

Request to temporarily suspend enrolment form

Privacy statement

The Department of Education (the department), through Education Queensland International (EQI), is collecting your personal information, including your name, email address, student name, date of birth, school, signature, and mobile number. Sensitive personal information collected includes health and medical information (includes allergy, injury, disability).

The purpose of this collection is to evaluate compassionate and compelling reasons for approving the request to temporarily suspend enrolment. The information is being collected in accordance with the Education Services for Overseas Students Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

If you do not provide your personal information, we will be unable to temporarily suspend your enrolment, which may affect your attendance.

Your personal information will be shared with parents, homestay provider (where applicable), school staff, EQI staff and Provider Registration and International Student Management System (PRISMS), for the purpose of assessing and approving your request, and for awareness of the suspension of enrolment.

Your personal information will be shared with education agent (if applicable) and parents who may be located in your home country.

Your personal information will be managed in accordance with the Information Privacy Act 2009 and will not be used or disclosed for another purpose without your consent or unless authorised or required by law.

Information about how individuals can access and amend their personal information held by the department, together with information about how individuals can make a privacy complaint is available at <https://qed.qld.gov.au/privacy/>.

How to complete this form

- This form is to be used by overseas students (students), school staff and EQI staff who are initiating and processing 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 staff can assist a student or their family to submit a temporary suspension request. Suspensions due to CCC must be requested by the overseas student.
- Where EQI determines there are extenuating circumstances impacting a student's ability to attend school due to welfare related risks in line with the [Welfare management procedure](#), EQI may recommend a temporary suspension of enrolment where it is in the student's best interest. In these cases, the student and/or family have the option to appeal this decision.
- In most cases, where the temporary suspension of enrolment request is "not 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.
- Email this form to 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).

Temporary suspension of enrolment initiated by				
<input type="checkbox"/> Student	<input type="checkbox"/> Parent	<input type="checkbox"/> School	<input type="checkbox"/> EQI	<input type="checkbox"/> Other: (specify)
Name:		Position: (if applicable)		
<input type="checkbox"/> 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).				
<input type="checkbox"/> 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: <i>(provide as much detail as possible here)</i>				
School acknowledgement <input type="checkbox"/> 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: <ul style="list-style-type: none"> • 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 suspension of enrolment request.
- I **DO NOT** approve the temporary suspension of 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 (refer to [Complaints and appeals procedure](#)),
- Ensure necessary documentation to support the request has been provided (e.g., medical certificate, travel itinerary)

If approved:

- Update 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: