

POLICIES AND PROCEDURES

Overseas Students Course Deferment, Suspension and Cancellation Policy



Date **November 2024**

Review **November 2026**

Source of Obligation

Education Services for Overseas Students (ESOS) Act 2000; National Code of Practice for Providers of Education and Training to Overseas Students, Standard 9, Deferring, Suspending or Cancelling the Overseas Student's Enrolment.

Lauriston Girls' School Policy

Lauriston Girls' School will ensure that all instances of course deferment, suspension or cancellation of an overseas student's enrolment are processed fairly and are consistent with ESOS standards.

It is our policy that:

- Students are provided with clear information in relation to the school's intention to defer, suspend or cancel the student's enrolment and reasons why.
- Take all reasonable steps to support the student who is considered disadvantaged.
- Students are provided with written notification in relation to course deferment, suspension or cancellation decisions and outcomes.
- PRISMS reports are made where required.
- Students are provided with clear information in relation to their right to make a complaint or lodge an appeal.

Deferment, Suspension or Cancellation

The school will inform the student in writing where it has been determined that the student's course enrolment is to be deferred, suspended or cancelled and provide reasons why.

The school may decide to defer or suspend the student's course enrolment where there is supportive evidence of compassionate or compelling circumstances.

The school has the right to suspend or cancel a student's course enrolment inclusive of, but not limited to:

- Student misbehaviour, such as a breach of school rules or school policies.
- Failure to pay school and tuition fees as stated in the written agreement.
- A breach of student visa requirements.

The student may seek advice from the Department of Home Affairs where there has been a change in their course enrolment and the potential impact on their student visa.

When deferral, suspension or cancellation action is taken, the School will report the change to the overseas student's enrolment in PRISMS within 14 days and maintained.

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Course Deferment initiated by the Student

Course deferral means delaying the commencement of a course (*course suspension means temporarily delaying the enrolment once the course has commenced*).

Requests for course deferment must be made in writing to the Principal, along with relevant supporting documentation.

All requests for course deferment will be considered within 10 working days of receipt of the request and supporting documentation.

Lauriston Girls' School will only grant a deferment of commencement of studies for compassionate or compelling circumstances, inclusive of, but not limited to:

- Inability to commence the course on the scheduled date due to delay in receiving student visa approval.
- Illness, 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 which has impacted on the student's studies.
- A traumatic experience which has impacted on the student (supportive evidence required), such as:
 - Involvement in or witnessing a serious accident.
 - Witnessing or being the victim of a serious crime.

The Principal has the authority to make the final decision in approving or denying the request for a course deferment. Student requested deferment is not subject to the [Overseas Student Complaints and Appeals Policy](#)

Following the Principal's decision, the school will:

- Notify the student in writing of the decision in relation to the request for course deferment and the reasons why.
- Provide details to the student in relation to any course refund monies owing to the student (where applicable).
- Inform the student they must seek advice from the Department of Home Affairs in relation to their student visa.
- Report the change to the student's enrolment under Section 19 of the ESOS Act, by means of the Admissions team making a report via PRISMS.

Copies of all documentation pertaining to the course deferment will be kept on the student's file.

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Course Suspension initiated by the Student

Course suspension means temporarily delaying the enrolment once the course has commenced. Requests for course study suspension must be made in writing to the Principal, with relevant supporting documentation. All requests for course suspension will be considered within 10 working days of receipt of the request and supporting documentation.

Lauriston Girls' School will only grant a suspension of study for compelling circumstances, inclusive of, but not limited to:

- Illness, where a medical certificate stated 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 which has impacted on the student's studies.
- A traumatic experience which has impacted on the student (supportive evidence required), such as:
 - Involvement in or witnessing a serious accident.
 - Witnessing or being the victim of a serious crime.

The Principal has the authority to make the final decision in approving or denying the request for a course suspension.

Following the Principal's decision, the School will:

- Notify the student in writing of the decision in relation to the request for course deferment and the reasons why.
- Provide details to the student in relation to any course refund monies owing to the student (where applicable).
- Inform the student they must seek advice from the Department of Home Affairs in relation to their student visa.
- Report the change to the student's enrolment under Section 19 of the ESOS Act, by means of the Admissions Team making a report via PRISMS.

Copies of all documentation pertaining to the course deferment will be kept on the student's file.

Note: The period of suspension will not be included in attendance calculations.

Course Suspension initiated by the School

Lauriston Girls' School may initiate a suspension of course enrolment on grounds of misbehaviour by the student. Suspension will be enforced as the result of any behaviour identified as inappropriate in accordance with the school rules or school policies.

The Principal has the authority to make decisions in relation to student suspensions. The School will notify the student in writing of the intention to suspend and the reasons why.

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The student must:

- Abide by the conditions of their suspension as determined by the Principal
- Where the student is provided with homework or other studies for the period of the suspension, the student must continue to meet the academic requirements of the course.

Note: Suspensions of more than 5 days will be recorded on PRISMS by the Admissions team. Students who have been suspended for more than 28 days are required (by the Department of Home Affairs) to return to their home country unless special circumstances exist (e.g. the student is medically unfit to travel).

Where special circumstances exist, the student must abide by the conditions of the suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Principal.

Where the student decides to make a complaint or appeal relating to this decision, the student has 20 working days in which to access the School's Complaints and Appeals Process (refer to the [Overseas Student Complaints and Appeals Policy](#) for further details) .

Cancellation of Enrolment

Lauriston Girls' School will cancel the enrolment of a student under the following conditions:

- Student misbehaviour, such as breach of school rules or school policies.
- Failure to pay school and tuition fees as stated in the written agreement.
- A breach of student visa requirements.

The Principal has the authority to make the final decision to cancel a student's enrolment.

Following the Principal's decision, the school will:

- Notify the student in writing of its intention to cancel the student's enrolment and the reasons for the cancellation.
- Provide details to the student in relation to any [course refund monies](#) owing to the student (where applicable).
- Inform the student of their right to access the complaints and appeals process.
- Inform the student they must seek advice from the Department of Home Affairs in relation to their student visa.
- Report the change to the student's enrolment, under section 19 of the ESOS Act, by means of the Admissions team making a report via PRISMS.

Copies of all documentation pertaining to the deferment will be kept on the student's file.

Where the student decides to lodge a complaint or an appeal relating to the school's decision the student will have 20 working days in which to access the school's complaints and appeals process (refer to the [Overseas Student Complaints and Appeals policy](#) for details).

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The School will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19 of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation support the School;
- the overseas student has chosen not to access the internal or external, complaints and appeals process within the 20 working day period; or
- the overseas student withdraws from the internal or external appeals processes by notifying the School in writing.

Special Circumstances

Lauriston Girls' School will take into consideration any special circumstances, where supportive evidence has been provided, when forming a decision relating to course suspension or cancellation of enrolment.

Special circumstances 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 psychological concerns which lead the school to consider the student's wellbeing is at risk.
- The student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others:
 - The student is at risk of committing a criminal offence.
 - The student is the subject of an investigation relating to criminal matters.

The final decision for evaluating special circumstances lies with the Principal.

Implementation

This policy is implemented through a combination of:

- Staff training.
- Effective course deferment, suspension and cancellation procedures.
- Effective complaints and appeals procedures.
- Effective record keeping procedures.
- Initiation of corrective actions where necessary.

Breach of Policy

The school will consider each breach of the policy in the context in which it has occurred and determine the relevant severity of the breach. A serious breach may result in disciplinary action, up to and /or including termination of enrolment or employment.