



## Deferment, Suspension and Cancellation Policy

The Policy below for deferring, suspending or cancelling a student's enrolments is based on the ISCA 2007 National Code Transition handbook at [www.isca.edu.au](http://www.isca.edu.au)

### 1. Deferment of commencement of study requested by student

- a) Coomera Anglican 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 was unable to attend classes
  - ii. bereavement of close family members such as parents, siblings 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 impacted on studies
  - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
- b) The final decision for assessing and granting a deferment of commencement of studies lies with the College Principal.
- c) Deferment will be recorded on PRISMS within 14 days of being granted.

### 2. Suspension of study requested by student

- a) Once the student has commenced the course, Coomera Anglican 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, sibling 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 impacted on studies
  - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
- b) Suspensions will be recorded on PRISMS within 14 days of being granted.
- c) The period of suspension will not be included in attendance calculations.
- d) The final decision for assessing and granting a suspension of studies lies with the College Principal.

### 3. 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 College Principal and/or Business Manager. Please see Coomera Anglican College's Refund Policy for information regarding refunds.



#### 4. Assessing requests for deferment or suspension of studies

- a) Applications will be assessed on merit by the College Principal and/or Business Manager
- b) All applications for deferment or suspension will be considered within 21 working days.

#### 5. School initiated exclusion from class ( 1 – 28 days)

- a) Coomera Anglican College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Coomera Anglican College's Behaviour Policy/Code of Conduct.
- b) 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 College Principal.
- c) 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.
- d) Exclusions from class will not be recorded on PRISMS.
- e) Periods of 'exclusion from class' for up to 5 days will be included in attendance calculations as per Coomera Anglican College's Course Progress and Attendance Policy.

#### 6. School initiated suspension of studies (28 days +)

- a) Coomera Anglican College may initiate a suspension of studies 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 Coomera Anglican College's Behaviour Policy/Code of Conduct.
- b) 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 College Principal.
- c) Students who have been suspended for more than 28 days may need to contact
- d) Department of Immigration. (Please see contact details at: <http://www.immi.gov.au/contacts/australia/index.htm>.)
- e) If special circumstances exist, the student must abide by the conditions of his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the College Principal.
- f) Suspensions will be recorded on PRISMS.
- g) The period of suspension will not be included in attendance calculations.

#### 7. School initiated cancellation of enrolment

- a) Coomera Anglican College will cancel the enrolment of a student under the following conditions:
  - i. Failure to pay course fees



- ii. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532)
  - iii. Any behaviour identified as resulting in cancellation in Coomera Anglican College's Behaviour Policy/Code of Conduct.
- b) Coomera Anglican College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration, which may impact on a student's visa.
  - c) Coomera Anglican College may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.

School initiated cancellation of enrolment is subject to Coomera Anglican College's Complaints and Appeals Policy. Please see 8), below.

## 8. Complaints and Appeals

- a) Student requests for deferment, and suspension and cancellation of enrolment are not subject to Coomera Anglican College's Complaints and Appeals Policy.
- b) Exclusion from class is subject to Coomera Anglican College's Complaints and Appeals Policy.
- c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Coomera Anglican College's Complaints and Appeals Policy.
- d) For the duration of the internal appeals process, the school will maintain the student's enrolment and the student will attend classes as normal. The College Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If students access Coomera Anglican College's complaints and appeals process regarding a school initiated suspension or cancellation of enrolment under
- f) Standard 13, 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. NB: Students may still access the external complaints and appeals process, but the school need not await the outcome of this process before changing the student's enrolment status in PRISMS. However, if the school has issued a CAAW for a student, welfare provisions under NC St 5.3 are applicable.
- g) Extenuating circumstances include:
  - i. the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age)
  - ii. the student is missing
  - iii. the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
  - iv. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
  - v. is at risk of committing a criminal offence, or
  - vi. the student is the subject of investigation relating to criminal matters.
- h) The use of extenuating circumstances by Coomera Anglican 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.



- i) The final decision for evaluating extenuating circumstances lies with the College Principal.

## 9. 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 Immigration Website [www.immi.gov.au/students/](http://www.immi.gov.au/students/) for further information about their visa conditions and obligations.

## 10. Definitions

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

*The Sample Policy below for deferring, suspending or cancelling a student's enrolments is based on the ISCA 2007 National Code of Practice for Providers of Education and Training to Overseas Students 2007 Transition handbook at [www.isca.edu.au](http://www.isca.edu.au)*

### 1. Deferment of commencement of study requested by student

Coomera Anglican College will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:

- v. illness, where a medical certificate states that the student was unable to attend classes
- vi. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- vii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- viii. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
  - a) The final decision for assessing and granting a deferment of commencement of studies lies with the College Principal or Deputy Principal.
  - b) Deferment will be recorded on PRISMS within 14 days of being granted.

### 2. Suspension of study requested by student

Once the student has commenced the course, Coomera Anglican College will only grant a suspension of study for compassionate and compelling circumstances. These include but are not limited to:

- v. illness, where a medical certificate states that the student was unable to attend classes
- vi. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- vii. major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies
- viii. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports).
  - a) 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.
  - b) The period of suspension will not be included in attendance



calculations.

- c) The final decision for assessing and granting a suspension of studies lies with the Principal.

### **3. 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 College Principal and Enrolments Officer. Please see Coomera Anglican College's International Student Refund Policy for information regarding refunds.

### **4. Assessing requests for deferment or suspension of studies**

- a) Applications will be assessed on merit by the College Principal
- b) All applications for deferment or suspension will be considered within 14 working days.

### **5. School initiated exclusion from class ( 1 – 28 days)**

- a) Coomera Anglican College may exclude a student from class studies on the grounds of misbehaviour by the student. Exclusion will occur as the result of any behaviour identified as resulting in exclusion in Coomera Anglican College Behaviour Policy/Code of Conduct
- b) 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 College Principal or Deputy Principal.
- c) 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.
- d) Exclusions from class will not be recorded on PRISMS.

Periods of 'exclusion from class' will not be included in attendance calculations as per Coomera Anglican College Course Progress and Attendance Policy

### **6. School initiated suspension of studies (28 days +)**

- a) Coomera Anglican College may initiate a suspension of studies 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 Coomera Anglican College Behaviour Policy/Code of Conduct.
- b) 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 College Principal or Deputy Principal
- c) Students who have been suspended for more than 28 days may need to contact Department of Immigration. (Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations>)
- d) Students who have had enrolment cancelled are advised to contact Department of Immigration. (Please see contact details at: <http://www.border.gov.au/about/contact/offices-locations>)
- e) If special circumstances exist, the student must abide by the conditions of



his or her suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the College Principal or Deputy Principal

- f) Suspensions will be recorded on PRISMS.
- g) The period of suspension will not be included in attendance calculations.

## 7. School initiated cancellation of enrolment

- a) Coomera Anglican College will cancel the enrolment of a student under the following conditions:
  - iv. Failure to pay course fees
  - v. Failure to maintain approved welfare and accommodation arrangements (visa condition 8532) [Alternatively schools may decide that they will not cancel enrolment for this reason]
  - vi. Any behaviour identified as resulting in cancellation in Coomera Anglican College's Behaviour Policy/Code of Conduct. [Schools should list the criteria here]

Coomera Anglican College is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to Department of Immigration, which may impact on a student's visa.

Coomera Anglican College may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.

School initiated cancellation of enrolment is subject to Coomera Anglican College's Complaints and Appeals Policy. Please see 8), below.

## 8. Complaints and Appeals

- a) Student requests for deferment, and suspension and cancellation of enrolment are not subject to Coomera Anglican College's Complaints and Appeals Policy.
- b) Exclusion from class is subject to Coomera Anglican College's Complaints and Appeals Policy.
- c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Coomera Anglican College's Complaints and Appeals Policy.
- d) For the duration of the appeals process, the student will remain enrolled and must attend is required to maintain enrolment and attendance at all classes as normal. The Principal / Deputy Principal will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If students access Coomera Anglican College's complaints and appeals process regarding a school initiated suspension, where the suspension is recorded in PRISMS, or cancellation, the suspension or cancellation will not be reported in PRISMS until the complaints and appeals process is finalised, unless extenuating circumstances relating to the welfare of the student apply.
- f) Extenuating circumstances include:
  - vii. the student refuses to maintain approved welfare and accommodation





arrangements (for students under 18 years of age)

- viii. the student is missing
  - ix. the student has medical concerns or severe depression or psychological issues which lead the school to fear for the student's wellbeing
  - x. the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others
  - xi. is at risk of committing a criminal offence, or
  - xii. the student is the subject of investigation relating to criminal matters.
- g) The use of extenuating circumstances by Coomera Anglican 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.
  - h) The final decision for evaluating extenuating circumstances lies with the Principal / Deputy Principal

#### **9. 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 Immigration Website <http://www.border.gov.au/Trav/Stud> for further information about their visa conditions and obligations.

#### **10. Definitions**

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