

Draft SV500 DEFERRING, SUSPENDING OR CANCELLING ENROLMENT POLICY

1. RATIONALE

The *SV500 Deferring, Suspending or Cancelling Enrolment Policy* addresses the requirements and responsibilities of The Friends' School in relation to School initiated or student initiated deferment of a student's enrolment, suspension of student's enrolment and/or cancellations of a student's enrolment.

2. SCOPE

This policy includes the following

- 2.1. The Principal
- 2.2. Deputy Principal
- 2.3. Heads of School (Morris, High School, Clemes)
- 2.4. Director of Residence
- 2.5. K-12 International Student Coordinator
- 2.6. Enrolments Manager
- 2.7. SV500 students and their parents

3. DEFINITIONS

- 3.1. Deferring enrolment** – a student's commencement of enrolment is delayed and/or put on hold for a period of time
- 3.2. Suspending enrolment** – a student remains formally enrolled at the School but it is agreed that the student will not attend classes, and in some cases will be barred from being on School grounds, for a designated period of time. Suspension of enrolment can be initiated by the student or the School for compassionate, compelling or disciplinary reasons
- 3.3. Cancellation of enrolment** – a student's enrolment with the School is terminated. This can occur prior to the student commencing or while the student is enrolled and a current student at the School. Cancellation can be initiated by the student or the School

4. POLICY

SV500 Student Initiated Deferrals or Suspensions

- 4.1. A SV500 student may request to defer or suspend their enrolment at The Friends' School, based on compassionate or compelling circumstances, which are generally beyond the student's control and have an impact upon the SV500 student's course progress or wellbeing. These circumstances may include, but are not limited to:
 - 4.1.1. Serious illness or injury, where the medical certificate states that the student will be unable to attend classes
 - 4.1.2. Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - 4.1.3. Major political upheaval, natural disaster or public health emergency (e.g. coronavirus)
 - 4.1.4. A traumatic experience, which could include, and should be supported by police or psychologist's reports:
 - involvement in, or witnessing of a serious accident
 - witnessing or being victim of a serious crime
 - 4.1.5. The student failing to successfully complete prerequisite studies at their current school, immediately prior to entry to The Friends' School, which was

stipulated as a condition of enrolment and therefore does not qualify for entry to the year level he or she is enrolled to commence at Friends'

4.2. Student initiated deferrals or suspension of enrolment must be made in writing to the Principal and:

- 4.2.1. Be co-signed by both student and parent
- 4.2.2. Detail the reasons for the request to defer or suspend enrolment and length of the deferral or suspension
- 4.2.3. Support reasons for the request with appropriate documentation e.g. certified medical reports, police reports, psychologist reports
- 4.2.4. Provide contact details of and permission for the School to contact the doctor, police or psychologist etc to verify circumstances.

4.3. Approval for requests to defer or suspend the commencement of enrolment of a new student are at the discretion of the Principal and will consider the following (but are not limited to):

- 4.3.1. The seriousness of the reasons for the student making the request
- 4.3.2. The length of time requested for the deferral or suspension
- 4.3.3. The year level that the student is entering and the impact the deferral or suspension will have on the student's ability to meet course requirements and the course duration.
- 4.3.4. The student's English competency and the impact any delay in commencement may have on the student's ability to meet any English preparation requirements and therefore meet principal course requirements and course duration.

4.4. Approval for requests to defer or suspend the enrolment of a current student are at the discretion of the Principal and will consider the following (but are not limited to):

- 4.4.1. The School can support student learning for a deferral or suspension of 4 weeks of term time. Any request for a longer deferral or suspension may pose a risk to the student being able to meet course requirements and course duration
- 4.4.2. The seriousness of the reasons for the student making the request and the ability of the School to offer the student appropriate support
- 4.4.3. The student's course progress and attendance to date and any risk to attaining satisfactory achievement
- 4.4.4. The year level the student is currently studying and the timing in relation to significant assessments e.g. Year 11 and 12 exams
- 4.4.5. A student in Year 11 or 12 being eligible to apply for special considerations in their course of study
- 4.4.6. The impact on the student's welfare and accommodation arrangements and ability to comply with School policy on these issues

4.5. Requests by students to cancel enrolment are to be made in writing to the Principal and will include (but are not limited to) consideration of the following:

- 4.5.1. The student wishing to transfer to another provider within the first six months of enrolment at The Friends' School (see *SV500 Student Transfer Policy*)
- 4.5.2. Any compelling or compassionate circumstances, as defined in 4.1

- 4.5.3. The reasons for the student's decision to cancel are reactive, based on misinformation, or the inappropriate advice of an education agent
- 4.5.4. The student having sought and received appropriate support from the School for any difficulties they may have been experiencing
- 4.5.5. The student's course progress and attendance records to date
- 4.5.6. The safety and well-being of the student
- 4.5.7. Appropriate welfare and accommodation arrangements being in place should the student be transferring to another school
- 4.5.8. The student's parents being fully aware and supportive of the student's request (in writing)
- 4.5.9. The student understanding the risk to their Student Visa 500 if they cancel, do not commence at another school and return home
- 4.5.10. The ability of the School to continue to offer the course for which the student is enrolled in
- 4.5.11. The student being aware of the School's *SV500 Refund Policy* and the financial consequences for the student, depending upon the timing of their enrolment being cancelled and the required period of notification being provided to the School

4.6. Notification of School's Decision

- 4.6.1. The School will notify the student and the student's parents in writing of its decision to defer, suspend or cancel an enrolment
- 4.6.2. The notification will inform the student and parents of the need to seek advice from immigration on the potential impact on the student's visa
- 4.6.3. The notification will clarify the student's position in relation to welfare and accommodation arrangements and expectations
- 4.6.4. The notification will clarify the student's position in relation fees owing to the School and/or any requests for a refund
- 4.6.5. The student will be advised of their right to lodge a complaint and internal appeal, except in the circumstances identified in 4.9.4

4.7.

- 4.7.1. The School will notify the student in writing of its decision to a request to defer, suspend or cancel an enrolment
- 4.7.2. The notification will inform the student of the need to seek advice from immigration on the potential impact on the student's visa
- 4.7.3. The notification will clarify the student's position in relation to welfare and accommodation arrangements and expectations
- 4.7.4. The notification will clarify the student's position in relation to fees owing to the School and/or any requests for a refund
- 4.7.5. The student will be advised of their right to lodge an internal appeal, in the case of the student's request being denied

4.8. Records

- 4.8.1. The School will maintain records of the decision making process in regard to School initiated, deferrals, suspensions and cancellations, including relevant documents, evidence and the School's notification to the student and parents.
 - The records will be stored in the student's file
- 4.8.2. The School will notify the commencement and completion dates of the

deferral or suspension via PRISMS, and also the commencement date of a cancellation. See SV500 Procedures: Notifying Prisms of deferrals, suspensions or cancellations of enrolment

- 4.8.3. Coinciding with notification of a deferral, suspension or cancellation, the School will also update the student's contact details on PRISMS, for both Australia and student's home country
- 4.8.4 As required, the School may create an additional CoE via PRISMS to cover the student's new commencement date after the period of deferral or suspension

SV500 School Initiated Deferrals, Suspensions and Cancellations of Student Enrolment

- 4.9. The Friends' School may initiate the deferral, suspension or cancellation of a student's enrolment based on a range of circumstances, including but not limited to:
 - 4.9.1. Compassionate or compelling circumstances as detailed in 4.1
 - 4.9.2. Concerns for a student's health and wellbeing, including a student at risk to their own safety and wellbeing and/or the safety and wellbeing of others
 - 4.9.3. Misbehaviour by the student
 - 4.9.4. The School being provided with false or misleading information, or information being withheld, which impacts on the student's preparedness and ability to meet course requirements, cope with being an international student, and the School's ability to support the student
 - 4.9.5. The student failing to make suitable progress in the pre-entry English preparation (ELICOS) course, as a condition of the student's enrolment
 - 4.9.6. The student failing to successfully complete pre-requisite studies at their previous school, immediately prior to entry to The Friends' School, which was stipulated as a condition of enrolment
 - 4.9.7. The student's failure to pay tuition and/or non-tuition fees
 - 4.9.8. A breach of course progress or attendance requirements
 - 4.9.9. The student breaches welfare or accommodation requirements
 - 4.9.10. The School is unable to contact the student
- 4.10. Reporting SV500 Students and Appeals Process (St 9 FS. P4)**
 - 4.10.1. In the case of any deferral, suspension or cancellation of enrolment initiated by The Friends' School, where the School is planning to report the student (to Immigration/Home Affairs via PRISMS), the student must be provided with a notice of intention to report and 20 working days to access the registered provider's internal complaints and appeals process. See *SV500 Complaints and Internal Appeals Policy* and *SV500 Procedures: Reporting Students to Immigration (via PRISMS)*
 - 4.10.2. The requirement to provide the student with access to the Complaints and Internal Appeals Process, as detailed in 4.9.1 applies even when the student's misbehaviour is grounds for immediate expulsion, except in the circumstances outlined in 4.9.4
 - 4.10.3. Generally, the School can proceed with the deferral, suspension, or cancellation after the internal complaints and appeals process has been completed. The only time that the School is required to wait for the completion of both the internal and external appeals process is for course progress and/or attendance breaches (see NC St.9 FS page 4)

4.10.4. The SV500 student does not have to be given the opportunity to appeal a School initiated deferral, suspension or cancellation of enrolment when the overseas student's safety, health or wellbeing or the safety and wellbeing of others is likely to be at risk. The School must keep evidence to support this concern/belief/ assertion. Such circumstances may include but are not limited to:

- The SV500 student is refusing to maintain approved care arrangements
- The SV500 student is missing
- The School having medical concerns and/or the students suffers from depression or psychological issues which lead the School to fear for the student's wellbeing
- The SV500 student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
- The SV500 student has (allegedly) committed or is at risk of committing a criminal offence

4.10 Welfare and Accommodation Arrangements

Where the School has approved the CAAW for an SV500 student, in all cases of deferral, suspension or cancellation of a student's enrolment, whether student or School initiated, the School remains responsible for the welfare and accommodation arrangements of the student until suitable alternative arrangements in place. See *International Student Welfare Policy*

5. DEFINITIONS

5.1. See definitions documents

6. LEGAL AND OTHER REQUIREMENTS

- 6.1. ESOS Act 2000
- 6.2. National Code 2018
- 6.3. National Code 2018 Factsheets
- 6.4. Tuition Protection Service (TPS)
- 6.5. Australian Consumer Law
- 6.6. Children, Young Persons and Their Families Act 1997

7. ASSOCIATED POLICIES, PROCEDURES, GUIDELINES AND FORMS

- ❖ **SV500 Procedures: Approving Requests for Deferrals, Suspensions or Cancellations of Enrolment**
- ❖ **SV500 Procedures: Notifying Prisms of Deferrals, Suspensions or Cancellations of Enrolment**
- ❖ **SV500 Procedures: Reporting Students to Immigration (via PRISMS)**
- ❖ Attendance Policy
- ❖ Critical Incident Management Policy
- ❖ International Student Accommodation Policy
- ❖ International Student Entry Requirements Policy
- ❖ International Student Support Services Policy
- ❖ International Student Welfare policy
- ❖ SV500 Complaints and Internal Appeals Policy

- ❖ SV500 Course Delivery and Duration Policy
- ❖ SV500 Course Progress Policy
- ❖ SV500 External Appeals Policy
- ❖ SV500 Fees Policy
- ❖ SV500 Refund Policy
- ❖ SV500 Visa Requirements Policy