

International Student Deferral, Suspension or Cancellation of Enrolment Policy



1. Purpose

The purpose of this policy is to provide a framework for the deferral, suspension or cancellation of an international student's enrolment in approved CRICOS courses at Jazz Music Institute Pty Ltd a manner that complies with the requirements of current legislation.

2. Scope

This policy applies to all Jazz Music Institute's (JMI) Executive Management and prospective and current international students at JMI.

3. Objectives

The objectives of this policy are to:

- Ensure there are clearly defined parameters regarding the deferral, suspension or cancellation of an international student enrolment at JMI in compliance with current legislation
- Ensure that fair and transparent processes are in place for assessing, approving and recording a deferral, suspension or cancellation of enrolment for international students at JMI

4. Implementation

The Chief Executive Officer is responsible for the implementation of this policy.

4.1 Potential Changes to Visa Conditions

An international student whose enrolment at JMI is deferred, suspended or cancelled

All students will be notified that the deferment of studies, suspension or cancellation of an international student's enrolment may affect their student visa.

Students are advised to access information through the Department of Immigration and Border Protection (DIBP) for advice on any potential impact to their student visa.

4.2 Deferment of Studies

A student can defer or temporarily delay their studies before course commencement. An international student wanting to defer their studies must notify JMI in writing before their course commencement date.

Approval for deferment can only be given in accordance with compassionate or compelling circumstances (as defined). A student must provide appropriate documentation to demonstrate that the reason for deferment is in accordance with compassionate or compelling circumstances.

Where a student wishes to take a break from their studies but without compassionate or compelling circumstances, the student must cancel their enrolment and re-apply through the full application process again if they wish to enrol at JMI. Students re-applying will not be guaranteed a place in the program

A deferment becomes official once Department of Education (DOE) via PRISMS is notified that the student enrolment with the Institute has been deferred.

4.3 Suspension of Studies

4.3.1 Student-initiated Suspension

Any student wanting to suspend their studies shall be made aware that the DIBP will only permit Institutes to allow a student to suspend their studies through compassionate or compelling circumstances beyond the control of the student.

Weddings, cultural and religious activities are not acceptable reasons for suspension of studies.

The student must ensure that the suspension of studies is to be strictly in keeping with the reason for it.

A suspension becomes official once DOE via PRISMS is notified that the student enrolment with the Institute has been deferred.

4.3.2 JMI-initiated Suspension

The Institute has the right to suspend a student's enrolment on the following grounds:

- Compassionate or compelling circumstances supported by evidence
- A breach of the Code of Conduct
- Failure to pay fees as per the International Student Fee Policy
- Failure to meet attendance and course progression requirements as per the International Student at Risk and Course Progression Policy

Students are directed to the Code of Conduct Policy, International Student Fee Policy and International Student at Risk and Course Progression Policy during Pre-Enrolment and Orientation.

DIBP allows a suspension of studies for compassionate or compelling circumstances for a maximum period of one semester (or six months). Suspension of studies beyond six months will result in cancellation of the student's enrolment.

4.4. Cancellation of Enrolment

Cancelling a student enrolment means the student is formally no longer a student of the Institute. Cancelling a student becomes official once DOE via PRISMS is notified that the student enrolment with the Institute has been cancelled. Once a student's enrolment is officially cancelled, their Confirmation of Enrolment (CoE) will have the status "Cancelled".

4.4.1. Cancellation of Enrolment initiated by the student.

An international student wishing to cease their enrolment at JMI can cancel their enrolment by notifying JMI in writing of their intention to cancel their enrolment. The student must provide appropriate documentary evidence.

Cancellation of studies will not be permitted unless all documentary evidence is sighted.

If the cancellation of enrolment results in a refund of any paid tuition fees, JMI's Refund Policy will apply during cancellation processes initiated by the student.

4.4.2. Cancellation initiated by JMI

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JMI has the right to cancel a student's enrolment for the following reasons:

- A serious breach of the *Code of Conduct*
- Failure to pay fees as per the *International Student Fee Policy*
- Failure to meet attendance and course progression requirements as per the *International Student at Risk and Course Progression Policy*
- A change in visa conditions results in the student being eligible to enrol as a domestic student.
- Student is deceased
- Non-commencement of studies – a student may be deemed by a lack of action on their part to have notified the Institute they will not be continuing with their studies. Circumstances where the Institute may make this determination include:
 - where the student does not commence studies in a course when they are due to commence and they have not notified JMI in writing;
 - or where a student requested a deferment, but there were no compassionate or compelling reasons for granting a deferment;
 - or where the student has not completed his or her course and does not return to studies after a break and has not notified the Institute
- Change of Provider – if a student decides to go to another education provider and the Institute grants permission to do so. Refer to the International Student Transfer Policy
- Non-delivery of a program – if JMI through circumstances beyond its control has been unable to deliver the student's program in whole or in part, resulting in a cancellation of the program. In such a case, the International Student Refund Policy will apply.

4.5 Approval process for Deferment, Suspension or Cancellation of Enrolment

JMI's Chief Executive Officer (CEO) is responsible for the approval of the deferment, suspension or cancellation of an international student's enrolment.

The CEO will assess each request of deferment, suspension or cancellation according to its Fairness Procedures. Each request will be assessed on a case-by-case basis with only relevant supporting evidence provided by the student and JMI Executive Management to be used in arriving at a decision.

4.5.1 Approval of Compassionate and Compelling Circumstances

Students requesting a deferment, suspension or cancellation of enrolment on the grounds of compassionate and compelling circumstances will need to provide JMI supporting evidence appropriate to the circumstance. The CEO will assess the evidence provided for compassionate and compelling circumstances and arrive at a decision to approve or disapprove the request.

4.5.2 JMI-initiated Reasons for Suspension or Cancellation of Enrolment

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The CEO must approve any suspension or cancellation of an international student's enrolment initiated by JMI. In approving this decision, the CEO will be provided supporting evidence by JMI Executive Management as to the reasons for the Suspension or Cancellation of Enrolment.

4.6 Notification of a Student-initiated Decision

The CEO will notify the student of the decision to approve or not approve the student-initiated request for a deferment, suspension or cancellation of enrolment as soon as reasonably possible. In doing so, the CEO will provide an explanation of the decision.

If the CEO does not approve the request to defer, suspend or cancel enrolment, the student is able to appeal the decision as per the Student Grievance Handling Policy and Procedure within 20 working days of the notice.

4.6.2. Notification of a JMI-initiated Decision

If the CEO approves the suspension or cancellation of an international student's enrolment, JMI Executive Management will notify the student in writing of the intention to suspend or cancel their enrolment at JMI. In doing so, JMI Executive Management will advise the student of the reasons for suspension or cancellation and the evidence supporting the reasons.

The student will then have the right to appeal this decision as per the Student Grievance Handling Policy and Procedure within 20 working days of the notice from JMI Executive Management.

4.6.3 Notifying the Department

Once the decision has been accepted by both JMI Management and the student, JMI will notify the DOE in writing of the change to enrolment in accordance with Section 19 of the ESOS Act.

4.7 Student Appeals

The student has 20 working-days to appeal any decision made by the CEO through the Student Grievance Handling Policy and Procedure once they have been notified of the suspension or cancellation.

If the student appeals the decision, the suspension of studies or cancellation of the student's enrolment shall not take effect until the internal process is completed, unless extenuating circumstances (supported by documentary evidence) relating to the welfare of the student apply.

5. Definitions

Cancellation

Termination of the student's enrolment. The student CoE status will be listed as 'cancelled'.

COE

Confirmation of Enrolment

Compassionate or compelling circumstances

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Circumstances that are beyond the control of the student and which have an impact upon the student's course progress or student well-being. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies, or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

CRICOS

Commonwealth Register of Institutions and Courses for Overseas Students.

Deferral / Deferment

A request by the student prior to the commencement of the studies to temporarily postpone enrolment (Student initiated).

DIBD

Department of Immigration and Border Protection

DOE

Department of Education

Extenuating Circumstances

Where a student is:

- missing
- has medical concerns
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others
- is at risk of committing a criminal offence

International Student

A person holding an Australian Student visa and is defined as an 'Overseas Student' in the ESOS Act.

PRISMS

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The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DOE by registered providers.

Suspension

When the enrolment of a student in a course is suspended for a period of time, after which the student may recommence study.

6. Related Documents

- Education Services for Overseas Students Act 2000 (ESOS Act)
- Student Grievance Handling Policy and Procedure
- Code of Conduct Policy
- International Student Fee Policy
- International Student Transfer Policy
- International Student Refund Policy
- International Student at Risk and Course Progression Policy
- Fairness Procedures

7. Review

This policy should be reviewed three years after commencement or last review date.

8. Accountabilities

JMI Executive Management is responsible for the review, approval and implementation of this policy

9. Version Control

Document	International Student Deferment, Suspension and Cancellation Policy	Author	JMI Executive Management
Approver	JMI Executive Management	Approved	24 January 2018
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Reviewer	JMI Executive Management	Due for Review	January 2021