



International Students

Deferring, Suspending or Cancelling an International Student's Enrolment Policy

<p>Source of Obligation</p>	<p>Standard 2.1 of the National Code requires the School to make available to the international student or intending international student, comprehensive, current and plain English information on the grounds on which an international student's enrolment may be deferred, suspended or cancelled.</p> <p>Standard 9.1 of the National Code requires the School to have and implement a documented process for assessing, approving and recording a deferment of the commencement of study or suspension of study requested by an international student, including maintaining a record of any decisions.</p> <p>Standard 9.2 states that the School may defer or suspend the enrolment of the student if it believes there are compassionate or compelling circumstances.</p> <p>Standard 9.3 states that the School may suspend or cancel a student's enrolment</p>
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	<p>including, but not limited to, on the basis of:</p> <ul style="list-style-type: none"> • misbehaviour by the student • the student’s failure to pay an amount they were required to pay the School to undertake or continue the course as stated in the written agreement • a breach of course progress or attendance requirements by the international student, which must occur in accordance with Standard 8 (International student visa requirements).
<p>Meriden School's Policy</p>	<p>An international student’s enrolment can be deferred, suspended or cancelled for different reasons. The student may initiate a deferment or suspension on the grounds of compassionate or compelling circumstances. The School may suspend or cancel an enrolment due to student misbehaviour, a failure to pay fees or a breach of course progress or attendance requirements and/or a breach of the Terms of Enrolment.</p> <p>Any decision to defer, suspend or cancel an international student’s enrolment must be made in accordance with the requirements of the National Code.</p>
<p>Deferral or Suspension Initiated by Student</p>	<p>An international student can apply to defer or suspend their enrolment at the School on the grounds of compassionate or compelling circumstances.</p>
<p>Student Application to Defer/Suspend</p>	<p>An international student must submit an</p>

Enrolment	<p>application in writing via the Registrar (gmalley@meriden.nsw.edu.au) to the School detailing their reasons for their request for a deferral or suspension. The application must include suitable documentary evidence to substantiate the international student's compassionate or compelling circumstances.</p> <p>The international student's application for deferment/suspension must be submitted by the Registrar to the Principal for review.</p>
Deferment or Suspension by the School: Compassionate or Compelling Circumstances	<p>The School may agree to defer or suspend an international student's enrolment if it believes there are compassionate or compelling circumstances.</p> <p>The School will consider the following as compassionate and compelling circumstances:</p> <ul style="list-style-type: none">• medical illness or injury of the international student or international student's close relative which requires hospitalisation or impedes activities of daily living. For example, being affected by COVID-19.• a mental health condition of the student or a student's close relative that results in hospitalisation or functional impairment• death of a close family member• adverse experience that has impacted on the international student which could include:<ul style="list-style-type: none">• being a witness to or victim of a serious accident

- being a witness to or victim of a crime, natural disaster, or terrorism event
- a major political upheaval or natural disaster in the international student's home country which requires immediate emergency travel
- inability to begin study in a program on the agreed starting date due to a delay in receiving an international student visa
- where the School is unable to offer a prerequisite unit, or the international student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol
- other compassionate or compelling circumstances at the discretion of the School.

There is no maximum period for a deferral for compassionate or compelling reasons, but the deferral must be assessed in accordance with the processes in this Policy.

Suitable Evidence of Compassionate or Compelling Circumstances

In order for the School to grant the international student a deferment or suspension of their enrolment on the grounds of compassionate and compelling circumstances, the international student must provide the School with suitable documentary evidence to prove the compassionate and compelling circumstances. This may include:

- a medical certificate
- a note from a medical doctor
- death certificate (when possible)

- other supporting correspondence e.g legal.

If the School becomes aware that the student has provided us with fraudulent evidence or documents given to support a claim of compassionate or compelling circumstances, we may decide to suspend or cancel their enrolment.

If the deferral or suspension is approved by the Principal, they will:

- advise the international student in writing of the approved deferral period and their new commencement date, as well as the impact this may have on their visa status; and
- report the change to the international student's enrolment under section 19 of the ESOS Act.

If the deferral or suspension is refused by the Principal they will advise the international student in writing of the refusal and advise the international student of their right to appeal through the School's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals) and our International Students Complaints Handling Policy. The international student has 20 working days to lodge an appeal of the decision with the School.

Student-Initiated Cancellation

International students may have their enrolment cancelled if the international student applies to cancel their enrolment (e.g. transfer to another institution due to serious illness).

Where an international student cancels their enrolment, the **Refund Policy** applies to any refund.

**Suspension or Cancellation by the School:
Misbehaviour, Failure to Pay Fees, Breach of
Course Progress or Attendance Requirements**

The School may decide to suspend or cancel an international student's enrolment on the basis of, but not limited to:

- misbehaviour by the student
- the student's or the student's parents/legal guardians' failure to pay an amount they were required to pay the School to undertake or continue the course as stated in the written agreement
- a breach of course progress or attendance requirements by the international student, which must occur in accordance with Standard 8 (International student visa requirements). For more information, refer to our **Monitoring Course Progress Policy** and **Monitoring Course Attendance Policy**.
- a breach of the Terms of Enrolment.

For breaches of course progress or attendance requirements, a decision to suspend or cancel an international student's enrolment for any of the reasons above cannot take effect until both an internal appeals process and any external appeals process is completed, unless the international student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Refer to the Initiating Suspension or Cancellation section below.

Initiating Suspension or Cancellation

Standard 9.4 requires that if the School initiates a suspension or cancellation of the international student's enrolment, before imposing a suspension or cancellation, the School must:

- inform the international student and their parents/legal guardians of that intention and the reasons for doing so, in writing; and
- advise the international student of their right to appeal through the School's internal complaints and appeals process, in accordance with Standard 10 (Complaints and appeals) and our **International Students Complaints Handling Policy**, within 20 working days.

Accessing Internal and External Appeal Processes

Student Misbehaviour or Fee Non-Payment

If the suspension or cancellation action is due to the international student's misbehaviour or non-payment of fees, and the international student decides to lodge an internal appeal, the School will wait until the assessment of the appeal is concluded before acting to suspend or cancel the enrolment.

If the international student is not successful in its appeal to the School and is dissatisfied with the outcome, the School will offer the international student access to an external complaints handling and appeals process via the Commonwealth Overseas Students Ombudsman (OSO). For more information about our internal appeals process and accessing the OSO, refer to our **Complaints Handling Policy**.

The School can take action to cancel or suspend the international student's enrolment without waiting for the OSO's investigative process to be completed.

Failure to Meet Course Progress or Course Attendance Requirements

If the international student is failing to meet course progress or course attendance requirements and the School has notified them of our intention to report them to PRISMS (via the School's **Notice of Intention to Report for Unsatisfactory Course Attendance letter** or **Notice of Intention to Report for Unsatisfactory Course Progress letter**) the international student can participate in our internal complaints and appeals process. For more information about our internal appeals process, refer to our **Complaints Handling Policy**.

If the international student is not successful in their appeal to the School and is dissatisfied with the outcome, the School will offer the international student access to an external complaints handling and appeals process via the OSO. If, as part of the external appeals process, the international student has contacted the OSO in accordance with the **Complaints Handling Policy**, the School must wait for the OSO to conclude its complaint investigation process before taking any action. The School must then only report the international student if the OSO concluded at the completion of its investigation that it supports the School in our decision to report.

Deferral, Suspension or Cancellation Action	<p>Standard 9.5 requires that when there is any deferral, suspension or cancellation action taken by the School under this Standard, the School will:</p> <ul style="list-style-type: none">• inform the international student of the need to seek advice from the Department of Home Affairs on the potential impact on their student visa (see Effect on CoE below)• report the change to the international student's enrolment under section 19 of the ESOS Act.
Effect on Confirmation of Enrolment (CoE)	<p>The School must inform international students that deferring, suspending or cancelling an enrolment on any grounds may affect their student visa.</p>
Procedural Fairness	<p>The School is committed to ensuring procedural fairness when suspending or cancelling an international student's enrolment with Meriden School.</p> <p>Where a decision has been considered to suspend or cancel the enrolment of the student, the Principal will:</p> <ul style="list-style-type: none">• write to the student, and the student's parents/legal guardians stating:<ul style="list-style-type: none">• the reasons that the student's enrolment is under consideration for suspension or cancellation• the relevant rules, policies, standards of behaviour alleged to be breached

	<ul style="list-style-type: none"> • the relevant allegations said to warrant suspension or expulsion • allow the student and/or the student's parents/legal guardians to give a response, either in writing or verbally • allow the student to have a support person of the student's choosing • arrange a meeting with the student, the student's support person where applicable, and the student's parents/legal guardians where possible • arrange for an interpreter, if one is required • ensure that any meetings are documented.
<p>Impact of Deferral and Suspension on Student Attendance</p>	<p>If an international student's enrolment is deferred or suspended, the period of suspension or deferral of enrolment (as recorded in PRISMS) should not be included in attendance monitoring calculations. For more information, refer to our Monitoring Course Progress Policy and Monitoring Course Attendance Policy.</p>
<p>Record Keeping</p>	<p>Each decision relating to international students' enrolment, including evidence of any assessments made by the School and notifications to the Commonwealth Department of Education through PRISMS, is recorded and maintained on the file.</p>

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