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 Toowoomba Anglican School 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) Toowoomba Anglican School 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.

b) All applications for deferment will be considered within 10 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 Toowoomba Anglican School's International Student 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, Toowoomba Anglican School 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.

c) 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.

d) Temporary suspensions of study cannot exceed 6 months' duration. 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 Toowoomba Anglican School 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 10 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 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 Principal. Please see Toowoomba Anglican School's International Student Refund and Cancellation Policy for information regarding refunds.

b) A student will be deemed to have inactively notified Toowoomba Anglican School 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 Toowoomba Anglican School's International Student 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) Toowoomba Anglican School 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 Toowoomba Anglican School'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 Toowoomba Anglican School 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 Toowoomba Anglican School '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) Toowoomba Anglican School 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 Toowoomba Anglican School'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 Toowoomba Anglican School 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 Toowoomba Anglican School'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) Toowoomba Anglican School 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 Toowoomba Anglican School's Behaviour Policy/Code of Conduct

b) Where Toowoomba Anglican School 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 Toowoomba Anglican School's internal appeals process. Further information about the appeals process in the event of a school-initiated cancellation is outlined below.

c) Toowoomba Anglican School 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 Toowoomba Anglican School will be cancelled and this may impact on the student's visa. Further information can be found in Toowoomba Anglican School's International Student Progress, Attendance and Course Duration Policy.

d) For the duration of the internal appeals process, Toowoomba Anglican School 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.

e) If a student decides to access Toowoomba Anglican School'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).

f) Where extenuating circumstances are deemed to exist, a student may still access the complaints and appeals process, but Toowoomba Anglican School 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.

g) The use of extenuating circumstances by Toowoomba Anglican School 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.

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.

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 s student is not allowed to attend classes for a period of time by 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.