

# Deferring Suspending and Cancelling Domestic Student's Enrolment Procedure

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## 1. PURPOSE

The purpose of this procedure is to aid 'Deferring Suspending and Cancelling Student's Enrolment Policy' and assist JMC Academy staff to identify and implement correct processes to guide and support domestic students who may wish to defer, suspend or cancel their enrolment.

## 2. SCOPE

This procedure applies to all domestic students enrolled in or seeking a place in a qualification/course provided by JMC Academy.

## 3. DEFINITIONS

### Deferral

Deferral of an enrolment means temporary postponement in the commencement of a course. Deferral may be initiated by a student or JMC Academy.

### Suspension

Suspension of an enrolment means placing student's enrolment temporarily on hold due to serious academic or non-academic misconduct. Students suspended due to misconduct are responsible for submitting assessment tasks in order to pass any unit of study they are enrolled in. Suspension due to misconduct is initiated by JMC Academy.

Temporary suspension of an enrolment might also be initiated by a student.

### Cancellation

Cancellation of an enrolment is permanent cessation of student's enrolment that may occur upon student's request (withdrawal) or may be initiated by JMC Academy (termination).

A student whose enrolment has been cancelled is no longer a JMC Academy student and therefore cannot attend classes, submit assessment tasks or attend JMC Academy events as a JMC Academy student. A student who has had their enrolment cancelled will receive a transcript of all units studied up to the date of cancellation, including results attained.

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

## 4. PROCEDURE

### 4.1 STUDENT INITIATED DEFERRAL

Domestic students may apply for deferral of the commencement of a course for a maximum period of twelve (12) months using the *Application for Deferral of the Commencement of a Course Form* and submitting it to Campus Administration. The application for deferral must be submitted before census date.

The *Application for Deferral of the Commencement of a Course* is to be determined by the responsible Head of Department and Campus Manager who will approve or reject the application typically within 2-3 business days from the application submission date.

#### 4.2 STUDENT INITIATED SUSPENSION

Domestic students may apply for temporary suspension of their studies for a maximum period of twelve (12) months using the *Application for Temporary Suspension of a Course Form* and submitting it to Campus Administration.

The *Application for Temporary Suspension of a Course* is to be determined by the responsible Head of Department and Campus Manager who will approve or reject the application typically within 2-3 business days from the application submission date.

#### 4.3 STUDENT INITIATED CANCELLATION

Domestic students who wish to cancel enrolment in their course may do so at any time. Domestic students must complete the *Application for Withdrawal Form* and submit it directly to Campus Administration.

Where there is a request for a refund/re-credit of fees the request will then be passed on to the Finance Department for consideration and final approval according to the JMC Academy Tuition Fee Refunds and Removal of FEE-HELP Debts Domestic Students Policy.

#### 4.4 JMC ACADEMY INITIATED DEFERRAL

Where JMC Academy initiates the **deferral** of a domestic student's enrolment due to course cancellation, it will:

- Immediately advise the student of course cancellation,
- Advise student of next course intake, and if the student agrees to the deferral and wishes to continue their studies at JMC Academy,
- Place their enrolment on appropriate status.

#### 4.5 JMC ACADEMY INITIATED SUSPENSION

Where JMC Academy initiates the suspension of a domestic student due to student's (academic or non-academic) misconduct:

- Campus Manager meets with the student regarding their behaviour and informs the student of their suspension from the course. (Note: it is the student's obligation to attend this meeting),
- The student is also advised of any potential impact their prospects for success in their studies, and opportunities for appeal,
- Campus Manager informs the student of the length of their suspension and the remediation opportunities available,
- A formal letter is posted to the student confirming the conditions of the suspension.

Where JMC Academy initiates the suspension of a student due to non-payment of fees:

- Campus Manager meets with the student regarding non-payment of fees and informs the student of their suspension from the course. (Note: it is the student's obligation to attend this meeting),
- The student is also advised of any potential impact on their prospects for success in their studies, and opportunities for appeal,
- Campus Manager informs the student of the length of their suspension and the remediation opportunities available,
- A formal letter is posted to the student confirming the conditions of the suspension.

#### 4.6 JMC ACADEMY INITIATED CANCELLATION

Where JMC Academy initiates the **cancellation** of a domestic student's enrolment due to serious misconduct and/or unsatisfactory course progress and/or non-payment of outstanding fees and/or failure to return to study after a scheduled student break:

- Campus Manager meets with the student and informs the student of their cancellation from the course. (Note: it is the student's obligation to attend this meeting),
- The student is also advised of any potential impact on their prospects for success in their studies, and opportunities for appeal,
- A formal intention to cancel the enrolment letter is posted to the student outlining the reasons of cancellation and possible avenues to appeal.

Where the cancellation of a student's enrolment is due to unsatisfactory course progress, JMC Academy will ensure that all Support and Intervention Strategy applicable processes have run their course prior to sending the notice of intention to cancel their enrolment letter.

#### 4.7 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.

### 5. COMPLAINTS and APPEALS

A domestic student may lodge an appeal within ten (10) working days of receipt of JMC Academy's written intention to:

- Terminate the enrolment,
- Suspend their enrolment.

The appeal must be submitted in writing to the Campus Administration using the *Application to lodge an Appeal Form*. Appeals submitted after that date will not be considered unless consideration under special circumstances has been approved by JMC Academy. It is at the discretion of JMC Academy to admit late appeals applications.

Where a student does not initiate appeal process, and the period of time to do so has passed, the decision of the termination of student's enrolment will be reinforced and implemented.

In situation where a student is not satisfied with the outcome of the internal appeal process, they have the right to access external appeal process/mediation within ten (10) working days from the date they received the written notification of the internal appeal decision.

JMC Academy reserves the right to cancel a student's enrolment prior to completion of the complaint/appeals process, in cases where welfare of the student or those with whom the student may come into contact, might be of concern.

Domestic students have the right to appeal any decision of cancellation of an enrolment with exception of the situation when a student failed to return from the scheduled break and remained uncontactable, unless consideration under special circumstances has been approved by JMC Academy. JMC Academy considers this as cancellation of an enrolment initiated by the student.

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

## 6. POSITIONS RESPONSIBLE FOR IMPLEMENTING PROCEDURE

- JMC Academic Staff
- Administration Team
- Campus Manager
- Director of Finance and Operations
- Heads of Department

## 7. RELATED DOCUMENTS

- Deferring Suspending and Cancelling Student's Enrolment Policy
- Diversity, Equity and Inclusion Policy
- Support and Intervention Strategy Policy
- Support and Intervention Strategy Procedure
- Academic Progression Policy
- Withdrawal Policy
- Assessment Management Procedure
- Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure
- Tuition Fee Refunds and Removal of FEE-HELP Debts Domestic Students Policy

## 8. RELATED LEGISLATION

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

- Higher Education Support Act 2003 (Cth),
- Higher Education Standards Framework (Threshold Standards) 2015,

## 9. PROCEDURE REVIEW DATE

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

## 10. VERSION CONTROL TABLE

Title	<i>Deferring Suspending and Cancelling Domestic Student's Enrolment Procedure</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 procedures and guidelines	27/09/2018	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