



JP International  
College Pty Ltd

No: P08

Name: Deferment, Cancellation &  
Suspension

References: Stds: 5, 6 ESOS: Std 13.

## 1. Purpose

JPIC established this policy and procedure to clearly define the policy relating to student deferment, suspension or cancellation of enrolment as a student at JPIC.

International students are subject to the requirements of the ESOS Act and this policy is designed to reflect the limitations placed on JPIC as a registered RTO.

## 2. Scope

This policy and procedure applies to all JPIC students.

## 3. Policy

It is the policy of JPIC to ensure that students complete their course within their course duration. However, unforeseen and unexpected circumstances can occur which are beyond students' control which can affect their ability to complete their course. Therefore, this policy is instituted to allow for a more systematic process of deferment, suspension, and cancellation.

Definitions of what constitutes Deferment, Suspension or Cancellation are given below.

### Policy Rules

#### **JPIC-Initiated** Deferral, Suspension or Cancellation of Enrolment

1. JPIC may defer student's commencement on the following grounds:
  - When a course is not offered.
2. JPIC may **suspend** a student enrolment on the following instances:
  - When a student is deemed to be in breach of the Student Code of Conduct;
  - When a student is deemed as not making satisfactory course progress and fails to comply with the requirements of the intervention strategy;
3. JPIC may **cancel** a student enrolment in the following instances:
  - When a student demonstrates a serious breach of the Student Code of Conduct;
  - When a student is in breach of the course progress policy;
  - For non-payment of outstanding fees.
4. In cases where the suspension or cancellation of the student's enrolment is initiated by JPIC, students will be notified and given 20 working days to access the JPIC's internal complaints and appeals process (refer to Student Complaints and Appeals Policy).
5. For International students, there will be no change in enrolment status and they will not be reported to DoE until the appeals process is completed.
6. Once the deferral, suspension or cancellation is processed, JPIC will notify DoE via PRISMS.
7. JPIC will report to the TPS director if a student defaults from starting the course within 5 business days;
8. JPIC will report to DIBP via PRISMS if a student has not started the course within 14 days.

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### ***Student-Initiated*** Deferral, Suspension, Cancellation of Enrolment

Students may initiate the deferral, suspension and cancellation of enrolment, including granting of a leave of absence during the course through formal agreement on the following limited circumstances:

9. On the grounds of compassionate or compelling circumstances i.e. conditions which are beyond the control of the student which may impact on the student's course progress or wellbeing. These may include, but may not be limited to the following:
  - Where students do not receive their visa in time to arrive at JPIC to commence study;
  - Serious illness or injury – where a medical certificate states the student was unable to attend classes;
  - Bereavement of close family members;
  - Major political upheaval or natural disaster in the home country requiring emergency travel during a study period;
  - A traumatic experience, i.e. the student is involved in or witness to a serious crime or accident;
  - Where JPIC was unable to offer a pre-requisite unit;
  - Other reasons may be considered, but must have compelling documentary evidence to support the request.

**Note: deferring to go home to be married or attend the wedding of a family member is not normally considered to be compassionate or compelling circumstances which is beyond the control of the student.** This could be organised in such a way that the schedule does not conflict with the student's course timetable.

10. Unavailability of a course.

11. Student visa delay.

Where a decision is made by JPIC, the student always has the right to appeal this decision using the appeals processes as outlined in the Complaints and Appeal Policy. This must always be clearly communicated to the student with the notification of the decision.

#### 4. Definitions

<b>Term</b>	<b>Definition</b>
<b><i>Cancellation</i></b>	A cessation or end of enrolment in a course
<b><i>Deferral</i></b>	Postponement of commencement of studies
<b><i>Leave of Absence</i></b>	Temporary postponement of studies after commencement of studies
<b><i>Suspension</i></b>	Temporary putting on hold of studies during the course after which the student may recommence study. Suspension may not necessarily come as a consequence of misbehavior and will not necessarily push out the completion date.
<b><i>Compassionate &amp; Compelling circumstances</i></b>	Conditions which are beyond the control of the student which may impact on the student's course progress or wellbeing. Examples of these circumstances are as follows: <ul style="list-style-type: none"><li>• Where students do not receive their visa in time to arrive at JPIC to commence study;</li></ul>

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	<ul style="list-style-type: none"> <li>• Serious illness or injury – where a medical certificate states the student was unable to attend classes;</li> <li>• Bereavement of close family members;</li> <li>• Major political upheaval or natural disaster in home country requiring emergency travel;</li> <li>• A traumatic experience i.e. the student is involved in or is witness to a serious crime or accident;</li> <li>• Where JPIC was unable to offer a pre-requisite unit.</li> <li>• Other reasons may be considered but must have compelling documentary evidence to support the request.</li> </ul>
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## 5. PROCEDURE

The process for management of student requests for Deferment, Suspension or Cancellation is shown below:

### ***Instructions for Course Coordinators:***

In the case of reviewing the application of International students, the coordinator must be satisfied that enough evidence has been provided to satisfy the National Code. The evidence will vary according to the situation and the coordinator must use their best judgment in determining what is sufficient. In the event of uncertainty they should seek advice from a senior member of staff.

For example a student requesting to defer as a result of close family illness (e.g. Mother) must produce a medical certificate and airline tickets showing illness is legitimate and an intention to return.

When the cancellation relates to changing from one course to another, then the process will also include processing a new application form as per the domestic and International Admissions Policy. The Offer Letter number generated will then be stored in the register – see below.

Before making a decision the coordinator should consult with finance to confirm that all payments are up to date or acceptable arrangements have been made.

All documentation including the request, the supporting evidence and the output must be printed and filed in the student file.

The process, once sufficient evidence is supplied should take no more than 7 working days, preferably less.

For International Students, requests to cancel their enrolment will only be considered if the student does NOT intend to transfer to another RTO in Australia. For students contemplating a Transfer please refer them to the International Student Transfer Policy (General 08).

If the request is denied, then the student must be advised in writing and also informed of their right to appeal in accordance with the Complaints and Appeals Policy (General 09).

### ***Student Course Variation Register***

All requests and the outcome of that request must be recorded in the Student Course Variation Register, held in the Admissions Drive on the server.

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### Outputs for each type of request

Request Type	Actions	Output
Deferment	PRISMS	New eCoE to be issued and reason is approved deferment
	Approval Letter to student	Confirm approval and attach eCoE
	SCV Register	Updated to reflect changes agreed
Student Requested Suspension	PRISMS	Notify DoE that voluntary suspension has been approved and why
	Letter to student	Confirm approval
	SCV Register	Updated to reflect changes agreed
JPIC imposed Student Suspension	PRISMS	Notify DoE of suspension and why
	Approval Letter to student	Formal letter to student – refer to Student Code of Conduct
	SCV Register	Updated to reflect changes
Cancellation / Withdrawal	PRISMS	Advise date of withdrawal and that enrolment will cease
	Approval Letter to student	Confirm approval and advise that Doe will be informed and that they should contact DIPB
	SCV Register	Updated to reflect changes

## 6. PROCEDURE OWNER

CEO

## 7. RELATED DOCUMENTS

### FORMS

- Deferment or Suspension of Enrolment Form
- Course Withdrawal Form

### Policies

- Complaints and Appeals Policy
- Records Management Policy
- Student Enrolment Policy
- Fees and Refund Policy

## 1. Version History

Number	Date	Reason	Prepared by	Approved By
1.0	June 2010	New Policy	Nina Pearce	Johnson Pearce
2.0	July 2012	Reviewed and updated	Nina Pearce	Johnson Pearce
3.0	January 2015	Reviewed and updated for audit	Nina Pearce	Johnson Pearce

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