

**Deferral, Suspension and Cancellation
of an Enrolment
VET Student Loan**

Policy & Procedure

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1. PURPOSE

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

2. SCOPE

This policy applies to all JMC domestic students with a VET Student Loan whose enrolment is deemed to be:

- Deferred upon a domestic student's request or upon JMC's initiative;
- Suspended upon a domestic student's request or upon JMC's initiative;
- Cancelled upon a domestic student's request (withdrawal) or upon JMC's (termination).

3. DEFINITIONS

All definitions are located in the *JMC Glossary*.

4. POLICY

4.1 DEFERRAL

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

An application to Defer-Cancel Studies is to be determined by the responsible Head of Department and Campus Manager who will approve or reject the application typically within two - three (2-3) business days from the application submission date.

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

4.2 SUSPENSION

Domestic students may apply for temporary suspension of their studies for a maximum period of twelve (12) months using *Application to Defer-Cancel Studies Form* and submitting it to Campus Administration.

Suspension occurring:

- After census date will incur financial liabilities unless special circumstances are present and approved by JMC;
- After week eight (8) of any study period will also result in academic penalty, unless special circumstances are present and approved by JMC.

Failure to come back from an approved period of suspension or scheduled break may result in cancellation of a domestic student's enrolment.

JMC may suspend a domestic student's enrolment if the domestic student has been involved in:

- serious academic or non-academic misconduct; or
- failure to pay any outstanding fees.

4.3 CANCELLATION

Cancellation of domestic student's enrolment may occur upon student's request (withdrawal) or upon JMC's initiative (termination).

JMC may only decide to terminate a domestic student's enrolment after a census date in the following instances:

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

Cancellation of enrolment occurring:

- Prior to the census date will not incur any financial liabilities;
- After census date will incur financial liabilities unless special circumstances are present and approved by JMC;
- After week eight (8) any study period will also result in academic penalty unless special circumstances are present and approved by JMC.

4.4 RE-ADMISSION

- **Re-admission after termination/exclusion**

Any domestic student who has been excluded from a course may apply for re-admission to that course or any other course offered by JMC after the period of one (1) year.

The domestic student's case will be reviewed and determined by the respective Head of Department in consultation with Campus Manager.

- **Re-admission after withdrawal**

Any student may apply for re-admission after formally withdrawing from a course at any time

- **Student Permission**

No student will be re-admitted or re-enrolled without a formal written, signed application from the student.

4.5 COMPLIANCE EVIDENCE

- Policy or/and procedure for assessing, approving, and recording deferment, suspension and/or cancellation of domestic student's enrolment;
- Documentary evidence on domestic student's files of the assessment of applications for deferment, suspension and/or cancellation of domestic student's enrolment;
- Evidence of the information given to domestic students prior to enrolment which states the grounds for deferment, suspension and/or cancellation of domestic 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 domestic student's enrolment;
- Evidence that JMC has provided domestic students with information on deferment, suspension and/or cancellation of domestic student's enrolment will affect domestic student's:

- Academic liability;
- Financial liability.
- Formal written signed application for re-admittance after a period of cancellation

4.6 REFUNDS AND RE-CREDITING domestic BALANCES POLICY

For refunds and re-crediting domestic balances please refer to Tuition Fee Refunds and Re-crediting Policy.

5. PROCEDURE

5.1 STUDENT INITIATED DEFERRAL

Domestic students may apply for deferral of a course for a maximum of twelve (12) months using *Application to Defer-Cancel Studies Form* and submitting it directly to Campus Administration.

An *application to Defer-Cancel Studies* is to be determined by the Head of Department in consultation with the Campus Manager, who will approve or reject the application typically within two – three (2-3) business days from the application submission date.

In considering an application for deferral, the Head of Department will take into account a number of factors including:

- The impact on the domestic student's duration of study and whether intervention or other strategies are needed to ensure that the domestic student completes the course on time or whether an extension of duration is needed;
- The purpose and period of the deferral;
- The reliability of the evidence presented with the application; and
- The frequency that the domestic student has previously sought deferral

5.2 STUDENT INITIATED SUSPENSION

Domestic students may apply for temporary suspension of their studies for a maximum period of twelve (12) months using the *Application to Defer-Cancel Studies Form* and submitting it directly to Campus Administration.

An *Application for Application to Defer-Cancel Studies* is to be determined by the Head of Department in consultation with Campus Manager, who will approve or reject the application typically within two – three (2-3) business days from the application submission date.

In considering an application for temporary suspension of the course, the Head of Department will take into account a number of factors including:

- The impact on the domestic student's duration of study and whether intervention or other strategies are needed to ensure that the domestic student completes the course on time or whether an extension of duration is needed;
- The purpose and period of the suspension;
- The reliability of the evidence presented with the application;
- The frequency that the domestic student has previously sought previous suspensions

5.3 STUDENT INITIATED CANCELLATION

Domestic students who wish to cancel enrolment in their course may do so at any time.

Domestic students must complete an *application to Defer-Cancel Studies Form* and submit it directly to Campus Administration.

Where there is a request for a refund of fees the request will then be passed onto the Campus Manager for consideration and final approval according to the JMC Refund Policy. Once the cancellation is processed, the domestic student will receive a letter from the Campus Manager confirming the cancellation.

5.4 JMC INITIATED DEFERRAL

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

- Immediately advise the domestic student of course cancellation;
- Advise domestic student of next course intake, and if the domestic student agrees to the deferral and wishes to continue their studies at JMC;
- Amend any Confirmation of Enrolment documents.

5.5 JMC INITIATED SUSPENSION

Where JMC intends to suspend a domestic student, a formal letter is posted (placed on the students moodle portal and emailed) to the domestic student notifying them of the intention of JMC to suspend and the conditions of the suspension. The letter invites the student to a meeting with the Head of Department to discuss the reasons for JMC's actions.

The Head of Department meets with the student regarding their behaviour or issue giving rise to the intended suspension and discusses with the student of the reason JMC intends to suspend them from the course. (Note: it is the domestic student's obligation to attend this meeting).

The domestic student is also advised of the impact on their VET Student Loan, their prospects for success in their studies, and opportunities for appeal.

The Head of Department, Campus Manager or Campus Administration informs the domestic student of the intended length of their suspension and the remediation opportunities available.

The student has twenty-eight (28) days from the date of issuing the letter of intention to suspend to initiate an appeal against the notice in accordance with the JMC's complaints and appeals policy.

If the student does not appeal or the appeal is unsuccessful, the student is notified in writing and the suspension is put into place.

The Head of Department may impose/implement a suspension of domestic student as part of the management of a critical incident involving the student, particularly in the cases of serious illness or accidents where the domestic student is unable or incapable of reasonably communicating with the Academy or where the safety and wellbeing of other students is deemed to be at serious risk.

5.6 JMC INITIATED CANCELLATION

A formal letter is posted (placed on the students moodle portal and emailed) to the domestic student notifying them of the intention of JMC to cancel the student's enrolment and the reasons for the intended cancellation. The letter invites the student to a meeting with the Head of Department to discuss the reasons for JMC's actions.

The Head of Department meets with the student regarding their behaviour or issue giving rise to the intended cancellation and discusses with the student the reason JMC intends to cancel their enrolment in the course.

(Note: it is the domestic student's obligation to attend this meeting).

The domestic student is also advised of the impact on their VET student loan, their prospects for success in their studies, and opportunities for appeal.

The student has twenty-eight (28) days from the date of issuing the letter of intention to cancel their enrolment to initiate an appeal against the notice in accordance with JMC's complaints and appeals policy.

If the student does not appeal or the appeal is unsuccessful, the student is notified in writing and the cancellation is affected.

Where the cancellation of a student's enrolment is due to unsatisfactory course progress, JMC 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.

5.7 NOTIFICATIONS

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

6. COMPLAINTS AND APPEALS

As indicated in the above policy and procedure sections, a domestic student may lodge an appeal within twenty-eight (28) days of receipt of JMC'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.

It is at the discretion of JMC to admit late appeals applications.

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

In a 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 receive the written notification of the internal appeal decision.

The student's enrolment is not cancelled until the appeals process (internal and external) has been completed.

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. JMC considers this as cancellation of an enrolment initiated by the student.

7. RELATED DOCUMENTS

- 7.1. JMC Glossary
- 7.2. Complaints and Appeals Policy and Procedure
- 7.3. Student Handbook
- 7.4. Student Code of Conduct
- 7.5. Student Terms and Conditions
- 7.6. Applications Enrolment and Selection Policy and Procedure (VET)
- 7.7. Academic Progression Policy and Procedure (VET)
- 7.8. Assessment Management Policy (VET)
- 7.9. Deferral, Suspension and Cancellation of an Enrolment - Domestic Student - Policy and Procedure (VET)

8. RELEVANT LEGISLATION

- 8.1. Standards for Registered Training Organisation (RTOs) 2015:
Standard 2.1, 2.2 (b): Standard 5.2: Standard 6
- 8.2. Education Services for Overseas Students (ESOS) Act 2000 (Cth)
- 8.3. ESOS National Code
- 8.4. VET Student Loans ACT 2016, Section 6, 43, 48
- 8.5. VET Student Loans rules, Section 86, 87 & 88

9. POSITIONS RESPONSIBLE

- 9.1. Campus Manager
- 9.2. Head/s of Department
- 9.3. Head of Student Services & Admin
- 9.4. Administration

10. APPROVAL INFORMATION

Approval Authority	Quality Education and Risk Committee (QERC)
Health Check approval authority	JMC CEO
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4.0	QERC	02/02/2022	03/02/2022	New template	Current