

# Request to temporarily suspend enrolment form

## Privacy statement

Department of Education collects personal information from you, including information about your name, email address, signature, address, telephone number, date of birth, and school enrolment details.

We collect this information to assess a request for approval to temporarily suspend enrolment. The Education Services for Overseas Students Act 2000 and National Code of Practice for Providers of Education and Training to Overseas Students 2018 allow us to collect this personal information.

Your information may be shared with your parents, homestay provider (where applicable), school, and Education Queensland International (EQI) staff and Provider Registration and International Student Management System (PRISMS). This information may be used for behaviour management and to cancel a student's enrolment if false or misleading information is provided, or failure to provide relevant information.

We will only use your information for this purpose. It will otherwise not be used or disclosed unless authorised or required by law. Your personal information will be handled in accordance with the Information Privacy Act 2009.

## How to complete this form

- This form is to be used by overseas students (students), school staff and EQI staff who are initiating a temporary suspension of a student's enrolment in accordance with the [Attendance procedure](#), and their Enrolment agreement.
- Before you submit this form, you should read the [Attendance procedure](#) and this suspension should be discussed with the school, overseas student, parent and agent (if required).
- Changes to a student's enrolment may affect their visa. Students should seek advice from the Commonwealth government department responsible for immigration on the potential impact on their student visa.
- Suspensions requested by a student will only be approved in **compassionate or compelling circumstances (CCC)** (for example, illness where a medical certificate states that the student is unable to attend class). Declining to approve a request, may have an impact on the student's attendance requirements as any absence will be counted, which may affect their visa. If approved, a Travel and activities request form or a Returning home student flight details form may need to be completed.
- School or EQI initiated suspension request will only be approved in extenuating circumstances due to welfare related risks in line with the [Welfare management procedure](#). Suspensions due to CCC must be requested by the overseas student.
- Email this form to [EQInternational@qed.qld.gov.au](mailto:EQInternational@qed.qld.gov.au) with 'request to suspend enrolment' in the subject line and all required supporting documents attached. For enquiries, please phone 1800 316 540 (within Australia) or +61 7 3513 5301 (outside of Australia).
- In most cases, where the temporary suspension of enrolment request is "not approved" or where an EQI/school initiated request is "approved", the decision can be appealed in line with the [Complaints and appeals procedure](#). If no appeal is made, the decision will take effect, and this matter will be closed with no further notice

## Temporary suspension of enrolment initiated by

Student	Parent	School	EQI	Other: (specify)
Name:			Position: (if applicable)	
Compassionate or compelling circumstances: for example, illness, injury or other serious events (attach documents as evidence - example medical certificate, travel itinerary, letter from the parent).				
School or EQI initiated request: Extenuating circumstances due to welfare risk.				

## Overseas student details

Family name:	Given name/s:
Date of Birth	OneSchool ID:
Email:	Mobile number:
School:	
Currently living with:	<input type="checkbox"/> Homestay family <input type="checkbox"/> Parents <input type="checkbox"/> Guardian
Current year level:	

## Suspension of enrolment details

Date suspension to start:	Date suspension to finish:
Reasons for suspension of enrolment: (provide as much detail as possible here)	

### School acknowledgement

☐ The student has discussed this temporary suspension of enrolment request with the school.  
School officer name:

## Overseas student's and parent's agreement

### I/we declare that:

- I agree to suspend my (child's) enrolment due to compassionate and compelling circumstances;
- I have read and understood the privacy notice on this request form;
- I have read and understood the requirements outlined in the [Standard terms and conditions](#);
- I understand that if the request is approved, I may have to complete a Travel and activities request form or a Returning home student flight details form;
- I understand that if the request is declined, it may affect my school attendance requirements as any absence will be counted where there is no approved temporary suspension in place, which may affect my student visa; and
- All information provided in this application form is true and accurate to the best of my knowledge.

Student family name:		Student given name/s:	
Signature:		Date:	
Parent name:		Email:	
Signature:		Date:	

### OFFICE USE ONLY: EQI officer approval

- ☐ I **approve** the temporary suspend the enrolment request.
- ☐ I **DO NOT** approve the temporary suspend the enrolment request.

**Reason:** A reason for **not approving** the temporary suspension of enrolment must be provided.

Name:			
Signature:		Date:	

### OFFICE USE ONLY: EQI staff (required actions)

#### Checks required before EQI staff can process:

- Ensure school acknowledgment and parent agreement have been provided,
- Ensure necessary documentation to support the request has been provided (e.g., medical certificate, travel itinerary)

#### If approved:

- Updated PRISMS and CAAW (if required)
- Revise enrolments in ISMS (if required)
- Send new CoE and CAAW (if required) to agent/parent together with invoice/refund (if necessary)
- Notify school staff (include any additional action from the school)
- Reissue invoice and receipts (if required).

#### If not approved:

- Return this form to the relevant stakeholders (for example, student, parent, agent, school staff and homestay providers), ensuring that the email containing this completed form includes the following advice:
  - Your request has not been approved.
  - You are able to appeal this decision in line with the [Complaints and appeals procedure](#)
  - If you choose to appeal this decision, further communication will occur in line with the [Complaints and appeals procedure](#).
  - If you choose not to appeal this decision, the decision will take effect, and this matter will be closed with no further notice.

When advised by an EQI Officer, the second point above can be amended to "You are not able to appeal this decision because [explain the reason why]. This decision will take effect immediately, and this matter will be closed with no further notice." For example, *You are not able to appeal this decision because this request cannot be processed due to a restriction outside of our control, the approval of this request would change your enrolment end date into the next year and you will [no longer meet the age requirements to obtain a student visa](#). This decision will take effect immediately, and this matter will be closed with no further notice.* If you are advised that the student is not able to appeal the decision, then the last two dot points above should be removed

#### Comments: