton Bay Boys' College* to suspend or cancel a student's enrolment prior to the completion of any complaints and appeals process will be supported by appropriate evidence.

l) The final decision for evaluating extenuating circumstances lies with the Principal.

8. Student to seek information from Department of Immigration

a) Deferment, suspension and cancellation of enrolment can have an effect on a student's visa as a result of changes to enrolment status. Students can visit the Department of Home Affairs (Immigration) Website https://immi.homeaffairs.gov.au/visas/getting-a-visa/visa-listing/student-500 for further information about their visa conditions and obligations.

9. Definitions

a) CoE – 'Confirmation of Enrolment' - The CoE provides evidence of a student's enrolment with a provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). This evidence is required before Home Affairs will issue a student visa. The CoE contains information about the Provider, agent (if involved), course and duration of study in which the student has enrolled.

b) Deferment of enrolment - To defer or suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, PRISMS of the deferment of enrolment. A student may request a temporary deferment to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student.

c) Exclusion from class – when a student is not allowed to attend classes for a period of time but may access learning material offline.

d) Suspension from attending school - when a student is removed from school or class for a period of time. After a suspension, they will return to school or class. When considering suspending a student, the Principal must take into account the disruption to your child's learning, their disability, home circumstances, educational needs.

e) Suspension of enrolment - To suspend enrolment means to temporarily put studies on hold (adjourn, delay, postpone). Providers do this by notifying the Department of Education, through PRISMS of the suspension of enrolment. A student may request a temporary suspension to his or her enrolment on the grounds of compassionate or compelling circumstances. A provider may also initiate suspension of a student's enrolment due to misbehaviour of the student. It is important to note the meanings of the terms for this context – suspension of enrolment is not necessarily due to misbehaviour – suspension of enrolment may also be initiated by the student.

f) Cancellation of enrolment - The provider notifies the Department of Education through PRISMS that it wishes to permanently cancel (terminate) the student's enrolment. Once this process is complete, the student's CoE status will be listed as 'cancelled'.

g) PRISMS - The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers.

h) Day – any day including weekends and public holidays in or out of term time

i) Extenuating circumstances - if the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Examples include:

- the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
- the student is missing
- the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
- the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
- is at risk of committing a criminal offence, or
- the student is the subject of investigation relating to criminal matters.

3. ROLES & RESPONSIBILITIES

Role	*Responsibility*
Principal	Makes final decisions regarding deferment, suspension, cancellation, and appeals where applicable and ensures compliance with legislative requirements.
Director of International	Oversees implementation of this policy, ensures compliance with ESOS and National Code requirements, and monitors enrolment status changes and reporting obligations.
International Coordinator	Processes applications, maintains records, communicates outcomes, updates PRISMS where required, and coordinates support for affected students.
Heads of School	Provide advice regarding academic, behavioural, and welfare matters relevant to enrolment decisions.
International Student	Provides required documentation, complies with enrolment conditions, and maintains communication with the College regarding enrolment status changes.
Parent / Legal Guardian	Provides supporting documentation where required and participates in decisions affecting the student's enrolment and welfare arrangements.

4. PROCEDURE

1. Requests for deferment, suspension, or cancellation of enrolment must be submitted in writing and supported by appropriate documentation.
2. The College will assess applications against the requirements of this policy, the National Code, student welfare considerations, and any supporting evidence provided.
3. The College may approve or refuse applications based on the circumstances outlined in this policy and applicable legislation.
4. Students and parents will be advised in writing of the outcome of any application.
5. Where enrolment status changes affect a student's Confirmation of Enrolment (CoE), the College will update PRISMS within the required legislative timeframes.
6. Where the College initiates a suspension or cancellation of enrolment, students will be provided with written notice, reasons for the decision, and information regarding their appeal rights.
7. During any internal appeals process, the College will maintain the student's enrolment unless extenuating circumstances relating to the student's welfare or the welfare of others apply.
8. Detailed operational processes relating to deferment, suspension, cancellation, appeals, welfare considerations, and reporting requirements are contained within the International Student Deferment, Suspension and Cancellation Procedure.

5. SUPPORTING INFORMATION

Legislative References

- Education Services for Overseas Students (ESOS) Act 2000
- Education Services for Overseas Students Regulations 2019
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standards 5, 8 and 9)
- Migration Act 1958
- Migration Regulations 1994

Related Documents

- International Student Entry Requirements and Enrolments Policy
- International Student Progress, Attendance and Course Duration Policy
- International Student Transfer Policy
- Accommodation and Welfare Policy
- Complaints and Appeals Policy
- Refund Policy
- Student Behaviour Policy
- International Student Written Agreement
- International Student Deferment, Suspension and Cancellation Procedure

Definitions

Term	*Definition*
Cancellation of Enrolment	The permanent termination of a student's enrolment and cancellation of the student's CoE through PRISMS.
CoE	Confirmation of Enrolment issued through PRISMS.
Compassionate or Compelling Circumstances	Circumstances beyond the student's control that have a significant impact on their ability to commence or continue studies.
Deferment	A postponement of the commencement of studies approved by the College.
Exclusion from Class	A temporary removal from classes that does not affect the student's enrolment or CoE.
Extenuating Circumstances	Circumstances where the student's wellbeing, safety, or the wellbeing of others is at risk and immediate action is required.
International Student	A student enrolled at the College on a Student Visa (subclass 500).
PRISMS	Provider Registration and International Student Management System.
Suspension of Enrolment	A temporary interruption to a student's enrolment that impacts the student's CoE and is reported through PRISMS.
Suspension from Attending School	A temporary removal from attendance at school that does not affect the student's CoE.

6. DOCUMENT CONTROL

The following accountabilities apply to this document:

Policy Owner	Director of International
Policy Approver	Principal

The review cycle for this policy is every year:

Last Approved	December 2025
Next Review	December 2027

The following revisions have been made to this document:

Version	*Date*	*Summary of Material Changes*
4.0	06 2026	Third Review – updated to new policy template
3.0	12 2025	Second Review – updated to separate MBC from MBBC
2.0	10 2024	First Review – updated to new policy template
1.0	07 2022	Policy Creation