



DEFERMENT, SUSPENSION AND CANCELLATION POLICY

1. Deferment of commencement of study requested by student

- a) Heights 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 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 Headmaster.
- 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, Heights 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 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 Headmaster.

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 College Registrar. Please see Heights College's Overseas Students Refund Policy for information regarding refunds.

4. Assessing requests for deferment or suspension of studies

- a) Applications will be assessed on merit by Headmaster.
- b) All applications for deferment or suspension will be considered within 10 working days.

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

- a) Heights 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 Heights College's Behaviour Management Policy.
- 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 Headmaster.
- 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 classes' will not be included in attendance calculations as per Heights College's Course Progress and Attendance Policy.

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

- a) Heights 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 Heights College's Behaviour Management Policy.
- 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 Headmaster.
- 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.immi.gov.au/contacts/australia/index.htm>.)
- d) 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 Headmaster.
- e) Suspensions will be recorded on PRISMS.
- f) The period of suspension will not be included in attendance calculations.

7. School-initiated cancellation of enrolment

- a) Heights 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)
- b) Any behaviour identified as resulting in cancellation in Heights College's Behaviour Management Policy.
- c) Heights 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.

- d) Heights 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 Heights 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 Heights College's Complaints and Appeals Policy.
- b) Exclusion from class is subject to Heights College's Complaints and Appeals Policy.
- c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to Heights College's Complaints and Appeals Policy.
- d) For the duration of the internal appeals process, the student will remain enrolled and must attend all classes as normal. The Headmaster will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If students access Heights College's complaints and appeals process regarding a school initiated suspension or cancellation of enrolment under 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.
- f) 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.
- g) The use of extenuating circumstances by Heights 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 Headmaster.

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/parents can visit the Department of Immigration website www.immi.gov.au/students/ for further information about their visa

conditions and obligations.

10. Definitions

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

(Policy last updated on 10 February 2016)