

# Deferment, Suspension and Cancellation Policy

## 1. Purpose

- 1.1. Minecraft College of Australia Pty Ltd (herein referred to as “MCA”) has implemented a documented process for assessing, approving and recording a deferment of the commencement of study or suspension of study requested by a student, including maintaining records of any decisions.
- 1.2. The purpose of this policy is to ensure that students are informed of the grounds on which their enrolment may be deferred, suspended or cancelled.
- 1.3. The purpose of this policy is to outline the circumstances in which the student can defer, suspend or cancel their enrolment with Minecraft College of Australia Pty Ltd (MCA) and where MCA can initiate the suspension or cancellation of the student’s enrolment on grounds of compassionate or compelling circumstances or in the event of misconduct by students.

## 2. Responsibility

- 2.1. The CEO/Administration Manager will be responsible for the implementation of this policy.
- 2.2. Decision to defer the commencement of studies, suspend studies or cancel enrolment will be approved by the Administration Officer or authorised staff member of the Student Administration Department.
- 2.3. Minecraft College of Australia Pty Ltd (MCA) will maintain records of all the decisions made by the Institute in terms of deferral, suspension, and cancellation of students.

## 3. Definitions

- 3.1. **Deferral:** means delay or postponement of enrolment in, or the continuation of, a program of study for a period initiated by the student.
- 3.2. **Withdrawal:** occurs when discontinuation of a program of study in which the student is enrolled is initiated by the student.
- 3.3. **Suspension:** To put studies on hold for a specified period. It means when a student, who has already started but has not completed his/her study or is given leave of absence so their training plan is suspended with the clear intention that the student will recommence at an agreed date in the future (i.e., temporary suspension).
- 3.4. **Cancellation:** Termination of enrolment. It means when a student is removed from the current students’ register at MCA before he/she has formally completed the planned training and other current qualifications. The student will not be eligible for any subsequent courses for which they may also be registered.
- 3.5. **Compassionate or compelling circumstances:** Circumstances that are generally beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These could include:
  - 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 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 affected 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
- 3.6. **Extenuating circumstances:** Relating to the welfare of the student may include the following. The student:
- a. Student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
  - b. is missing;
  - c. has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
  - d. has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
  - e. is at risk of committing a criminal offence
- Any claim of extenuating circumstances is required to be supported by appropriate evidence.
- 3.7. **Student Code of Conduct:** Code of conduct are certain rules and regulations that students are required to follow. These include,
- serious misbehavior,
  - Student failure to pay an amount required to pay in order to continue the course,
  - Not maintaining satisfactory course progress or attendance requirements

#### 4. Requirements / Process

- 4.1. Students wishing to defer the commencement of studies, suspend their studies or cancel their enrolment must apply to do so in writing to Minecraft College of Australia Pty Ltd (MCA). This can be done using the student deferral suspension form or the cancellation application form available from MCA's reception or on the MCA website [www.minecraft.edu.au](http://www.minecraft.edu.au).
- 4.2. The form can be lodged using any one of the following methods;
- In person (preferred method): On Campus  
Unit 2, 36 Efficient Dr, Truganina, VIC 3029
  - By Email: [accounts@abssuppliers.com](mailto:accounts@abssuppliers.com)
  - By Mail: Unit 2, 36 Efficient Dr, Truganina, VIC 3029

Applications must be submitted within 10 working days prior to the requested deferment/suspension date to enable sufficient time for the assessment process.

**Please note:** Applications will not be accepted any earlier than 10 working days prior to any deferral or suspension of a course. If the application is submitted in less than 10 working days prior to the requested deferment/suspension date (see 4.5 for response time), the processing and response may not be available at the requested time. Therefore, if the student chooses to depart, he/she is at risk of not obtaining approval from the Institute.

- 4.3. Students will be informed in writing with the reason and the request will be processed if the student is granted a deferral, suspension or cancellation.
- 4.4. If the request is denied, the student will be informed in writing and will be provided with details of the Complaints and Appeals procedures of the Institute. Refer to the student's Complaints and Appeals policy (inside the Complaints and Appeals Kit) available at MCA's website [www.minecraft.edu.au](http://www.minecraft.edu.au) and/or in the student's handbook.
- 4.5. The response will be issued within **5 working days** after the application has been received by the Institute.
- 4.6. MCA will review the application and, if appropriate, the current student history, and financial status before making a decision.

4.7. Requests for suspension will be denied for students who are subject to an intervention strategy, in the process of being cancelled for course progress, in arrears with the payments due (either as a result of the payment being due under the student agreement or as a result of payment being due under an agreed payment plan) or in breach of the Student Code of Conduct.

4.8. The records of the decision will be kept in Student's file.

## **5. Minecraft College of Australia Pty Ltd (MCA) initiated Deferral, Suspension, and Cancellation**

### **i. MCA initiated Deferral**

Minecraft College of Australia Pty Ltd (MCA) may defer an enrolment where the course is not being offered at the proposed date, site, or for any other reason that MCA deems necessary. In this unlikely event, the refund provisions for provider default will apply.

In exceptional circumstances, MCA may be unable to deliver a unit or units because of factors beyond its control. Where this situation exists (or one or more of the units that cannot be delivered is a prerequisite unit), students can have their study load adjusted and a deferral may be applied for. This basis for deferral is only available if the student can schedule units of competency so that they can complete their studies within the approved duration.

### **ii. MCA's initiated Suspension or Cancellation**

Where a student has been identified as having breached MCA's code of conduct (e.g., misbehavior, failure to pay an amount required to pay in order to continue the course), the CEO shall be informed as soon as possible. All of the facts and evidence associated with the alleged misdemeanor or misbehavior must be presented to the CEO for due consideration.

If there has been a breach in course progress or attendance requirements by the student. The CEO will be responsible for deciding whether there has been a breach based on the evidence presented and for deciding the ensuing penalty (i.e., suspension or cancellation of enrolment). The CEO may consider the type of misconduct that has occurred and the level of misconduct that occurred when deciding penalties.

### **iii. MCA initiated Cancellation**

MCA has the right to cancel a student's enrolment where the student's misconduct is severe (as defined in the policy above). Students will be informed in writing of the intention and the reasons why their enrolment has been cancelled.

Where the CEO has decided the misconduct is severe enough for cancellation, the following will occur:

- The student will be informed in writing of the reason and decision of MCA to cancel the student's enrolment.
- No action will be taken until the internal appeals process has been finalised unless there are extenuating circumstances relating to the student's welfare, like the student's health or well-being, or the well-being of others, that is likely to be at risk.

All copies of relevant documentation will be retained securely in the student's file.

Note: If MCA initiates a suspension or cancellation of the student's enrolment, before imposing a suspension or cancellation, MCA will:

- inform the student of that intention and the reasons for doing so, in writing.
- advise the student of their right to appeal through MCA's internal complaints and appeals process.

## 6. Deferral, Suspension or Cancellation of Enrolment Procedure (Student Initiated)

Minecraft College of Australia Pty Ltd (MCA) has implemented and documented processes for assessing, approving and recording deferment of the commencement of study or suspension of study requested by students, including maintaining a record of any decisions.

### i. Student Initiated deferral

A student wishing to defer an enrolment can do so prior to the commencement of the course. Students must complete an 'Application Form-Defer, suspend' and submit it to the Student Administration Department. An authorised person from the Administration Department will assess the applications.

A decision will be made within 5 working days. Under exceptional circumstances within compassionate and compelling grounds, and at the discretion of MCA, you may be permitted to defer the commencement of a course up to two (2) weeks after the published course start date. If you arrive later than two (2) weeks after the course start date, you will need to defer to the next term. This deferral will be formally granted by MCA. All relevant documentation will be kept in the student's file.

### ii. Student initiated suspension

Students who wish to suspend their studies should first speak to the Administration Officer or any MCA staff from the Administration Department to ensure that they understand the reasons for where suspension may be granted. The application form is available on MCA's website [www.minecraft.edu.au](http://www.minecraft.edu.au) and can also be made available from reception.

The application form must be completed and submitted to the Administration Officer or Student Administration Department. The Institute may decide to accept an application from a student for deferral of commencement or suspension of study on the following grounds:

- a. On medical grounds (with supporting documents). Further documental evidence may be requested at the discretion of the Institute; or
- b. In exceptional compassionate and compelling circumstances beyond the student's control and which affect the student's course progress or wellbeing, such as serious illness, bereavement of close family members, major political upheaval or natural disaster, a traumatic experience or another exceptional event. Independent evidence of exceptional circumstances is required for the application to be assessed.

The criteria for accessing an exceptional event would include:

- Nature of the event, e.g., that it is an exceptional event
- Beyond the student's control — it cannot be scheduled at another time.
- Likelihood to affect student's wellbeing, e.g., there are compassionate circumstances - if they do not attend, it will upset them and impact on their ability to study effectively and successfully.
- Impact on course progress, e.g., the impact of the length of time away on course progress and how the student intends to ensure completion within the duration.

**Note:** The wedding of a family member or friend, a cultural celebration, or a holiday are not reasons for a deferment.

Applications will be assessed and approved by Administration Officer or an authorised staff member from the Administration Department.

Where a suspension of enrolment is granted, MCA will suspend the student's enrolment for an agreed period of time - to a maximum of 12 months. If the suspension is required for longer than 12 months, the student shall have to re-apply once the initial suspension period has expired. Students will be informed in writing of the outcome of their application for suspension.

### **iii. Student initiated cancellation**

Students wishing to cancel their enrolment should advise MCA as soon as possible and complete, wherever possible, an 'Enrolment cancellation form' and submit it to the Administration Department. Students wishing to cancel their enrolment prior to completing 6 months of study in their principal course must provide a letter of offer from an alternative provider.

All relevant documentation for the cancellation will be kept in the student's file.

## **7. Students Right to Appeal (Complaints and Appeals)**

7.1. The suspension or cancellation of the student's enrolment will not take effect until the internal appeals process is completed, unless there are extenuating circumstances relating to the student's welfare, like student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

7.2. Refer to MCA's Complaints and appeals policy and procedure for detailed information on MCA's website [www.minecraft.edu.au](http://www.minecraft.edu.au) or MCA's student handbook.

### **Related Documents:**

- Application form- Defer, Suspend
- Enrolment Cancellation Form