



THE HUTCHINS SCHOOL

Education Services for Overseas Students

Policies and procedures

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Created by: Policy & Compliance Manager	Document version: 1.0
Online location: https://myhutchinstasedu.sharepoint.com/sites/PolicyCompliance	Next review date: 02/2025
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THE HUTCHINS SCHOOL

Education Services for Overseas Students

Policies and procedures

Relevant legislation	Education Services for Overseas Students Act 2000 (Cth) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth) Privacy Act 1988 (Cth)
Commencement date	April 2015
Last review date	February 2022

1. Purpose

The purpose of these policies and procedures is to outline The Hutchins School's commitment to overseas students and to support its obligation of compliance with the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students (National Code).

2. Scope

The policies and procedures contained within this document apply only to International Students. Where policies intended for the wider school community are considered relevant or appropriate for inclusion, they will be linked or referenced within the text.

3. Definitions

ABSI	Australian Boarding Schools International.
CAAW	Confirmation of Appropriate Accommodation / Welfare Arrangements
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: <ul style="list-style-type: none">– serious illness, where a medical certificate states that the student was unable to attend classes;– bereavement of close family members such as parents or grandparents;

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Online location: https://myhutchinstasedu.sharepoint.com/sites/PolicyCompliance	Next review date: 02/2025
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	<ul style="list-style-type: none"> - major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies; - a traumatic experience that has impacted on the student (these cases should be where possible supported by police or psychologist's reports); - where the School was unable to offer a pre-requisite unit; and/or - inability to begin studying on the course commencement date due to delay in receiving a student visa. <p>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.</p>
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students.
eCoE	Electronic Confirmation of Enrolment. This is a document issued by the registered provider to intending overseas students that must accompany their application for a student visa. It confirms their eligibility to enrol in a course at the School.
Education Agent	A person or organisation (in or outside Australia) who recruits overseas students and refers them to education providers. In doing so, the education agent may provide education counselling to overseas students, as well as marketing and promotion services to providers.
ELICOS	English Language Intensive Courses for Overseas Students.
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.
PRISMS	Provider Registration and International Students Management System. This is the system used by the secretary of the Department of Education and Training to process information from registered providers.

4. Supporting/related documents

Supporting and related documents to the ESOS policy suite are available on Sharepoint Online. Please refer to the [CRICOS Policies and Procedures](#) page for more information.

5. Record keeping

This policy is to be kept for three (3) years until review, unless there is a significant legislative or organisational change requiring earlier review.

The master copy is kept in [SharePoint Online](#) in read-only PDF form. All printed copies are uncontrolled.



6. Policy owner

The Headmaster.

7. Version Control

Version Number	Author	Purpose/Change	Date
1.0	Policy & Compliance Manager	First release as a single document. Prior versions are now incorporated under this (1.0) designation. For older versions, please speak with the Policy & Compliance Manager.	01 July 2021

Created by: Policy & Compliance Manager	Document version: 1.0
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ESOS Standard 1

Marketing and Information Practices

The marketing of The Hutchins School (the School) is conducted in a professional, accurate and ethical manner that respects and upholds the integrity and reputation of the international education industry in Australia.

The School's CRICOS code and full legal name are displayed at all of its campuses and on all written marketing material (including electronic media) that is used for marketing/corresponding with international students. In keeping with the ESOS Act, this specifically includes those documents that are:

- used in the enrolment of, or offering to provide a course to an overseas student;
- inviting a student to undertake or apply for a course; and/or
- indicating that the School is willing and/or able to provide a course to an overseas student.

The School will not provide students with any false or misleading information or advice. Under the requirements of the National Code, the School will ensure that its information provision includes:

- detail regarding any work-based training that students are required to undertake as part of the course;
- prerequisites (including those for English language proficiency) for entry into those courses; and
- any other relevant information.

The School is also required to clearly state its association or relationship with another registered provider that may offer services and/or courses to international students on the School's behalf.

The School must not commit to secure a migration outcome on any student's behalf, nor guarantee a successful educational assessment outcome for any student (or intending student).

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ESOS Standard 2

Recruitment of overseas students

The School is required to make available to any overseas or intending overseas student comprehensive, current and plain English information about its policies, programs, courses and services.

The School's *Conditional Offer of Place* contains the following information under the ESOS Act:

- the requirements for acceptance into the School and the student's requested course(s), including the minimal English language proficiency, educational qualifications or work experience required;
- the CRICOS course code, course content, modes of study (including online, where relevant), placements and assessment methods;
- course duration and holiday breaks (including the expectations for living/travel arrangements over those breaks);
- the course qualification, award or other outcomes;
- campus locations and facilities, equipment and learning resources available to students;
- accommodation options and indicative costs of living in Australia;
- indicative tuition and non-tuition fees;
- the School's cancellation and refund policies on those fees; and
- the grounds on which an enrolment may be deferred, suspended or cancelled.

The School's [website](#) contains other documents linked to Standard 2, including:

- links to the ESOS framework and its associated materials;
- links to further policies and procedures (including this document); and
- a link to International Education's *Guide to ESOS*.

Under Standard 2, the School is also required to produce a documented policy and process for assessing and recording Recognition of Prior Learning (RPL) if it intends to assess RPL or grant course credit. The School neither assesses RPL nor grants course credit at this time.

Students currently receive all of the following in print and/or electronically:

- the International Student Handbook;
- the School Prospectus; and
- a link to the School's website (which outlines all policies and procedures of the *ESOS National Code* and includes entry requirements, English language competency requirements, refund policies and more).

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ESOS Standard 2

Assessing English proficiency

The School will endeavour to ensure that student qualifications, experience and English language proficiency are appropriate for all of its courses. All documented student qualifications (including those for English proficiency) will be checked for authenticity. Only original copies of documentation or suitably certified original copies will be accepted.

Assessing English proficiency

The School will assess each course application against the School's entry requirements (including English proficiency). The purpose of this assessment is to ensure that students have the appropriate qualifications, experience and English proficiency for each course in which they are enrolling.

The School will accept English assessments from iSTARTOnline or Australian Education Assessment Services (AEAS). Tests from these services will provide baseline levels across English, mathematics and abstract (non-verbal) reasoning that will allow the School to make informed decisions about the appropriateness of its courses for candidate students. Students who do not meet these requirements will not be enrolled. Where it is later determined that a student does not meet the English language requirements, a conditional electronic Confirmation of Enrolment (eCoE) may be issued based on the student completing an English test onshore.

Assessments are also undertaken as part of the enrolment process. These assessments involve a review of the aforementioned English proficiency results, either via AEAS or the International English Language Testing System (IELTS) and with a video call with the School's Registrar. This allows the Registrar to assess (in an informal setting) the student's ability to engage in English and to ensure a good cultural fit with the School. Areas of the School (outside of the classroom) in which the student may find enjoyment or make connections with others are also discussed as part of this process.

The assessment of students against English language competency varies according to year level:

- For Years 11-12, the School requires extremely high levels of English proficiency (advanced level).
- For Year 10, the School would require 0-4 weeks of remedial English as a maximum (advanced/pre-advanced level).
- For Year 9, the School would require 0-8 weeks of remedial English as a maximum (advanced/pre-advanced/upper-intermediate).
- For Year 8, the School requires 0-12 weeks of English as a maximum (advanced/pre-advanced/upper intermediate/intermediate).
- For Year 7, the School requires 0-16 weeks of remedial English as a maximum (advanced/pre-advanced/upper intermediate/intermediate/elementary/beginner).

Students applying for entry into the ELICOS program are required to first complete AEAS testing. The pre-intermediate course is recommended for students entering Years 7 or 8 who achieve an English Language

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Proficiency Test result in the range of 35-50. Students applying for entry into Years 9 and 10 are required to have a higher level of English proficiency before commencement and must provide an AEAS test report with an English Language Proficiency Test result in the range of 45-60.



ESOS Standard 3

Enrolment and written agreements

Under Standard 3 of the ESOS Act, the School is required to enter into a written agreement with any intended overseas student (which must be signed or otherwise accepted by the student), either concurrently with or before the acceptance of any fees or non-tuition fees. This written agreement takes the form of the *Conditional Offer of Place*, which includes:

- the courses in which the student is to be enrolled, the expected course start date, the location(s) at which the course will be delivered and the offered modes of study for the course (including online etc.);
- all prerequisites for entry into the course(s) requested, including English language requirements;
- any conditions that are imposed upon the student's enrolment;
- all tuition fees payable for the course, the periods for which those fees are payable and the available payment options;
- details of any non-tuition fees that the student may occur;
- circumstances in which the student's personal information may be disclosed by the School (under the Privacy Act 1988);
- a reference to the School's [Complaints and Grievances Policy](#), and the [accompanying information specific to international students](#) (contained within this document);
- information regarding the student's obligation to retain a copy of the written agreement and receipts of any payments of tuition or non-tuition fees; and
- a stated requirement under which the student must notify the School of any changes to their residential address, mobile number, email address, or emergency contacts within seven days of the change.

Further information is provided within the [Conditional Offer of Place](#) regarding the availability of refunds for both tuition and non-tuition fees according to Standard 3.4. This information is also available in the Refund Conditions section of this policy document.

The School retains records of all written agreements and the receipts associated with them, for a minimum of at least two years after the student's enrolment ceases. Unless extenuating circumstances exist that require otherwise, such records are retained indefinitely.

Any changes to students' enrolments will be advised to students and their parents/carers in writing. The School will require a signed copy of this document as evidence of being advised, understanding and accepting/rejecting the changes.

Payment of fees

The School requests that students and/or their families do not pay any course money until they have signed and lodged the formal written agreement. If the overseas student (or intending student) is under 18 years of age, the written agreement must be signed, or otherwise accepted by the student's parent or legal guardian. If payment of

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course fees is received by direct payment into the designated bank account (by any means) before the receipt of a signed written agreement, the School will not use the course money received and will immediately contact the student or agent to inform them that the payment cannot be processed (and the enrolment cannot progress) until the signed agreement is received.



ESOS Standard 3

Refund Conditions

A completed [Conditional Offer of Place](#), together with the accompanying Entry Agreement: Acceptance of Offer, forms the basis of a business agreement between the School and the enrolling student (and their parent/carer and agent, where relevant). The fees, both tuition and non-tuition, are stated within this agreement, received before the completion of enrolment.

As part of the enrolment, families are additionally provided with the International Student Enrolment Agreement (incorporating the [School Rules](#)) to be signed. This refers families to the booklet entitled: [International Student Handbook](#), which in brief outlines payment of school fees conditions and refunds (page 19). Below is detailed information, which appears on the Refund Application Form should a refund be required.

	SCENARIO	REFUND
<input type="checkbox"/>	Visa refused	If your visa application is refused, a full refund of fees will be made minus the lesser of the following amounts: (a) 5% of the course fee received by the provider in respect of the student before the default day; or (b) \$500
<input type="checkbox"/>	Cancellation 8 weeks or more before the agreed start date of the initial enrolled course as indicated on the most current Letter of Offer	100% of all up-front fees paid less \$300 Administration costs.
<input type="checkbox"/>	Cancellation 4-8 weeks before the agreed start date of the initial enrolled course as indicated on the most current Letter of Offer	50% of all up-front fees paid less \$300 Administration costs.
<input type="checkbox"/>	Cancellation under 4 weeks before the agreed start date of the initial enrolled course as indicated on the most current Letter of Offer	NO REFUND
<input type="checkbox"/>	Cancellation after the agreed start date (course not taken up)	NO REFUND. Additionally, one term's tuition fees in lieu of the School receiving in writing, one term's notice of withdrawal from the course (following commencement) will be charged.
<input type="checkbox"/>	Course abandoned without a written term's notice in writing following commencement	NO REFUND. Additionally, one term's tuition fees in lieu of the School receiving in writing, one term's

		notice of withdrawal from the course (following commencement) will be charged.
<input type="checkbox"/>	Student breaches their visa conditions	NO REFUND
<input type="checkbox"/>	Visa cancelled or student expelled due to actions of the student	NO REFUND
<input type="checkbox"/>	<p>PROVIDER DEFAULT:</p> <p>1. 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; OR</p> <p>2. 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:</p>	A FULL REFUND of any unspent pre-paid tuition fees* paid to the School will be made within 14 days of the agreed course starting day.
<input type="checkbox"/>	<p>PROVIDER DEFAULT:</p> <p>If the School is unable to fulfil its obligations of providing an agreeable alternative course for the student, or a refund:</p> <p>The student will receive assistance from the Australian government's Tuition Protection Service. For information on the TPS, please see https://tps.gov.au/StaticContent/Get/StudentInformation</p>	

- Unspent pre-paid fees – in the case of the School not being able to provide the course in which the student is enrolled, unspent pre-paid tuition fees will be calculated according to a legislative instrument: <http://www.comlaw.gov.au/Details/F2012L01351>
- If the student changes visa status (e.g., becomes a temporary or permanent resident) he/she will continue to pay full overseas student's fees for the duration of that study period.



ESOS Standard 4

Education Agents

Education agents are engaged to formally represent the School under the following conditions:

- the education agent must understand and adhere to Standards 1 – 4 of the ESOS National Code (the Code) and in particular, Standard 4;
- the education agent signs and abides by the conditions of the School's written Agency Agreement;
- the education agent responds appropriately to school monitoring activities and corrective and preventative action and understands the grounds for termination of the agreement as outlined in Standard 4.4 of the ESOS National Code; and
- the education agent accurately promotes the services and facilities provided by the School and uses up to date marketing materials as supplied.

The School will not accept a student from an education agent if it is known or suspected at any time that the agent:

- engages in or has previously engaged in dishonest practices;
- deliberately attempts to recruit a student within the first six months of that student's study in their principal course with another provider;
- facilitates the enrolment of a student he/she believes will not comply with visa conditions, or is not a bona fide student; or
- provides immigration advice where he/she is not authorised to do so under the Migration Act 1958.

The School may receive a student enrolment application from an education agent on behalf of the parent. Because such an education agent has not been engaged by the School to formally recruit students on the School's behalf, that agent would fall outside the scope of the ESOS National Code Standard 4.

A list of education agents with whom the School has a formal written agreement may be found at <https://www.hutchins.tas.edu.au/international-agents/> and is readily available to students and regulators. Agent Agreements are regularly reviewed and renewed. The agency list is dynamic and will change according to Agent Agreement review processes.

Information provided about education agents includes at a minimum:

- Agency name
- Name of principal agent
- The legal entity of the agency
- Street address(es) of the agency
- Contact details (phone/email/fax/website)

The requirements of Standard 4 of the National Code are also incorporated into the [Education Agent Application Form](#), [Education Agent Agreement](#); and the [Education Agent Fee Structure](#).

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ESOS Standard 5

Younger overseas students

The primary focus of Standard 5 of the National Code is the health, safety and wellbeing of overseas students under the age of 18. The School has an established suite of policies written and designed to demonstrate its commitment to child welfare and protection, most notably including the:

- [Code of Conduct](#)
- [Commitment to Kindness](#)
- [Mandatory Reporting Policy](#)
- [Practice and Behaviour Standards](#)
- [Safeguarding Children and Young People Policy](#)

These policies are supported and underpinned by a series of reporting mechanisms that include the [Inappropriate Conduct Report Form](#), [Complaints and Grievances Form](#) and the [Mandatory Report Notification Form](#). All staff at the School are required to apply for and maintain Registration for Working With Vulnerable People (RWVP) in the form of a Working With Vulnerable People (WWVP) card.

Hutchins has a strong focus on ensuring that children and young people are aware of its commitment to their health and safety and to providing avenues for reporting issues of concern, through various age-appropriate information provision, including the [International Student Handbook](#), a physical card (with lanyard) containing emergency contacts and appointed persons in the School for support and advice and several intentional teaching programs (e.g. Bravehearts) across multiple year levels.

The School currently has guardianship for all of the overseas students for whom it accepts responsibility (under the Migration Regulations) for approving accommodation, support and general welfare arrangements and thus is not required to adhere to much of Standard 5 of the National Code; however, the provisions and expectations made for such scenarios are nonetheless contained below.

Expectations for accommodation

The School requires that all international students in Kindergarten to Year 6 who require a visa should have one of their parents residing in Hobart. Boarding students are not permitted until Year 7 (an exception for Year 6 level students may be where an older brother is also residing within Burbury House, the School's boarding residence. Entry of a Year 6 boarder needs to be approved by the Deputy Headmaster and the Head of Boarding).

International students in Years 7-12 who require a visa and do not have a parent residing in Hobart will live in the School's boarding house to ensure the safety, pastoral and academic care of each student is provided. Where legally binding arrangements exist, the School may agree to allow an alternative arrangement whereby the student resides with a direct family member over the age of 21 years, however, this arrangement must be approved by the Deputy Headmaster.

Students in the boarding house are accommodated in twin-share style rooms. Single rooms are allocated to boys in Year 12 and Year 11 (where space permits). The School's catering service provides a familiar diet for overseas students whilst also catering for specific dietary requirements.

The focus of a student's education at the School is directed towards his membership of a Christian learning community providing a balanced and holistic education in a safe, supportive and encouraging environment. This focus along with the School's duty of care could be compromised if international boarders were permitted to spend significant time off-campus involved in activities other than those for which they have enrolled. It is therefore recommended that an international student does not engage in part-time or casual employment whilst they are enrolled at the School unless specific approval has been provided by the Deputy Headmaster and in agreement with the Head of Boarding. This recommendation is in place to ensure that the student's welfare is not compromised by outside pressures and that the student can focus their energies on academic study and extra-curricular commitments. Academic progress is a condition of a student maintaining their visa.

School Holiday Arrangements and Homestay

The boarding house closes at the end of each term. When the boarding house is closed, boarders are required to return to their parents or reside with direct family members over the age of 21 years. If circumstances demand it, Burbury House may remain open during school holiday periods. If so, a minimum of 10 boarders is required and additional fees will apply. The School's preference is for boys to return home and spend some quality and restful time with their families at the end of each term.

The School has access to a University of Tasmania homestay agency to provide pre-qualified homestay accommodation where necessary for students from Year 9 and above, subject to availability and only if, under extenuating circumstances, accommodation during school holidays is required. The Head of Boarding undertakes pre-checks and audits of a homestay family's suitability, to ensure that it meets its meet duty of care for a student under 18 years of age. The Head of Boarding and Enrolments Assistant work closely with homestay families to ensure a safe environment. The School acknowledges that it retains full responsibility for approving the accommodation, support and welfare provisions for its students. The Head of Boarding will monitor student/parent/guardian satisfaction with homestay arrangements by a questionnaire completed by students and host families. Any concerns will be immediately addressed with the homestay family. 24-hour mobile phone access to a senior staff member is provided to parents and families while the student is in homestay care. Any unexpected changes during the homestay placement are managed and approved by senior staff and followed up by the Deputy Headmaster and Enrolments Assistant.

Procedures for homestay placements

Students requiring homestay placements for holiday periods will need to advise the Head of Boarding at least 21 days before the end of the upcoming school term. Such requests will be considered by the Head of Boarding and Deputy Headmaster.

The School will require background information from the child, family and homestay family to suitably match the student. The School has a form to be completed for this purpose.

Homestay procedure:

1. Student or parent/carer lodges an enquiry with Head of Boarding.
2. Head of Boarding to assess, counsel alternative options and (if necessary) discuss with the Deputy Headmaster.
3. If approved, the Head of Boarding will assist with homestay procedures and form completion for suitability matching of a homestay for the boy and vice-versa.
4. The Head of Boarding confirms a homestay arrangement and provides a homestay family profile and student information to all parties (i.e., student, student's family and homestay family).
5. Head of Boarding must verify that the 'Working With Vulnerable People' requirement has been completed by the homestay family and approved by the Department of Justice. If WWVP status cannot be determined or evidence is not forthcoming, this process will not proceed under any circumstances.
6. Head of Boarding communicates with the homestay family in respect to:
 - pick up time and location (from boarding house residence)
 - dates for return to the boarding house
 - re-commencement of school

The Head of Boarding will also ensure that the School has provided all of the necessary contact details for after-hours emergency or crisis purposes.

7. If a student or homestay family needs to contact the School during their homestay period, they may contact the nominated 'on call' staff member, as noted on the student and the homestay family's paperwork provided for the period of the homestay provision (where required). This nominated staff member will contact the senior staff member (24 hours on-call) in crisis situations.
8. The student and family must submit a completed questionnaire after the homestay.
9. The Head of Boarding must assess this questionnaire and record any action if required. Note that this questionnaire is prepared by the Head of Boarding and may vary from term to term, to meet the requirements of the student and the period of the homestay provision.
10. The Deputy Headmaster shall be advised of any issues arising from the homestay provision.



ESOS Standard 6

Student support services

The School will support students to adjust to study and life in Australia and will provide an age and culturally appropriate orientation program for all new students that includes:

- support services to assist students to transition to life and study at the School;
- legal services that are available to overseas students;
- emergency and Health Services;
- facilities and resources;
- complaints and grievances policies and procedures;
- student visa conditions, highlighting requirements for course attendance and progress;
- [School Rules](#) and expectations; and
- a reminder to update address, phone and email at least every six months.

This orientation program is conducted with every new student from the day of arrival. The checklist of this program (dated and signed by staff and students) will be retained on file.

Procedures for supporting overseas students

All student welfare/support issues should be reported to the relevant staff, Chaplains, Heads of House, Heads of School and Year Heads. The School provides a counselling service for students and families and staff. Further details may be found at: <http://www.hutchins.tas.edu.au/counselling/>

Students who require assistance should contact either their school mentor or the Head of Boarding. From this point, others become involved as required (for example, the Chaplain, Head of House, Head of School or Head of Year). Where a member of the teaching staff becomes aware of an issue with an overseas student they are asked to speak with the Deputy Headmaster.

Critical Incident Management

The School has a Critical Incident Management Plan that will be activated in the event of a critical incident. While boarding and EAL staff are explicitly available to support international students, the School's full resources are available to call upon if needed.

All relevant staff receive this policy booklet to ensure that they are informed of their obligations toward overseas students. Relevant staff are also inducted into the Critical Incident Management Plan.

The School will identify and access appropriate post-incident support services and provide them to students as required.

Created by: Policy & Compliance Manager	Document version: 1.0
Online location: https://myhutchinstasedu.sharepoint.com/sites/PolicyCompliance	Next review date: July 2024
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ESOS Standard 7

Student transfers

Outgoing student transfers

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

- the student's course or school becomes unregistered;
- the School has a government sanction imposed on its registration;
- a government sponsor (if applicable) considers a transfer to be in the student's best interests; or
- the student is granted a Letter of Release.

Students are welcome to apply to the Enrolments Assistant for a Letter of Release, which would enable them to transfer to another education provider. However, if a student has not completed the first six months of the principal course of study or is under 18 years of age, conditions apply.

The School will only provide a Letter of Release to students before completing the first six months of their principal course where:

- the student has changed welfare and accommodation arrangements and is no longer within a reasonable travel time from the School;
- it has been agreed by the School the student would be better placed in a course that is not available at Hutchins;
- there is evidence of compassionate or compelling circumstances that would necessitate a transfer;
- there is evidence that the student's expectations of their current course are not being met;
- any other reason stated in the policies of the School; or
- any other reason provided by Standard 7 of the ESOS Act 2000.

Students under 18 years of age must also have:

- Written evidence that the student's parent(s)/legal guardian supports the transfer.
- 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; and
- Evidence that the student is always in the Department of Home Affairs approved welfare and accommodation arrangements.

The School will not provide a Letter of Release to students before completing the first six months of their principal course where:

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- the student's progress is likely to be academically disadvantaged;
- the School is concerned that the student's application to transfer is a consequence of the adverse influence of another party;
- the student has not had sufficient time to settle into a new environment to make an informed decision about transfer;
- the student has not accessed school support services which may assist with making adjustments to a new environment, including academic and personal counselling services; or
- school fees have not been paid for the current study period.

To apply for a Letter of Release, all students must first have a Letter of Offer from the receiving provider.

Applications to transfer to another registered provider may have visa implications. The student is advised to contact the Department of Home Affairs and Border Protection office as soon as possible to discuss any implications.

The address of the nearest office is:

Ground Floor, 188 Collins Street, Hobart, Tasmania, 7000

Phone: 131 881

Email: studentcentre@immi.gov.au

If a Letter of Release is provided by the 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.

All transfer applications will be considered within ten working days and the applicant notified of the decision.

Students whose request for transfer has been refused will be notified in writing of the reasons for refusal and may appeal the decision (within 20 days of being notified) under the [Complaints and Grievance Procedure](#).

All records regarding a transfer request, including the application form, the Letter of Release or the Letter of Refusal, plus documents associated with the decision-making process, will be retained for a minimum of two years after the overseas student ceases to be a student of the School (and unless extenuating circumstances apply, will be kept indefinitely).

Incoming student transfers

The School will not enrol a student from another institution within six months of their principal course or courses taken before their principal course in a package of courses unless the conditions contained in this document are adhered to and there is no breach of Standard 7 of the National Code.

All Letters of Release or Offer received or provided will be kept on the student file for audit purposes including any refusals. Before enrolling students wishing to transfer from another provider, the Enrolments Assistant will check PRISMS records and take all reasonable steps to ascertain if a student is already enrolled with another provider.

The School is aware that in most cases PRISMS will provide a warning for students already enrolled in another Institution.

Neither the School nor its agents will not engage in the recruitment/poaching of students enrolled with other providers. Education Agents are monitored as per the stipulations in this document.

Procedures for inbound transfers

PRISMS must be checked thoroughly by the Enrolments Assistant to ensure any incoming students are not already enrolled with another provider. All concerns are to be reported immediately. All evidence (including Letters of Release) will be kept in student files.

Before the School may enter into a new arrangement with another provider, CRICOS approval is to be sought via the appropriate form with the designated authority.

No member of staff/agent is to engage in the recruitment/poaching of students from other providers. Students enrolled from other providers will be asked why they seek a transfer to the School and how they found out about Hutchins. Any inference of poaching will be fully investigated by the Registrar.



ESOS Standard 8

Student visa requirements

The School will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

The course progress of all students is accessible to parents via online continuous reporting. In addition, interim reports are published in Terms 1 and 4. Years 11 and 12 students enrolled in TASC courses are provided with interim internal grades toward the conclusion of Term 3.

Students who have begun part way through a semester will be assessed after one full study period.

To demonstrate satisfactory course progress, students will need to maintain results of a significant standard as shown in the attached Schedule of Academic Breaches to not be placed on Academic Probation or have a 'Meeting of Serious Concern' in any study period.

If a student does not achieve the minimum standards as specified in the Schedule of Academic Breaches in a study period, the Deputy Headmaster will formally contact the parent(s)/carer(s) to advise that there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include:

- i) After hours tutorial support:
 - Head of School/Head of Boarding
- ii) Pastoral Care support:
 - Senior School (Head of School/Head of Boarding)
 - Middle School (Head of School/Head of Boarding)
 - Junior School (Head of School)

As an extension to the Pastoral Care offered by all staff, the Heads of School, Assistant Head of Senior School, Deputy Heads of House, Chaplain, Deputy Headmaster/Headmaster and School Counsellors are all involved in student counselling at various levels.

- i) Additional EAL support
 - EAL Teacher
- ii) The provision of additional remedial classes
- iii) Change of subject selection, or reducing course load (without affecting course duration)
 - Head of School/Academic Administrator
- iv) Counselling (time management)
 - Assistant Head of Senior School
 - Deputy Head of House
 - House mentor
 - Class mentor
 - Class teacher
 - Director of Student Support Services

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- v) Counselling (academic)
 - Head of House
 - House mentor
 - Class mentor
 - Class teacher; and
 - Director of Student Support Services
- vi) Counselling (personal)
 - Head of House
 - House mentors
 - Class teachers
 - Head of Boarding
 - Chaplain
 - School counsellors
- vii) other intervention strategies as deemed necessary.

If a student does not achieve the minimum standards as specified in the Schedule of Academic Breaches in a study period, the Deputy Headmaster will formally contact the parent(s)/carer(s) to advise there will be a meeting with the student to develop an intervention strategy for academic improvement. This may include

- viii) A copy of the student's Individual Learning Plan and progress reports will be forwarded to the student's parent/carer.
- ix) The student's Individual Learning Plan will be monitored over the following study period by their House mentor/class mentor/class teacher and records of the student's response to the strategy will be kept.

If the student does not improve sufficiently academically and achieve satisfactory course progress by the end of the next study period, the School will advise the student in writing of its intention to report the student for breach of visa condition 8202, and that he has 20 working days in which to access the School's complaints and grievances process.

The School will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course progress as soon as practicable where:

- the student does not access the complaints and appeals process within 20 days; or
- withdraws from the complaints and appeals process; or
- the complaints and appeals process results in favour of the School.

Completion within the expected duration of study

As noted above, the School will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

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.

The School will only extend the duration of the student's study where it is clear the student will not be able to complete their course by the expected date because of:

- i) compassionate or compelling circumstances (see Definitions)
- ii) student participation in an intervention strategy as outlined above; or
- iii) an approved deferment or suspension of study, granted under the School's Deferment, Suspension and Cancellation Policy.

Where the School decides to extend the duration of the student's study, it will report this change via PRISMS within 14 days and/or issue a new COE if required.

Monitoring course attendance

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

Student attendance is:

- checked and recorded daily
- assessed regularly
- recorded and calculated over each study period.

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 Boarding or Assistant Head of Senior School or Head of School.

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

Student attendance will be monitored by the Academic Assistant every week over a study period, using the online monitoring tool [located at this link](#).

Parents/carers of students at risk of breaching The 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 20% of any study period.

If the attendance monitoring tool indicates that the student has not passed the attendance threshold for the study period, The School will advise the student of its intention to report the student for breach of visa condition 8202, and that he has 20 working days in which to access the School's complaints and grievances process.

The School will notify the National ESOS Authority via PRISMS of the student not achieving satisfactory course attendance as soon as practicable where:

- the student does not access the complaints and appeals process within 20 days;

- the student withdraws from the complaints and appeals process; or
- the complaints and appeals process results in a decision for the School.

Students will not be reported for failing to meet the 80% threshold where the student produces documentary evidence clearly demonstrating compassionate or compelling circumstances (e.g., medical illness supported by a medical certificate or as per the definition) and has not fallen below 80% attendance.

If a student is assessed as having nearly reached the threshold for 80% attendance, the Enrolments Assistant will alert the Deputy Headmaster who will then assess whether a suspension of studies is in the interests of the student.

If the student does not obtain a suspension of studies and falls below the 80% threshold for attendance, the process for reporting the student for unsatisfactory attendance (breach of visa condition 8202) will commence.

Communication with co-operating schools

To ensure that co-operating schools are informed regarding the School's obligation toward international students, the School will:

- provide an annual report of international students to its co-operating schools, no later than Week 4 of Term 1 in any given year. This report must be accompanied by this document;
- provide the same list and documents to any Registered Training Organisation with which an international student is engaged; and
- both send and receive records of attendance between co-operating schools. This will ensure accurate and timely reporting of student attendances and absences, and compliance with the requirements of the ESOS Act. This process will be managed at the School by the main receptionist.

Information provision at The School

The School is committed to ensuring that its teaching staff are aware of their responsibilities toward CRICOS registration and to the support of international students. The following measures are in place to ensure that staff are aware of the international students in their classes, and to support them in reporting attendance and/or academic breaches under legislation:

- International students are flagged within our record management system (Synergetic);
- International students are also highlighted within our Schoolbox system (used for student information, reporting and assessment processes);
- Staff are provided with an online CRICOS resource, which ensures the availability of these policies and procedures; and
- Relevant staff are directly provided with training and professional development opportunities in respect to CRICOS and the provision of education for international students.

Schedules and further information

For further information regarding the School's thresholds academic breaches, please refer to attachment 1: schedule of academic breaches, at the end of this document.



ESOS Standard 9

Deferring, suspending or cancelling enrolments

The School constantly monitors student progression and records any changes required on the student's file. Summation reports are issued twice yearly and interim reports are issued at the end of Term 1 and Term 3.

Any intervention required is acted upon and discussed with parents/guardians/carers as needed.

The School's international students are not allowed to do any part of their course online or by distance education (save where exceptional circumstances apply; for example, DESE implemented an exemption to this stipulation in January 2020 during the COVID-19 pandemic). Students must attend class the same hours as domestic students.

The School will only extend an electronic Confirmation Of Enrolment (eCoE):

- under compassionate or compelling circumstances (refer to the definitions) when it is clear the student will not be able to complete by the end date of the eCoE;
- where intervention strategies have been implemented for students at risk of not completing satisfactory course progress; or
- where an otherwise approved deferment or suspension of study is in place.

Should students refuse to maintain an agreed/approved workload, the student will be firstly counselled and then warned of impending visa implications.

If there are compelling or compassionate reasons, the School may grant a student a less than 'full time' workload. This would be monitored as part of the student's intervention policy. The School would then issue a new eCoE should the student need to extend the duration of his course.

Procedure

The Enrolments Assistant is responsible for monitoring PRISMS regularly to ensure eCoEs are not issued for longer than the approved registered durations.

If the School decides to extend the duration of the student's study due to any of the conditions above, the Enrolments Assistant will report via PRISMS and/or issue a new eCoE if required. PRISMS will indicate if a new eCoE is required. This reporting must be done within fourteen (14) days of the determination that the student will need to change/extend the duration of their COE.

A student CAN enrol in less than a 'full-time' load in any study period if:

- there are compassionate or compelling reasons for reducing the load;

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- the reduced load is part of the provider's intervention strategy;
- the student has studied, or plans to study, extra units/modules/subjects in another study period;
- the student has only a few units/modules/subjects left to complete, and they do not constitute a full-time load; or
- pre-requisite units are not available in that study period.

Should the School decide to report a student we will first advise the student/parent/guardian/carer of our intention to cancel the student's enrolment and notify the student that he has 20 working days to access the complaints and grievances process.

Regardless of the option chosen, the School must be able to demonstrate that it has monitored the student's load and taken action to keep the student on track to finish within the duration.

Suspension or deferment of study requested by a student

The School will only grant a deferment of commencement of studies for compassionate and compelling circumstances. These include but are not limited to:

- illness, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents/carers or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on studies; and/or
- a traumatic experience that has impacted the student (these cases should be where possible supported by police or psychologists' reports).

Where a student has already commenced study, the same conditions apply. The final decision for assessing and granting a deferment or suspension of studies lies with the Headmaster. Deferment will be recorded on PRISMS within 14 days of being granted. The period of suspension will not be included in attendance calculations.

Student-initiated cancellation of enrolment

All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Enrolments Assistant. Please see the School's Refund Policy (contained within this document) for information regarding refunds.

Assessing requests for deferment or suspension of studies

Applications will be assessed on merit by the Deputy Headmaster. All applications for deferment or suspension will be considered within 10 working days.

School initiated exclusion from class (1 – 28 days)

The 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 the School's [Code of Conduct](#) or [School Rules](#) which are provided at the time of enrolment and agreed to by the student and family. This includes smoking, drinking of alcohol and possession or taking of drugs.

Excluded students must abide by the conditions of their exclusion from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Headmaster.

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.

Exclusions from class will not be recorded on PRISMS.

Periods of exclusion from class up to and including 5 days will not be included in attendance calculations.

School initiated suspension of studies (28 days+)

The School may initiate a suspension of studies for a student on the grounds of misbehaviour by the student. A suspension will occur as the result of any behaviour identified as resulting in suspension in the School's [Code of Conduct](#) / [School Rules](#).

Suspended students must abide by the conditions of their suspension from studies which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Headmaster or Deputy Headmaster.

Students who have been suspended for more than 28 days may need to contact the Department of Home Affairs.

If special circumstances exist, the student must abide by the conditions of his suspension which will depend on the welfare and accommodation arrangements in place for each student and which will be determined by the Headmaster.

Suspensions will be recorded on PRISMS.

The period of suspension will not be included in attendance calculations.

School-initiated cancellation of enrolment

The School may cancel the enrolment of a student under the following conditions:

- failure to pay course fees;
- failure to maintain approved welfare and accommodation arrangements (visa condition 8532);
- failure to adhere to the course progress and attendance requirements outlined in Standard 8 of the ESOS Act (detailed here within the section 'Student visa requirements'); and/or

- any behaviour identified as resulting in cancellation under the School's Code of Behaviour.

The School is required to report failure to maintain satisfactory course progress and failure to maintain satisfactory attendance to the Department of Home Affairs, which may impact a student's visa. The School may also cancel the enrolment of a student for failure to disclose a pre-existing condition requiring a high degree of specialised support or care.

Where a student's enrolment is cancelled, the Enrolments Assistant is required to:

- Provide the student (in writing) with a letter of intent, which must include the reasons for seeking the termination of their enrolment; and
- Advise the student of their right to initiate a complaints and grievances process, according to the Complaints and Grievances Policy and Standard 10 of the ESOS Act. An appeal made along these lines must be commenced within 20 days of the receipt of the letter of intent.

Complaints and Appeals

Student requests for deferment and suspension and cancellation of enrolment are not subject to the School's [Complaints and Grievances Policy](#).

Exclusion from class, school-initiated suspension and cancellation are all subject to the [Complaints and Grievances Procedure](#). For the duration of the internal appeals process, the School will maintain the student's enrolment and the student will attend classes as normal. The Headmaster will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

If students access the School's complaints and appeals process regarding a school-initiated suspension or cancellation of enrolment, the change in enrolment status will not be reported in PRISMS until the internal complaints and appeals process is finalised unless extenuating circumstances relating to the welfare of the student apply.

Note: Students may still access the external complaints and appeals process, but the School need not await the outcome of this process before changing the student's enrolment status in PRISMS. However, if the School has issued a CAAW for a student, welfare provisions under standard 5 of the National Code are applicable.

Extenuating circumstances include:

- the student refuses to maintain approved welfare and accommodation arrangements (for students under 18 years of age);
- the student is missing;
- the student has medical concerns or severe depression or psychological issues which lead the School to fear for the student's wellbeing;

- the student has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others;
- the student is at risk of committing a criminal offence, or
- the student is the subject of an investigation relating to criminal matters.

The use of extenuating circumstances by the School to suspend or cancel a student's enrolment before the completion of any complaints and appeals process will be supported by appropriate evidence.

The final decision for evaluating extenuating circumstances lies with the Headmaster.

Seeking information from the Department of Home Affairs

Deferment, suspension and cancellation of enrolment can affect a student's visa as a result of changes to enrolment status. Students can visit the Department of Home Affairs website <https://www.homeaffairs.gov.au/> for further information about their visa conditions and obligations.

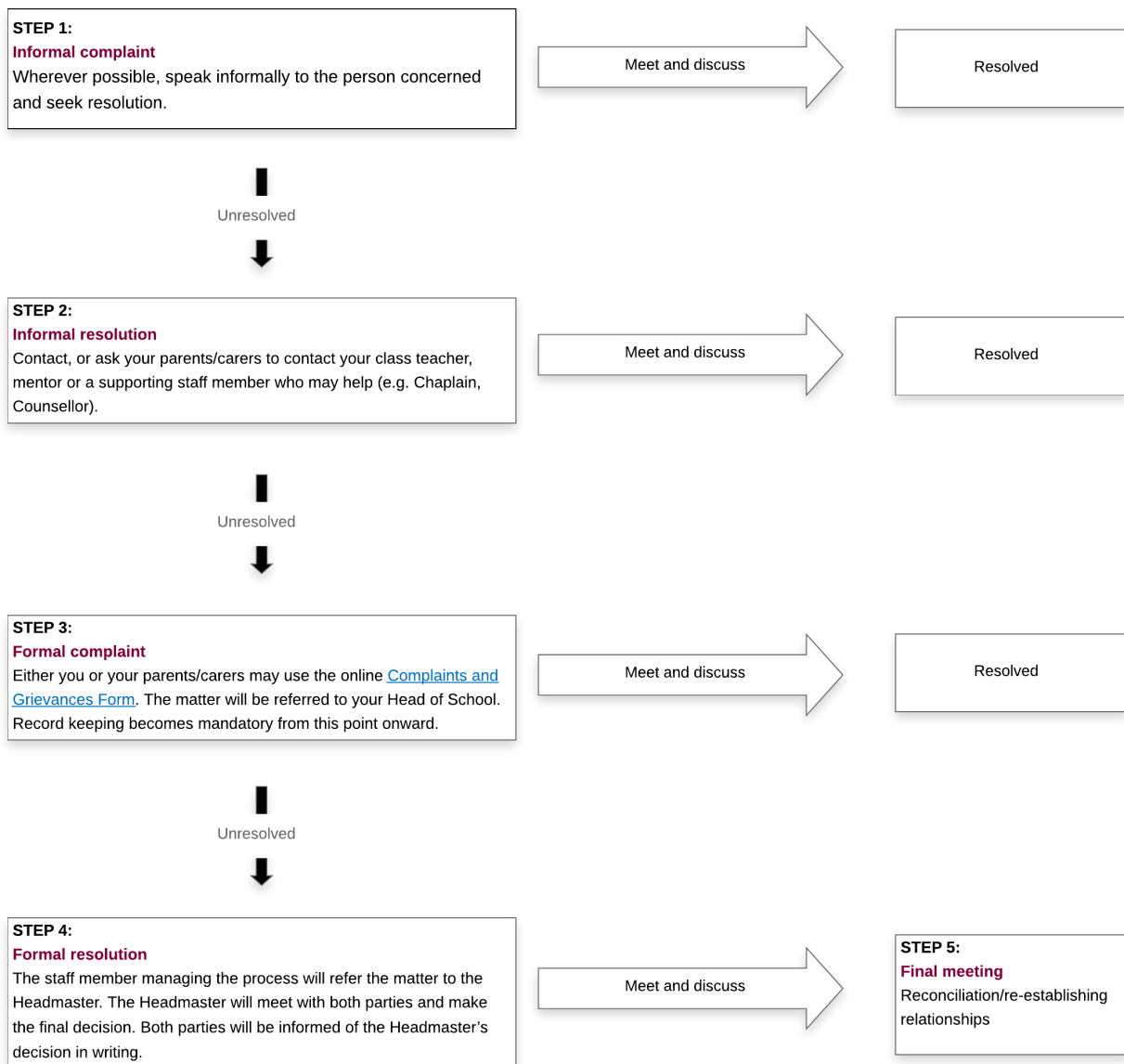


ESOS Standard 10

Complaints and appeals

The complaints and appeals process for overseas students is managed according to the School's [Complaints and Grievances Policy and Procedure](#). The flowchart for this process is replicated here, along with the key provisions for overseas students. For further information, however, please refer to the full document.

The complaints and grievances process



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Frequently asked questions

If I do need to go through a complaints and grievances process, what is expected of me?

The most important expectation is that you continue to maintain your enrolment and attendance at the School throughout the process. Not doing so may compromise your visa status.

What do I do if my complaint or grievances is not resolved by these processes?

Should a complaint or grievance not find resolution through the processes detailed within this document, parties have the right to seek arbitration through the courts, an ombudsman, or other legal channels. These processes may entail a financial cost.

For International Students, it is recommended that any further appeals are lodged within two weeks of the completion of the complaints and grievances procedure. Should you wish to lodge an external appeal, you may contact the Overseas Students Ombudsman at no cost. The Overseas Students Ombudsman offers a free and independent service and may be contacted either via the website (<http://www.oso.gov.au>) or by phoning 1300 362 072.

If you are concerned about the actions of the School, you may approach the chief executive of the Department of Education, Training and Employment, who, under part 2, division 2 of the Education (Overseas Students) Act 1996, may suspend or cancel the registration of a provider or a course if a breach of the requirements of registration provision is proved. Concerns or complaints about the conduct of a registered provider should be addressed in writing to:

Executive Support Officer to the CEO Authority

Tasmanian Qualifications Authority

Level 6, 39 Murray Street, Hobart

Phone: +61 6165 6000

What if my complaint or grievance is against the Headmaster?

Complaints and grievances against the Headmaster follow a separate procedure. This procedure is still triggered by the use of the [Complaints and Grievances Form](#) however, all records pertaining to this complaint are sent directly to the Chairman of the Board and are not accessible to the Headmaster. Simply ensure that you select 'complaint against Headmaster' from the drop-down box and your complaint will be directed accordingly.



ESOS Standard 11

Additional registration requirements

The School will notify in writing all applicable government agencies regarding any prospective changes to its ownership as soon as practicable and before those changes take effect.

The School will also notify in writing of any change to the high managerial agent of a provider (that is, an employee, agent or officer of the provider with duties of such responsibility that their conduct may fairly be assumed to represent the provider), as soon as practicable before the change OR within 10 working days of the change where the change cannot be accurately determined until it has taken effect.

The School will provide the designated authority with information on the new owner/s or the high managerial agent for an assessment being made under the ESOS Act, and ensure that all new high managerial agents/owners/PEOs complete the appropriate paperwork (fit and proper test) and submit to the authorities.

The School will make a written offer of refund to students should there be a change to our legal entity. Students may either take a refund or sign and agree to the change of legal entity should they wish to continue study. The School is aware that any change to the legal entity constitutes provider default.

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Attachment 1

Schedule of academic breaches

	Level 1	Level 2	Level 3
Type of Breach	<p>Fall below assessment level of SA in 3 or more subjects - or below "C" in 80% of the criteria being assessed.</p> <p>In addition, should a student fall below the minimum of 80% "satisfactory" for Application, Effort, Behaviour and Attitude in 3 or more subjects the student is at risk.</p>	<p>Fall below assessment level of SA in any 2 subjects - or below "C" in 80% of the criteria being assessed.</p> <p>In addition, should the student fall below the minimum of 80% "satisfactory" for Application, Effort, Behaviour and Attitude in any 2 subject the student is at risk.</p>	<p>Fall below assessment level of SA in any 1 subject - or below "C" in 80% of the criteria being assessed (review other subjects before applying).</p> <p>In addition, should a student fall below the minimum of 80% "satisfactory" for Application, Effort, Behaviour and Attitude in any 1 subject the student is at risk – (review other subjects before applying).</p>
First Breach	Meeting of Serious Concern	Academic Probation	Letter of Censure
Second Breach	Meeting of Serious Concern + Notice of Intent to Report attached to Letter	Meeting of Serious Concern	Academic Probation
Third Breach		Meeting of Serious Concern + Notice of Intent to Report attached to Letter	Meeting of Serious Concern
Fourth Breach			Meeting of Serious Concern + Notice of Intent to Report attached to Letter

Note: a breach of enrolment conditions is deemed to have occurred if a student is placed on academic probation, or is required to attend a meeting of serious concern.

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