INTERNATIONAL STUDENT POLICIES

2015

It is the intention of the Australian Government student visa programme for students to genuinely attempt to achieve their desired educational outcomes within the duration of their student visa. Your daughter’s student visa will include conditions that require her to progress satisfactorily. To that end, it is a requirement of St Hilda’s School that she:

- demonstrates satisfactory course progress as determined by the School
- completes the course within the expected duration of study (in normal circumstances)
- maintains satisfactory course attendance, and
- abides by the School’s Code of Conduct and the School Expectations.

BEHAVIOUR POLICY / CODE OF CONDUCT

All students enrolled in the school are required to abide by the St Hilda’s Code of Conduct and the School Rules. Parents undertake that their daughters will abide by the Code of Conduct and the School Rules when they sign the Application for Admission and Enrolment Contract.

- Where a student is in breach of the Code of Conduct or the School Rules, she will have this brought to her attention by a member of the teaching or administration staff
- Where the unacceptable behaviour continues, disciplinary procedures will be applied and, in the case of serious misdemeanours, her parents will be notified, and both the student and the parents will have an opportunity to discuss the matter in person or by other means.
- If serious misdemeanours continue, the Head of School may ask the student to leave the School
- If a breach of the law occurs, the Head of School may ask the student to leave the School whether any previous serious breaches have occurred or not.

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 (one semester) of enrolment.
   c) Students who have begun part way through a semester will be assessed after one full period of attendance.
   d) To demonstrate satisfactory course progress, students will need to achieve a satisfactory level (C grade) in 65% of the subjects studied or demonstrate an Effort Rating of at least 3 in in 65% of units studied (Effort Rating 3: The student generally participates actively in class activities. She is generally prepared, punctual and respectful of the
The student generally works to improve her skills and understanding. She completes some tasks to the best of her ability...

e) If a student does not achieve competency in at least 65% of units studied in an assessment period, the Head of Curriculum / relevant Head of School 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

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 semester by the Head of Curriculum / relevant Head of School 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 assessment period, St Hilda’s 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 National ESOS Authority 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 working 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 (course progression)

   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
      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 St Hilda’s 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 via PRISMS and/or issue a new CoE if required.

3. Course Attendance

   a) Satisfactory course attendance is attendance of 80% of scheduled course contact hours.

   b) Student attendance is:
      i) checked and recorded daily
      ii) assessed regularly
      iii) recorded and calculated over each semester.

   c) All absences from school will be included in absentee calculations and should be accompanied by a medical certificate, an explanatory communication from the student’s carer or evidence that leave has been approved by the Head of School.

   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 Head of School.

   e) Any absences longer than 5 consecutive days without approval will be investigated.

   f) Student attendance will be monitored by the Registrar every 2 weeks over a semester to assess student attendance using the following method.
      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%
      ii) Any period of exclusion from class will be included in student attendance calculations.

   g) Parents of students at risk of breaching St Hilda’s School’s attendance requirements will be contacted by email or phone and students will be counselled and offered any necessary support when they have absences totalling 10% and again at 15% during any assessment period.
h) If the calculation at 3.f. indicates that the student has passed the attendance threshold for the study period, St Hilda’s School will advise the student of its intention to report the student for breach of visa condition 8202, and that 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 the National ESOS Authority 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 working 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, the Head of School will assess whether a suspension of studies is in the interests of the student as per St Hilda’s School’s Deferment, Suspension and Cancellation Policy.

m) If the student does not obtain a suspension of studies under the St Hilda’s 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.

d) Study period – a discreet period of study within a course which cannot exceed 24 weeks. St Hilda’s School defines a ‘study period’ for the purposes of monitoring course attendance and progress as one semester.

WELFARE AND ACCOMMODATION POLICY

It is a condition of the student visa that students under the age of 18 maintain adequate welfare and accommodation arrangements. It is a condition of enrolment that students over 18 years also maintain school approved accommodation arrangements.

It is School Policy that:
(a) Visa students in the Preparatory Year to Year 6 are required to have one of their parents residing on the Gold Coast to supervise and be responsible for them. In this case the School does not provide a welfare letter (CAAW) via PRISMS. The student’s family provides proof of relationship to DIBP for the purposes of visa application.

(b) Visa students in Years 10 to 12 are required to either:
   (i) have one or both of their parents residing on the Gold Coast to supervise and be responsible for them. In this case, the School does not provide a welfare letter (CAAW) via PRISMS. The student’s family provides proof of relationship to DIBP for the purposes of visa application
   (ii) live in the School’s Boarding House to ensure that students are safe and properly cared for, and to provide suitable conditions for study. In this case the School will provide the welfare letter (CAAW) via PRISMS to accompany the student’s Confirmation of Enrolment (CoE).
All Boarding House Staff are required to satisfy the relevant requirements of the Commission for Children and Young People and Child Guardian Act, 2000.

If the School has taken responsibility for approving arrangements for student care and welfare, should the School not approve requests for changes to agreed arrangements, and the student refuses to maintain the approved and agreed arrangements, the School will advise the student this will be reported to DIBP via the pro forma letter in PRISMS and the student may have her visa cancelled. DIBP will contact the student directly to ensure visa implications are understood. This includes any requests by students under 18 years of age to attend “Schoolies Week” on completion of Year 12.

Exceptions
(a) Where one parent comes to live on the Gold Coast, a boarding student in Years 6 to 12 may apply to live outside the boarding house with her parent. It should not be assumed that this will always be possible. In order for this to happen, a term’s notice of intention to leave the Boarding House is required or a term’s boarding fees will be charged in lieu of notice. If the parent should for any reason leave the Gold Coast, the student is required to return to the Boarding House.

When legally binding arrangements exist, the School will agree to allow parents to arrange for the student to live with an adult normally resident in the State, including by appointing the adult to act on the student’s behalf in all matters about the student while the student is in the State and the parents have provided the documentary evidence of the appointment of the said adult to the School and the School is satisfied that the arrangement is binding on the appointee.

Parents on Student Guardian Visas
If for any reason a parent needs to leave the Gold Coast temporarily without the student, written approval must be obtained from the Head of School relating to the arrangements for the student’s welfare and accommodation arrangements. It is a visa condition for parents on Student Guardian Visas to ensure that appropriate arrangements for the student’s accommodation and welfare have been made. Permission needs to be obtained from the Head of School and the Department of Immigration and Border Protection (DIBP) prior to leaving.

School Vacation Arrangements for Boarders
In the event that a boarding student is not able to return home during school vacations, the School may approve the following school vacation arrangements:
(a) vacation with a friend or relative in Australia,
(b) vacation with a friend’s family, or
(c) Vacation Homestay outsourced to another operator of a Homestay Programme.
These arrangements cannot be extended into term time.

Vacation Homestay
Homestay Programs operated by Australian Homestay Network meet Queensland legislative requirements under Education (Overseas Students) Regulation 1998 s9 and the Commission for Children and Young People and Child Guardian as well as under Standard 5 of the National Code. These include:
• Continuous dates for approved welfare arrangements
• Documented procedures for checking suitability of accommodation, support and general welfare arrangements
• Guidelines for selecting family and ensuring the family can provide a stable environment for the duration of the student's enrolment at the school
• Criteria about accommodation services to be provided, and contract for arrangements about providing accommodation services
• Orientation program from families new to provision of homestay services
• Bluecard for adults living in the homestay other than overseas students
• Compliant Homestay risk management strategy, reviewed annually, undertaken by operator of the homestay program

Change of Address
All parents and students are required to notify the School of a change of address while enrolled in the course, and students who live in School approved accommodation must not change agreed arrangements without prior approval of the School.

REFUND POLICY
A copy of this policy is provided to the student (or parent(s)/legal guardian if the student is under 18) at a reasonable time prior to a written agreement being signed or an amount is paid for a registered course.

1. This Refund Policy outlines refunds applicable to course fees* paid to the School including any course fees paid to an education agent to be remitted to the School.
2. Any service fees paid to education agents or other third parties by students (or parent(s)/legal guardian if the student is under 18) are not covered by this Refund Policy.
3. The Application Fee ($275) and Enrolment Fee ($980) are both non-refundable.
4. Payment of Course Fees and Refunds
   a) Fees are payable one semester in advance.
   b) All fees must be paid in Australian dollars.
   c) If the student changes visa status (e.g. becomes a temporary or permanent resident), she will continue to pay full overseas student’s fees for the duration of that term.*
   d) Refunds will be reimbursed in Australian dollars and the payment sent to the applicant’s home country unless otherwise requested in writing.
   e) Refunds will be paid to the person who enters into the written agreement unless the School receives written direction from the person who has signed the Enrolment Contract.

5. All notifications of withdrawal from a course must be made in writing to the Head of School.

6. Notification of withdrawal after commencement of the course requires one term’s notice in writing to the Head of School. If a term’s notice is not given, a term’s fees will be charged in lieu of notice.

7. Student Default (Visa refusal)
   a) If a student’s visa application is refused by the Department of Immigration and the student fails to or cannot start a course, or withdraws from the course on or before the agreed starting date, the School will refund** within four weeks any pre-paid tuition* and non-tuition fees* where the student produces evidence that the application made by the student for a student visa has been refused by the Australian immigration authorities.
   b) If a student whose visa has been refused withdraws from the course after it has commenced, the School will retain the amount of tuition fees proportionate to the amount of the course the student has undertaken and will refund any unused tuition fees* received by the school with respect to the student within the period of four weeks after the day of student default.

     **Calculation of the refund due in this case is prescribed by a legislative instrument (s.10 of Education Services for Overseas Students (Calculation of Refund) Specification 2014).

8. Student Default (other)
   a) Any amount owing under this section will be paid within 4 weeks of receiving a written claim from the student (or parent(s)/legal guardian if the student is under 18).
   b) Non-Tuition fees will be refunded on a pro rata basis proportional to the amount of time the student was studying in the course, except where a non-refundable payment on behalf of the student has been made.
   c) If the student does not provide written notice of withdrawal and does not start the course on the agreed starting date, only one term’s fees will be refunded from the semester* tuition fee.
   d) If up to one semester’s tuition fees (two terms) have been prepaid, and the School receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) at least four (4) weeks prior to the first day of the agreed commencement term, the School will refund 100% of tuition and non-tuition fees (except the non-refundable application fee of $275, and enrolment fee of $980).
   e) If up to one semester’s tuition fees (two terms) have been prepaid, and the School receives written notification of withdrawal by the student (or parent(s)/legal guardian if the student is under 18) less than four (4) weeks prior to the first day of the agreed commencement term, the School will refund the amount of prepaid fees less the following amounts:
      i) Tuition fees for one term of study, if written notice is received less than four weeks prior to commencement of the course.
      ii) Tuition fees for two terms of study, if written notice is received after the first day of the agreed commencement term and before the last day of the second term.
      iii) No amount will be refunded if written notice is received after two terms (one semester) of the payment period has passed.
   f) If more than two semester’s (one year’s) tuition fees have been prepaid in one amount, refund provisions under (d) and (e) above will apply for tuition fees paid for the first two semesters, and any remaining unused tuition fees after this will be refunded.
   g) No refund of tuition fees will be made where a student’s enrolment is cancelled for any of the following reasons:
      i) Failure to maintain satisfactory course progress (visa condition 8202). Please refer to “Course Progress and Attendance Policy” section of the St Hilda’s International Students Handbook.
ii) Failure to maintain satisfactory attendance (visa condition 8202). Please refer to “Course Progress and Attendance Policy” section of the St Hilda’s International Students Handbook.

iii) Failure to maintain approved welfare and accommodation arrangements (visa condition 8532). Please refer to “Welfare and Accommodation Policy” section of the St Hilda’s International Students Handbook.

iv) Failure to pay course fees.

v) Any behaviour identified as resulting in enrolment cancellation in St Hilda’s School’s Behaviour Policy/Code of Conduct. This includes smoking, drinking of alcohol and possession or taking of drugs. Please refer to “Deferment, Suspension and Cancellation Policy” section of the St Hilda’s International Students Handbook.

9. School Default

a) If for any reason the School is unable to offer a course on an agreed starting day for the course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the School, a full refund of any unused tuition fees* paid to the School will be made within 14 days of the agreed course starting day.

b) If for any reason the School is unable to continue offering a course after the student commences a course, and the student for some reason cannot be placed or refuses placement in an alternative course arranged by the School, a full refund of any unused tuition fees* paid to the School will be made within 14 days of the course School’s default day. Calculation of the refund due in this case is prescribed by a legislative instrument (s7 of Education Services for Overseas Students (calculation of Refund) Specification 2014).

c) In the event that the School is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund, the student is advised to seek assistance from the Australian government’s Tuition Protection Service. For information on the TPS, please see: https://tps.gov.au/StaticContent/Get/StudentInformation

10. This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia’s consumer protection laws.

* Definitions:

i) Non-tuition fees – fees not directly related to provision of the student’s course, including boarding, stationery, year-level camps, uniform and other ancillary fees.

ii) Tuition fees – fees directly related to the provision of the student’s course, including tuition fees, textbook levies, curriculum-based excursion fees, etc.

iii) Course fees – the sum of tuition fees and non-tuition fees received by the school in respect of the student in order for the student to undertake the course.

iv) Study period – there are four school terms throughout the year. There are two semesters per year comprised of two terms each.

Transfer Between Registered Providers Policy

1. Overseas students are restricted from transferring from their principal course of study for a period of six months. This restriction also applies to any course(s) packaged with their principal course of study. Exceptions to this restriction are:

a) If the student’s course or school becomes unregistered

b) The school has a government sanction imposed on its registration

c) A government sponsor (if applicable) considers a transfer to be in the student’s best interests

d) If the student is granted a Letter of Release.

2. Students can apply to the Head of School for a letter of release at no charge to enable them to transfer to another education provider. However, if a student has not completed the first six months of the Head of School course of study or is under 18 years of age, conditions apply.

3. St Hilda’s School will only provide a letter of release to students before completing the first six months of their principal course in the following circumstances:

a) The student has changed welfare and accommodation arrangements and is no longer within a reasonable travelling time of the school

b) It has been agreed by the school the student would be better placed in a course that is not available at St Hilda’s School.

c) Any other reason stated in the policies of St Hilda’s School.
4. Students under 18 years of age MUST also have
   a) Written evidence that the student’s parent(s)/legal guardian supports the transfer
   b) Written confirmation that the new provider will accept responsibility for approving the student’s accommodation, support, and general welfare arrangements where the student is not living with a parent / legal guardian or a suitable nominated relative
   c) Evidence that the student is always in DIBP approved welfare and accommodation arrangements
5. St Hilda’s School will NOT provide a letter of release to students before completing first six months of their principal course in the following circumstances:
   a) The student’s progress is likely to be academically disadvantaged
   b) St Hilda’s School is concerned that the student’s application to transfer is a consequence of the adverse influence of another party
   c) The student has not had sufficient time to settle into a new environment in order to make an informed decision about transfer
   d) The student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services
   e) School fees have not been paid for the current study period.
6. In order to apply for a letter of release, all students must first have a letter of offer from the receiving provider.
7. Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Immigration and Citizenship office as soon as possible to discuss any implications. The address of the nearest Office is:
   299 Adelaide Street or GPO Box 9984
   BRISBANE QLD 4000 or BRISBANE QLD 4001
8. Other contact details for Department of Immigration are:
   Tel: 131 881 and E: student.centre@immi.gov.au
9. If a letter of release is provided by this School it will give information about whether the student has demonstrated a commitment to studies during the course, had a good attendance record for the course, and paid all fees for the course.
10. All applications for transfer will be considered within 10 working days and the applicant notified of the decision.
11. Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision in accordance with St Hilda’s School’s complaints and appeals policy. The Complaints and Appeals Policy is available in the International Student Handbook.

COMPLAINTS AND APPEALS (GRIEVANCE) POLICY

(A copy of this Policy will be provided to the student before any contact is entered into and again within 7 days of commencement of the course)

Processes are found in the St Hilda’s Communication Policy and Manual.

1. Purpose
   The purpose of St Hilda’s School’s Complaints and Appeals Policy is to provide a student or parent(s)/legal guardian with the opportunity to access procedures to facilitate the resolution of a dispute or complaint. These internal procedures are a conciliatory and non-legal process.

2. Complaints against other students
   Grievances brought by a student against another student will be dealt with under the School’s Communication Policy and Manual.

3. Students
   a) In the first instance, St Hilda’s School requests there is an attempt to informally resolve the issue. If this is unsatisfactory or does not result in a resolution of the matter, St Hilda’s School’s internal formal complaints handling procedure will be followed
   b) Students should contact
      i) for academic issues: the student’s teacher or Head of Curriculum
      ii) for boarding issues: the Head of Boarding
      in the first instance to attempt mediation/informal resolution of the complaint.
   c) If the matter cannot be resolved through mediation, the matter will be referred to the Head of School.
4. **Formal Complaints Handling Procedure**
   a) The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process.
   b) The student must notify the School in writing of the nature and details of the complaint or appeal.
   c) Written complaints or appeals are to be lodged with the Head of School.
   d) Where the internal complaints and appeals process is being accessed because the student has received notice by the School that the School intends to report her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 working days from the date of notification in which to lodge a written appeal.
   e) Complaints and appeals processes are available to students at no cost.
   f) Each complainant has the opportunity to present his/her case to the Head of School.
   g) Students and/or the School may be accompanied or assisted by a support person at all relevant meetings.
   h) The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Head of School.
   i) Once the Head of School has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome and a copy will be retained on the student's file.
   j) If the grievance procedure finds in favour of the student, St Hilda's School will immediately implement the decision and any corrective and preventative action required, and advised the student of the outcome.
   k) St Hilda's School undertakes to finalise all grievance procedures within 14 working days.
   l) For the duration of the appeals process, the student’s enrolment and attendance must be maintained.

In all processes of a complaint or grievance St Hilda's School will be guided by the Procedural Fairness Policy. Procedural fairness is a basic right of all individuals. In cases where there is a perceived incongruence between an individual’s actions and St Hilda’s School Expectations and Policies, the School will aim for a fair decision reached by an objective decision making process.

5. **External Appeals Processes**
   a) If a student is dissatisfied with the conduct or result of the complaints procedure, she may seek redress through an external body at minimal or no cost. The external appeal process should be accessed within 2 weeks of the decision.
   b) If the student wishes to complain or to lodge an external appeal about a decision made or action taken by St Hilda’s School, she may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service for overseas students. Please see [www.oso.gov.au](http://www.oso.gov.au) or phone 1300 362 072 for more information.

6. **Other legal redress**
   Nothing in the School’s Complaints and Appeals Policy negates the right of any overseas student to pursue other legal remedies.

7. **Definitions**
   a) Working Day – any day other than a Saturday, Sunday or public holiday during term time
   b) Student – a student enrolled at St Hilda’s School or the parent(s)/legal guardian where that student is under 18 years of age
   c) Support person – for example, a friend/teacher/relative not involved in the grievance

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**DEFERMENT, SUSPENSION AND CANCELLATION POLICY**

1. **Deferment of commencement of study requested by student**
   a) St Hilda's 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 Head of School.
   c) Deferment will be recorded on PRISMS dependent on the student’s CoE status.
2. Suspension of study requested by student
   a) Once the student has commenced the course, St Hilda’s 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) Suspension 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 Head of School.

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 Head of School. Please see St Hilda’s School’s Refund Policy for information regarding refunds.
   b) All applications for deferment or suspension will be considered within 10 working days.

4. Assessing requests for deferment or suspension of studies
   a) Applications will be assessed on merit by Head of School.
   b) All applications for deferment or suspension will be considered within 10 working days.

5. Exclusion from class (1 – 28 days)
   a) St Hilda’s 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 St Hilda’s School’s Expectations or Policies. This includes smoking, drinking of alcohol and possession or taking of drugs.
   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 Head of School.
   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 St Hilda’s School’s Course Progress and Attendance Policy.

6. School initiated suspension of studies (28 days +)
   a) St Hilda’s 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 St Hilda’s School’s Expectations or Policies.
   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 Head of School.
   c) Students who have been suspended for more than 28 days may need to contact DIBP
   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 Head of School.
   e) Suspensions will be recorded on PRISMS.
   f) The period of suspension will not be included in attendance calculations.

7. Cancellation of enrolment
   a) St Hilda’s 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)
      iii) Any behaviour identified as resulting in cancellation in St Hilda’s School’s Behaviour Policy/Code of Conduct. This includes smoking, drinking of alcohol and possession or taking of drugs.
   b) St Hilda’s School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to DIBP which will result in automatic cancellation, which may impact on a student’s visa.
   c) St Hilda’s School may cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.
8. **Complaints and Appeals**
   a) Student requested deferment and suspension are not subject to St Hilda’s School’s Complaints and Appeals (Grievance) Procedures.
   b) Exclusion from class is subject to St Hilda’s School’s Complaints and Appeals Policy.
   c) School initiated suspension, where the suspension is to be recorded in PRISMS, and cancellation are subject to St Hilda’s School’s Complaints and Appeals Policy.
   d) For the duration of the appeals process, the student is required to maintain enrolment and attendance at all classes as normal. The Head of School will determine if participation in studies will be in class or under a supervised arrangement outside of classes.
   e) If students access St Hilda’s 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 St Hilda’s 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 Head of School.

9. **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 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.*