

Standards 9, 10 and 11 – Course progress and attendance policy (80% attendance)

Description Schools are required to have documented policies and procedures for completion within expected duration, course progress and attendance which meet the requirements listed below. The sample policy combines these requirements.

The policy should reflect individual school processes and procedures e.g. method of calculating hours of attendance.

Requirements

Standard 9

9.1 Schools must have documented policies and procedures for monitoring the progress of each student to ensure the student is able to complete the course within the expected duration as specified on the student's CoE.

These requirements are covered in items 2a - d of the sample policy.

Standard 10

10.1 Schools must monitor, record and assess the course progress of every student for each unit of the course in which the student is enrolled, in accordance with the registered school's documented course progress policies and procedures.

These requirements are covered in items 1a. - i. of the sample policy.

Standard 11

11.1 Schools must record the attendance of each student for the scheduled course contact hours for the course in which the student is enrolled.

These requirements are covered in items 3a - m of the sample policy.

Notes

- This sample policy includes the minimum 80% attendance requirement specified in the National Code. Schools with higher attendance requirements must specify this as part of satisfactory course progress.
- This policy does not include references to on-line learning. If this is relevant, see [Standard 9 – Completion within expected duration](#).
- From 13 April 2013, automatic and mandatory cancellations of student visas are abolished, and “section

20” notices, previously a requirement for notifying a student of intention to report, no longer exist.

Schools should therefore remove any reference to section 20 notices or automatic or mandatory visa cancellation from this date.

**More
Information**

[Standard 9 Completion within expected duration](#)

[Standard 10 Monitoring course progress](#)

[Standard 11 Monitoring attendance](#)

XXXX School Course progress and attendance policy

1) Course Progress

- a) The school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) The course progress of all students will be assessed at the end of each **study period** of enrolment.
- c) Students who have begun part way through a semester will be assessed after one full **study period**.
- d) To demonstrate satisfactory course progress, students will need to achieve competency in at least X% of units in any study period [or any other measure of satisfactory course progress as required by the school].
- e) If a student does not achieve competency in at least 50% of units studied in a **study period [or any other measure of satisfactory course progress as required by the school]**, the [insert role of school staff member] will meet with the student to develop an intervention strategy for academic improvement. This may include;
 - i) additional supervised study periods
 - ii) tutorial assistance
 - iii) other intervention strategies as deemed necessary

[Schools will have their own policies for the point at which intervention occurs. Under the National Code 2007, at a minimum the school must implement an intervention strategy if a student is deemed not competent in 50% or more of the units in any one study period.]

- f) A copy of the student's individual strategy and progress reports in achieving improvement will be forwarded to parents.
- g) The student's individual strategy for academic improvement will be monitored over the following **study period** by [insert role of school staff member] and records of student response to the strategy will be kept.
- h) If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next **study period**, XXXX School will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school's internal complaints and appeals process.
- i) The school will notify **DIISRTE** via PRISMS of the student not achieving satisfactory course progress as soon as practicable where
 - i) the student does not access the complaints and appeals process within 20 days, or

- ii) withdraws from the complaints and appeals process, or
- iii) the complaints and appeals process results in favour of the school.

2) **Completion within expected duration of study**

- a) As noted in 1.a., the school will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- b) Part of the assessment of course progress at the end of each semester will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.
- c) The school will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:
 - i) compassionate or compelling circumstances (see *Definitions* below)
 - ii) student participation in an intervention strategy as outlined in 1.e.
 - iii) an approved deferment or suspension of study has been granted in accordance with XXXX School's Deferment, Suspension and Cancellation Policy.
- d) Where the school decides to extend the duration of the student's study, the school will report **this change** via PRISMS **within 14 days** and/or issue a new COE if required.

3) **Monitoring Course attendance**

- a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.[School policy can require a higher attendance rate, or allow 70% of scheduled course contact hours as per conditions outlined in Standard 11.9.]
- b) Student attendance is:
 - i) checked and recorded daily
 - ii) assessed regularly
 - iii) recorded and calculated over each **study period**.
- c) Late arrival at school will be recorded and will be included in attendance calculations.
- d) All absences from school should be accompanied by a medical certificate, an explanatory communication from the student's carer or evidence that leave has been approved by the Principal/Head of School.
- e) Any absences longer than 5 consecutive days without approval will be investigated.
- f) Student attendance will be monitored by [insert staff member's role] every x days/weeks over a **study period** to assess student attendance using the

following method.[The school decides how often to assess on a regular basis and what method of calculation it will use]

- i) Calculating the number of hours the student would have to be absent to fall below the attendance threshold for a semester e.g. number of study days x contact hours x 20%. [For example, an eight week semester with 5 contact hours a day would equal 200 contact hours. 20% of this is 40 hours.]
 - ii) Any period of exclusion from class will /will not be included in student attendance calculations. [depending on school policy See Q.13 and 14 for [Standard 13 – Deferring, suspending and cancelling enrolment](#) for an explanation of this item]
- g) Students at risk of breaching XXXX School’s attendance requirements will be counselled and offered any necessary support when they have absences totalling X % of any study period. [Schools will need to judge at what point they think intervention and counseling is necessary]
- h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, XXXX School will advise the student of its intention to report the student for breach of visa condition 8202, and that he/she has 20 working days in which to access the school’s internal complaints and appeals process except in the circumstances outlined in 3.j.
- i) The school will notify DIISRTE via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:
- i) the student does not access the complaints and appeals process within 20 days
 - ii) withdraws from the complaints and appeals process
 - iii) the complaints and appeals process results in a decision for the school.
- j) Students will not be reported for failing to meet the 80% threshold where:
- i) the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances e.g., medical illness supported by a medical certificate, and
 - ii) has not fallen below 70% attendance.
- k) The method for calculating 70% attendance is the same as that outlined in 3.f. with the following change; number of study days x contact hours x 30%.
- l) If a student is assessed as having nearly reached the threshold for 70% attendance, [insert position] will assess whether a suspension of studies is in the interests of the student as per XXXX School’s Deferment, Suspension and Cancellation Policy.
- m) If the student does not obtain a suspension of studies under the XXXX School’s Deferment, Suspension and Cancellation Policy, and falls below the 70% threshold for attendance, the process for reporting the student for

unsatisfactory attendance (breach of visa condition 8202) will occur as outlined in 3.h. – 3.i

4) Definitions

- a) *Compassionate or compelling circumstances* - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:
- i) serious 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
 - iii) major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
 - iv) a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
 - v) where the school was unable to offer a pre-requisite unit
 - vi) inability to begin studying on the course commencement date due to delay in receiving a student visa

For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

- b) *Expected duration* – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.
- c) *School day* – any day for which the school has scheduled course contact hours.

Standard 10 – Letter of intention to report for unsatisfactory course progress and reporting a student for unsatisfactory course progress.

Description

As a result of legislative changes to the Migration Act, from 13 April 2013, automatic and mandatory cancellations of student visas are abolished, and “section 20” notices, previously a requirement for notifying a student of intention to report, no longer exist.

Schools are still required to notify students who have not achieved satisfactory course progress in writing and to advise them they have 20 days in which to appeal the school’s decision in accordance with the school’s Complaints and Appeals Policy.

The written notice should also inform the student of the need to continue to abide by the conditions of their student visa, including that they maintain enrolment in a registered course.

The written notice must NOT advise the student that they need to contact the Department of Immigrations and Citizenship (DIAC) within 28 days of receiving the letter of intention to report. (DIAC will instead initiate contact with the student if necessary for further discussion.)

If the student decides not to appeal, or appeals and a decision is made in the school’s favour, the school still is required to report the student in PRISMS for not achieving satisfactory course progress as soon as practicable.

If the school is also terminating the student’s enrolment, the written notice should advise the student, if they wish to seek re-enrolment with another provider, they should do this within 28 days of termination of enrolment to avoid possible visa cancellation.

The sample letter meets the requirements below.

The letter should reflect individual school processes and procedures.

Requirements

10.6 Schools must notify students who have been assessed as not achieving satisfactory course progress, in writing, of their intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he/she is able to access the school’s complaints and appeals

process as per [Standard 8 - Complaints and appeals](#), and that the student has 20 working days in which to do so.

10.7 If the student chooses not to access the school's Complaints and Appeals Policy, or withdraws from the process, or an Appeals decision favours the school, the school is required to report the students in PRISMS for not achieving satisfactory course progress as soon as practicable.

Notes

- If the student does not appeal, or an appeals decision favours the school, the school must then report the student for the breach in PRISMS.
- If the student does appeal, the school must wait until the outcome of the external appeals process.
- If a school has a higher attendance requirements than 80%, it can only report students for breaches by including the attendance requirement in its course progress policy under Standard 10 and would use the letter of intention to report for unsatisfactory course progress for breaches of this requirement.
- If also terminating a student's enrolment, the student should also be advised, if wishing to seek re-enrolment with another provider, this should be done within 28 days to avoid possible visa cancellation.
- If terminating a student's enrolment, requirements of Standard 5 of the National Code still apply for any students under 18 years of age for whom the school has undertaken welfare responsibilities.

More information

[Standard 10 – Monitoring course progress](#)

[Cessation of automatic and mandatory student visa cancellations](#)

[Standard 5 Younger overseas students](#)

Letter of intention to report for unsatisfactory course progress

Student name:

Grade:

Current Address:

Phone no:

Email address:

This letter is to inform you that under Standard 10.7 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, (the National Code) XXXX School intends to report you to the Department of Immigration and Citizenship for unsatisfactory course progress.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:

- maintain enrolment in a registered course
- maintain satisfactory attendance in your course and course progress for each study period as required by your education provider

According to our records, you have not achieved satisfactory course progress as defined in the National Code [and the school's course progress policies and procedures attached/available in XXXX if applicable].

You have 20 days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy attached/available in XXXX.

You are reminded that you need to continue to abide by the conditions of your student visa, including maintaining enrolment in a registered course, for your visa to remain valid.

[Schools may wish to also address possible termination of enrolment in this letter, for example:

Following finalisation of the appeals process, we will discuss the possibility of terminating of your enrolment.

or

Depending on the outcome of the appeals process, you may be notified of termination of your enrolment at XXX School.

If your enrolment is terminated, or if you wish to seek re-enrolment with another education provider, you should do this within 28 days of termination of enrolment at XXX School to avoid possible visa cancellation.

XXXX School

Date:

Standard 11 – Letter of intention to report for unsatisfactory attendance and reporting a student for unsatisfactory attendance

Description

As a result of legislative changes to the Migration Act, from 13 April 2013, automatic and mandatory cancellations of student visas are abolished, and “section 20” notices, previously a requirement for notifying a student of intention to report, no longer exist.

Schools are still required to notify students who have not achieved satisfactory attendance in writing and to advise them they have 20 days in which to appeal the school’s decision in accordance with the school’s Complaints and Appeals Policy.

The written notice should also inform the student of the need to continue to abide by the conditions of their student visa, including that they maintain enrolment in a registered course.

The written notice must NOT advise the student that they need to contact the Department of Immigrations and Citizenship (DIAC) within 28 days of receiving the letter of intention to report. (DIAC will instead initiate contact with the student if necessary for further discussion.)

If the student decides not to appeal, or appeals and a decision is made in the school’s favour, the school still is required to report the student in PRISMS for not achieving satisfactory attendance as soon as practicable.

If the school is also terminating the student’s enrolment, the written notice should advise the student, if they wish to seek re-enrolment with another provider, they should do this within 28 days of termination of enrolment to avoid possible visa cancellation.

The sample letter meets the requirements below.

The letter should reflect individual school processes and procedures.

Requirements

11.6 Schools must notify students who have been assessed as not achieving satisfactory attendance, in writing, of their intention to report the student for not achieving satisfactory attendance. The written notice must inform the student that he or she is able to access the registered school’s complaints and appeals process as

per [Standard 8 - Complaints and appeals](#), and that the student has 20 working days in which to do so.

11.7 If the student chooses not to access the school's Complaints and Appeals Policy, or withdraws from the process, or an appeals decision favours the school, the school is required to report the students in PRISMS for not achieving satisfactory attendance as soon as practicable.

Notes

- If the student does not appeal, or an appeals decision favours the school, the school must then report the student for the breach in PRISMS.
- If the student does appeal, the school must wait until the outcome of the external appeals process.
- If a school has a higher attendance requirements than 80%, it can only report students for breaches by including the attendance requirement in its course progress policy under Standard 10 and would use the letter of intention to report for unsatisfactory course progress for breaches of this requirement.
- If also terminating a student's enrolment, the student should also be advised, if wishing to seek re-enrolment with another provider, this should be done within 28 days to avoid possible visa cancellation.
- If terminating a student's enrolment, requirements of Standard 5 of the National Code still apply for any students under 18 years of age for whom the school has undertaken welfare responsibilities.

More information

[Standard 11 – Monitoring attendance](#)
[Cessation of automatic and mandatory student visa cancellations](#)
[Standard 5 Younger overseas students](#)

Letter of intention to report for unsatisfactory attendance

Student name:

Grade:

Current Address:

Phone no:

Email address:

This letter is to inform you that under, Standard 10.7 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, (the National Code), XXXX School intends to report you to the Department of Immigration and Citizenship for unsatisfactory attendance.

Under the Migration Act 1958, student visa condition 8202 requires student visa holders to:

- maintain enrolment in a registered course
- maintain satisfactory attendance in your course and course progress for each study period as required by your education provider

According to our records, you have not achieved satisfactory course attendance as defined in the National Code and/or the school's Course Progress and Attendance Policy attached/available in XXXX.

You have 20 days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy attached/available in XXXX.

You are reminded that you need to continue to abide by the conditions of your student visa, including maintaining enrolment in a registered course, for your visa to remain valid.

[Schools may wish to also address possible termination of enrolment in this letter, for example:

Following finalisation of the appeals process, we will discuss the possibility of terminating of your enrolment.

or

Depending on the outcome of the appeals process, you may be notified of termination of your enrolment at XXX School.

If your enrolment is terminated, or if you wish to seek re-enrolment with another education provider, you should do this within 28 days of termination of enrolment at XXX School to avoid possible visa cancellation.]

XXXX School

Date:

Standard 13 – Deferment, suspension and cancellation policy

Description Schools are required to have documented procedures relating to deferment, suspension and cancellation which meet the requirements listed below.

The policy should reflect individual school processes and procedures e.g. use of ‘exclusion from class’ as an alternative to a suspension recorded on PRISMS for misbehaviour.

Requirements

13.1 Schools must have in place documented procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student.

13.2 The school can only defer or temporarily suspend the enrolment of the student on the grounds of:

- compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student is unable to attend classes)
- misbehaviour by the student.

These requirements are covered in items 1, 2 & 5 of the sample deferment, suspension and cancellation policy.

13.3 The school must:

- inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa
- notify **DIIS RTE** via PRISMS as required under section 19 of the ESOS Act where the student’s enrolment is deferred, temporarily suspended or cancelled.

These requirements are covered by items 1c, 2b, 5e and 8 of the sample deferment, suspension and cancellation policy.

Notes

- Schools can specify in their policy whether students who are not granted a deferment or suspension are able to access the school’s internal complaints and appeals processes.
- If a student accesses the school’s internal complaints and appeals processes, then the school cannot report a change of status through PRISMS until this is supported by the outcome of the internal process.
- Schools must also provide the criteria for deferment, suspension and cancellation of enrolment in pre-enrolment materials under [Standard 2 – Student engagement before enrolment](#).

**More
information**

[Standard 13 – Deferment, suspension or cancellation of study during enrolment](#)

[Standard 2 – Student engagement before enrolment](#)

XXXX School Deferment, Suspension and Cancellation Policy

1) Deferment of commencement of study requested by student

- a) XXXX 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 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 [insert position].
- c) Deferment will be recorded on PRISMS depending on the students CoE status.

2) Suspension of study requested by student

- a) Once the student has commenced the course, XXXX 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 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.
- 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 [insert position].

3) Assessing requests for deferment or suspension of studies

- a) Applications will be assessed on merit by [insert position].

- b) All applications for deferment or suspension will be considered within XX working days.

4) Exclusion from class (1 – 28 days)

- a) XXXX School 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 XXXX School's Behaviour Policy/Code of Conduct.[Schools should list the criteria here].
- 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 [insert position].
- 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' will not be included in attendance calculations as per XXXX School's Course Progress and Attendance Policy [Alternatively schools could require that these periods be included in attendance calculations]

5) School initiated suspension of studies (28 days +)

- a) XXXX School 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 XXXX School'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 [insert position].
- c) Students who have been suspended for more than 28 days should contact DIAC to see if their visa is affected by the suspension.
- 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 [insert position].
- e) Suspensions will be recorded on PRISMS.
- f) The period of suspension will not be included in attendance calculations.

6) Cancellation of enrolment

- a) XXXX School 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) [Alternatively schools may decide that they will not cancel enrolment for this reason]
 - iii) Any behaviour identified as resulting in cancellation in XXXX School's Behaviour Policy/Code of Conduct. [Schools should list the criteria here]
- b) XXXX School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIAC which may impact on a student's visa.

7) Complaints and Appeals

- a) Student requested deferment and suspension are not subject to XXXX Schools Complaints and Appeals Policy.
- b) Exclusion from class is subject to XXXX School's Complaints and Appeals Policy.
- c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to XXXX School's Complaints and Appeals Policy.
- d) For the duration of the appeals process, the student is required to maintain your enrolment and attendance at all classes as normal. The [insert position] will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
- e) If students access XXXX School'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;
 - 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 XXXX 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 [insert position].

8) Student Advice

- 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 DIAC Website for further information about their visa conditions and obligations.

9) Definitions

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

Standard 13 – Application for deferment of commencement or suspension of studies

Description The sample form will assist schools to assess student applications for deferment and suspension.

The form should reflect individual school processes and procedures.

Requirements

13.1 Schools must have in place documented procedures for assessing, approving and recording a deferment of the commencement of study or suspension of study for the student, including keeping documentary evidence on the student’s file of the assessment of the application.

13.3 a. The school must also inform the student that deferring, suspending or cancelling his or her enrolment may affect his or her student visa.

More information

[Standard 13 – Deferment, suspension or cancellation of study during enrolment](#)

Application for deferment of commencement or suspension of studies

Please read the attached Deferment, Suspension and Cancellation Policy before filling out this form to see if you meet the requirements to be granted a deferment of commencement or suspension of studies.

Student name:

Grade:

Current Address in Australia:

Address in home country:

Phone no:

Mobile Ph:

Email address:

I am applying for

A deferment of commencement of studies

A suspension of studies

Please state why you wish to defer/suspend your studies.

Attachments:

Attach any relevant supporting documentation.

This form will be assessed once all documentation has been received. The school may ask for more documentation if required. Applications are usually processed in XX working days.

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student's visa as a result of changes to enrolment status. The DIAC Website provides further detail regarding the conditions of the visa and obligations of students.

Student signature
Date

Standard 13 – Letter informing of intention to suspend or cancel enrolment

Description Schools must inform students of their intention to suspend or cancel their enrolment and meet the other requirements listed below.

The letter should reflect individual school processes and procedures.

Requirements 13.4 Schools must inform students of their intention to suspend or cancel a student’s enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the school’s internal complaints and appeals process as per [Standard 8 – Complaints and appeals](#),

- Notes**
- The school cannot report the change of status through PRISMS until this is supported by the outcome of the internal complaints process should the student wish to access this process. The only exception is cancellation in the case of extenuating circumstances.
 - This form would not apply to any form of ‘exclusion from class’ which has not been entered on PRISMS.

More information [Standard 13 – Deferment, suspension or cancellation of study during enrolment](#)

Letter of intention to suspend or cancel enrolment

Student name:

Grade:

Current Address:

Phone no:

Email address:

This letter is to inform you that XXXX School intends to

Suspend your enrolment for days/weeks/months

Cancel your enrolment

This is due to:

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student's visa as a result of changes to enrolment status. The DIAC Website provides further detail regarding the conditions of the visa and obligations of students.

You have 20 working days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy attached/available in XXXX.

XXXX School

Standard 13 – Letter informing of intention to suspend or cancel enrolment (with extenuating circumstances)

Description Schools must inform students of their intention to suspend or cancel their enrolment and meet the other requirements listed below. The sample letter illustrates how to fulfil these requirements in the case of extenuating circumstances.

The letter should reflect individual school processes and procedures.

Requirements

13.4 Schools must inform students of their intention to suspend or cancel the student's enrolment where the suspension or cancellation is not initiated by the student and notify the student that he or she has 20 working days to access the school's internal complaints and appeals process as per [Standard 8 – Complaints and appeals](#),

If the student accesses the school's internal complaints and appeals process, the suspension or cancellation of the student's enrolment under this standard can not take effect until the internal process is completed, **unless extenuating circumstances relating to the welfare of the student apply.**

Notes

- This form would not apply to any form of 'exclusion from class' which has not been entered on PRISMS.

More information

[Standard 13 – Deferment, suspension or cancellation of study during enrolment](#)

Letter of intention to suspend or cancel enrolment with extenuating circumstances

Student name:

Grade:

Current Address:

Phone no:

Email address:

This letter is to inform you that XXXX School intends to

Suspend your enrolment for days/weeks/months

Cancel your enrolment

This is due to:

Students are required to maintain the condition of their visa, including maintaining enrolment in a registered course of study. Deferment, suspension and non-commencement of enrolment can have an effect on a student's visa as a result of changes to enrolment status. The DIAC Website provides further detail regarding the conditions of the visa and obligations of students.

You have 20 working days in which to appeal the school's decision in accordance with the school's Complaints and Appeals Policy attached/available in XXXX.

However, XXXX School has determined that extenuating circumstances apply in this case. [Insert details]

For this reason your enrolment will be suspended/cancelled immediately. This will not affect your ability to access the complaints and appeals processes of the school.

XXXX School