

Deferring Suspending and Cancelling Student's Enrolment Policy

1. PURPOSE

The purpose of this policy is to outline details of circumstances and JMC Academy's approach to course and/or study period deferrals, student's enrolment suspension, and student's enrolment cancellation.

2. SCOPE

This policy applies to all JMC Academy students whose enrolment is deemed to be:

- Deferred upon student's request or upon JMC Academy's initiative,
- Suspended upon student's request or upon JMC Academy's initiative,
- Cancelled upon student's request (withdrawal) or upon JMC Academy's (termination).

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. Suspension may be initiated by JMC Academy or by the 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.

DoHA - Department of Home Affairs

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

4. POLICY

4.1 DEFERRAL

4.1.1 Domestic Students

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.

JMC Academy reserves the right to defer commencement of a course when a course is not offered during the given study period.

4.1.2 International Students

International students may apply for deferral of a course for a maximum of one (1) trimester using the *Application for Deferral of the Commencement of a Course Form*.

International students may defer commencement of a course only in the following limited circumstances:

- If the student has already been issued a student visa, they may only defer commencement on the grounds of compassionate or compelling circumstances (at the discretion of JMC Academy),
- Student visa delay.

In the first instance above, international students must provide sufficient evidence to demonstrate that due to circumstances beyond their control they are unable to commence study at this point. Compassionate or compelling circumstances will be considered if they are deemed out of the student's control, they can be supported with documentary evidence, and it is clear that it will impact on the student's ability to study. Although this is not an exhaustive list, and other circumstances may be considered at JMC Academy's discretion, the following are common examples of compelling and compassionate circumstances:

1. Serious illness or injury of the student or a family member, evidenced by a medical certificate from a registered health professional that verifies the condition,
2. Permanent or temporary disability, evidenced by documentation issued by a registered health professional,
3. Bereavement of close family members such as parents, grandparents, siblings, spouse or child, evidenced by a certified death certificate,
4. Major political upheaval or natural disaster in their home country, evidenced, for example, by credible media reports,
5. A traumatic experience which could include involvement in or witnessing of a serious accident; witnessing or being the victim of a crime, which could be evidenced by police or psychologist's reports.

If an international student applies for a deferral on the basis of special circumstances, which is then granted, neither academic nor financial penalties apply. Fees already paid for the deferred study period will be credited to next study period upon student's return.

International students must be aware that a deferral of the enrolment may impact their student visa status.

JMC Academy reserves the right to defer commencement of a course when a course is not offered at the given study period.

4.2 SUSPENSION

4.2.1 Domestic Students

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.

Suspension occurring:

- After census date will incur financial liabilities unless consideration under special circumstances has been approved by JMC Academy,
- After week 8 of any study period will also result in academic penalty, unless consideration under special circumstances has been approved by JMC Academy.

Failure to come back from a scheduled break will result in cancellation of student's enrolment.

JMC Academy may suspend a student's enrolment if the student has been involved in serious academic or non-academic misconduct. The student's enrolment, in such circumstances, is placed on hold pending the conclusion of an investigation or/and formal complaint/appeal process.

The final outcome of this process will result in either restoring full enrolment, with or without conditions applied or the permanent cancellation of an enrolment.

4.2.2 International Students

International students are required to maintain their full-time enrolment each study period and are required to complete their course within the period specified in their signed Confirmation of Enrolment (CoE) document.

International students may apply for temporary suspension of their studies for a maximum period of one (1) trimester using the *Application for Temporary Suspension of a Course Form*. In cases when student requests to suspend their studies for longer than one (1) trimester they will be advised to withdraw from their course entirely and re-apply upon their return.

International students are required to maintain their full-time enrolment each study period and are required to complete their course within the period specified in their signed Confirmation of Enrolment (CoE) document.

International students may apply for temporary suspension of their studies for a maximum period of one (1) trimester. In cases where a student requests to suspend their studies for longer than one (1) trimester they will be advised to withdraw from their course entirely and re-apply upon their return.

International students may suspend their course only in the following limited circumstances:

- On the grounds of compassionate or compelling circumstances (at the discretion of JMC Academy),
- Student visa delay.

International students must provide sufficient evidence to demonstrate that, due to circumstances beyond their control, they are temporarily unable to continue with their course. See examples of circumstances that JMC Academy may accept as valid reasons for suspension of study above under section 4.1.2.

If a female student applies for a suspension of studies on the basis of pregnancy, the JMC Academy will follow normal processes for assessing a suspension of studies. However as a general rule, the suspension will commence no earlier than six weeks prior to the expected birth (unless otherwise supported by medical evidence) with the return date of the student being calculated as being at the beginning of the next teaching period that is at least 8 weeks after the birth.

If the requested suspension is longer than 12 months, then the student will be required to withdraw from the course and reapply when they are ready to return.

If an international student applies for suspension on a special circumstances basis, which is then granted, neither academic nor financial penalties apply. Fees already paid for the suspended study period will be credited to next study period upon student's return.

JMC Academy may suspend a student's enrolment if the student has been involved in serious academic or non-academic misconduct. The student's enrolment, in such circumstances, is placed on hold pending the conclusion of an investigation or/and formal complaint/appeal process.

The final outcome of this process will result in either restoring full enrolment, with or without conditions applied or the permanent cancellation of an enrolment.

If an international student's enrolment is suspended for more than six (6) months, the student's visa may be cancelled by Department of Home Affairs (DoHA).

International students must be aware that a suspension of the enrolment may impact their student visa status.

4.3 CANCELLATION

Cancellation of a student's enrolment may occur either upon their request (withdrawal) or upon JMC Academy's initiation (termination).

Students applying for withdrawal from a unit of study/course based on special circumstances may be eligible for a tuition fee refund/re-credit, if granted.

To apply for withdrawal students are requested to use the *Application for Withdrawal Form*.

Students applying for withdrawal from unit of study/course based on special circumstances may be eligible for tuition fee refund/re-credit, if granted.

JMC Academy may decide to terminate a student's enrolment in the following instances:

- Failure to return to study after a scheduled student break period. JMC Academy considers this to be a cancellation of an enrolment initiated by the student. Reasonable steps will be taken by the JMC Academy to locate/ contact the student to confirm reasons for failure to return.
- When a student is proven to demonstrate serious and significant academic and/or non-academic misconduct,
- When the student is making unsatisfactory academic progression (UAP) and the JMC Academy has implemented and followed a diligent support and intervention strategy process,
- Ongoing non-payment of outstanding fees,
- When a student is not participating in any course work required (cancellation may also occur at the unit level).

4.3.1 Domestic students

Cancellation of enrolment occurring:

- After census date will incur financial liabilities unless consideration under special circumstances has been approved by JMC Academy,

- After week 8 any study period will also result in academic penalty, unless consideration under special circumstances has been approved by JMC Academy.

4.3.2 International students

Cancellation of enrolment occurring:

- less than ten (10) weeks before the start of the study period date will incur financial liabilities unless consideration under special circumstances has been approved by JMC Academy,
- after week 8 of any study period will also result in academic penalty, unless consideration under special circumstances has been approved by JMC Academy.

An international student who wishes 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 must be aware that a cancellation of the enrolment may impact their student visa status.

Re-admission after exclusion

Any student who has been excluded from a course may apply for re-admission to that course or any other course offered by JMC Academy after a period of one year. The student's case will be reviewed and determined by the respective Head of Department in consultation with Campus Manager.

4.4 COMPLIANCE EVIDENCE

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

4.5 REFUNDS AND RE-CREDITING FEE-HELP BALANCES POLICY

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

5. COMPLAINTS and APPEALS

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
- Director of Finance and Operation
- Heads of Departments

7. RELATED DOCUMENTS

- Support and Intervention Strategy Policy
- Support and Intervention Strategy Procedure
- Academic Progression Policy
- Withdrawal Policy
- Assessment Management Procedure
- Deferring, Suspending and Cancelling International Student's Enrolment Procedure
- Deferring, Suspending and Cancelling Domestic Student's Enrolment Procedure
- Diversity, Equity and Inclusion Policy
- Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure
- International Students Appeal Against Intention to Report Procedure
- Refunds and Re-crediting FEE-HELP Balances Policy
- International Student Refund Policy
- Academic Integrity Policy
- Managing Academic Misconduct (Students) Procedure
- Transfer between Registered Providers Policy
- 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

14th May, 2022

10. VERSION CONTROL TABLE

Title	<i>Deferring, Suspending and Cancelling International Student's Enrolment Policy</i>			
Maintained By	Education Team			
Approving Authority	Governing Council			
Approved Date	14/05/2019			
Version Number	Modified By	Modifications Made	Date Modified	Status
H.05.08	P. Gainey		5/12/2013	Superseded
2.0	S. Stanford	Updated to new format. Renamed positions	01/12/2017	Superseded
2.1	G. Jedlinska	Redesigned joint version for Domestic and Intl students	07/09/2018	Superseded
2.2	M. Hafda	Edited section 5, Complaints and Appeals, to reference its new policy and procedures	8/10/2018	Approved by the Governing Council on 11/10/2018 Superseded
2.3	P. Gainey G. Markakis	Amended sections;4.1.2 and 4.2.2 to include what it may be considered compelling or companionate circumstances	14/05/2019	Approved by G. Markakis as a Health Check on 14/05/2019 Current