

## Withdrawal Policy

---

### 1. PURPOSE

The purpose of this policy is to outline details of circumstances and JMC Academy's approach to withdrawal from an individual unit/s of study, or the entire course.

### 2. SCOPE

This policy applies to all JMC Academy students who may choose to

- withdraw from an individual unit/s of study, or
- withdraw from the entire course.

### 3. DEFINITIONS

**Withdrawal from an individual unit/s of study** is the reduction of a student's study load upon their request. Student remains enrolled in the course with profile revised to reflect part-time study mode.

**Withdrawal from the entire course** is termination of student's enrolment that occurs upon student's request.

**Special Circumstances** – set of unforeseen and unpredictable circumstances impacting student's ability to complete work within prescribed time frames. Please refer to Special Consideration Policy for special circumstances recognised by JMC Academy. Students applying for withdrawal from unit of study/course based on special circumstances may be eligible for tuition fee refund/re-credit, if granted.

For definitions not listed here please refer to *JMC Academy Glossary*.

### 4. POLICY

#### 4.1 WITHDRAWAL

A domestic or international student may apply to withdraw from the entire course or an individual unit/s of study at any time.

Withdrawal from the entire course or an individual unit/s of study upon student's request can only be considered by JMC Academy if an application is made in writing using the *Application for Withdrawal Form* and submitted to Campus Administration.

#### Domestic students

Withdrawal from the entire course or an individual unit/s of study occurring:

- after week 8 of any study period will result in a fail grade for all enrolled study units, unless consideration under special circumstances has been approved by JMC Academy,
- after census date will incur financial penalties according to the terms of the Refunds and Re-crediting FEE-HELP Balances Policy, unless consideration under special circumstances has been approved by JMC Academy.

#### International students

Withdrawal from the entire course or an individual unit/s of study occurring:

- after week 8 of any study period will result in a fail grade for all enrolled study units, unless special circumstances are present and approved by JMC Academy,

- less than ten (10) weeks before the start of the study period date will incur financial penalties according to the terms of the International Student Refund Policy, unless consideration under special circumstances has been approved by JMC Academy.

An international student who wishes to withdraw in order to transfer to another education provider must have completed at least six (6) months study in the principal course at JMC Academy. The Director of International Services may, in limited circumstances, approve the release of an international student prior to completing six (6) months of study in their principal course in order to transfer to another institution.

International students will be made aware that a withdrawal from the entire course or an individual unit/s of study may impact their student visa status.

## 4.2 NOTIFICATIONS

JMC Academy will always advise a student in writing on the outcome of their application, and when their enrolment status has been changed by either JMC Academy's initiative or upon the student's request.

JMC Academy is required to notify the Department of Education (DET) and Department of Home Affairs (DoHA), through Provider Registration and International Student Management System (PRISMS) of the deferment, suspension or/and cancellation of an international student's enrolment.

JMC Academy will report an international student's enrolment status change to Department of Education and Department of Home Affairs (DoHA), only when all possible internal and external appeal processes have been exhausted.

Once the Department of Education and Department of Home Affairs (DoHA), is notified of the cancellation of the student's enrolment, the student will have 28 days to enrol in an alternative course or to return to their home country.

## 4.3 REFUNDS AND RE-CREDITING FEE-HELP BALANCES POLICY

A Student is able to apply for withdrawal based on unexpected and extenuating circumstances, and therefore may be eligible for a tuition fee refund/re-credit FEE-HELP balances, if and only if these circumstances:

- were outside the student's control and for which student had no opportunity to prepare themselves in advance, and
- made it impracticable for the student to complete the requirements for the assessment/s.

It is at the JMC Academy's discretion to approve/reject application for refund/re-credit of tuition fees based on the student's special circumstances and supporting documentation provided.

The application for Refunds and Re-crediting FEE-HELP Balances must be made by the student using the *Application for Refunds and Re-credit* Form and submitted to Campus Administration.

For refunds and re-crediting FEE-HELP balances please refer to Refunds and Re-crediting FEE-HELP Balances Policy and the International Student Fee Refund Policy.

#### 4.4 COMPLIANCE EVIDENCE

- Policy or/and procedure for assessing, approving and recording withdrawal of student's enrolment,
- Documentary evidence on student's files of the assessment of applications for withdrawal of student's enrolment,
- Evidence of the information given to students prior to enrolment which states the grounds for withdrawal of student's enrolment,
- Policy or/and procedure on entering formal complaint/appeal process containing information among other, on appealing decisions in regard to withdrawal of student's enrolment,
- Evidence that JMC Academy has provided students with information how withdrawal of student's enrolment will affect student's:
  - Enrolment status in PRISMS and student's visa status (international students),
  - Academic liability,
  - Financial liability.

#### 5. COMPLAINTS and APPEALS

Domestic student has ten (10) working days to access the appeal process regarding any decision made in relation to withdrawal from the entire course or an individual unit/s of study in accordance with the Student Complaints and Appeals Policy.

International student has twenty (20) working days to access the appeal process regarding any decision made in relation to withdrawal from the entire course or an individual unit/s of study in accordance with the Student Complaints and Appeals Policy.

Students may access the Student Complaints and Appeals Policy and its associated procedures to appeal against any decisions made under this policy.

#### 6. POSITIONS RESPONSIBLE FOR IMPLEMENTING POLICY

- JMC Academic Staff
- Administration Team
- Campus Manager
- Director of International Services
- Heads of Departments

#### 7. RELATED DOCUMENTS

- Support and Intervention Strategy Procedure
- Academic Progression Policy
- Diversity Equity and Inclusion Policy
- Grading in JMC Academy Higher Education Courses Policy
- Assessment Management Procedure
- Deferring, Suspending and Cancelling Student's Enrolment Policy
- Deferring, Suspending and Cancelling International Student's Enrolment Procedure
- Deferring, Suspending and Cancelling Domestic Student's Enrolment Procedure
- Selection of Students into Undergraduate Courses Policy
- Refunds and Re-crediting FEE-HELP Balances Policy
- International Student Fee Refund Policy
- Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure
- International Students Appeal Against Intention to Report Procedure

- JMC Academy Glossary

## 8. RELATED LEGISLATION

This Policy supports JMC Academy's compliance with the following legislation:

- Higher Education Support Act 2003 (Cth),
- Higher Education Standards Framework (Threshold Standards) 2015,
- Education Services for Overseas Students (ESOS) Act 2000 (Cth),
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
  - ESOS National Code 2018, Part B, Standard 9

## 9. POLICY REVIEW DATE

11<sup>th</sup> October, 2021

## 10. VERSION CONTROL TABLE

---

Title	<i>Withdrawal Policy</i>			
Maintained By	Education Team			
Approving Authority	Governing Council			
Approved Date	11/10/2018			
Version Number	Modified By	Modifications Made	Date Modified	Status
1.0	G. Jedlinska	Compilation of pre-existing policies and guidelines	10/08/2018	Approved by the Governing Council on 11/10/2018 Superseded
1.1	M. Hafda	Edited section 5, Complaints and Appeals, to reference its new policy and procedures	8/10/2018	Current