

# DEFERRAL, SUSPENSION AND CANCELLATION PROCEDURE

Policy #04.04  
Policy Area: Students and staff

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Student enrolment can be deferred, suspended or cancelled in limited circumstances by the Academy of Film, Theatre and Television (AFTT) or by the student. This procedure applies to all students enrolled in, or seeking a place in a qualification/course provided by AFTT.

When deferral, suspension or cancellation of enrolment is initiated by AFTT or a student request for a deferral is denied, students have the right to appeal the decision in accordance with the *AFTT Policy #06.07 Complaints and Appeals*.

## 1. Procedure for Deferral, Suspension and Cancellation

### 1.1 Student initiated deferral and cancellation

#### *Course deferral:*

Domestic students may seek a deferral of their studies due to medical or other extenuating circumstances for a maximum of two consecutive semesters for an advanced diploma course, or one semester for a full-time certificate IV course.

Once an international student has commenced an AFTT course, s/he cannot defer the commencement of their studies or suspend their studies, except on **the grounds of illness (supported by a doctor's certificate) or other exceptional compassionate circumstances beyond the control of the student; for example, bereavement.** If the deferral is granted, their Confirmation of Enrolment will be modified accordingly.

In such circumstances, a student may request a deferral of their course by submitting the *Application for Deferment or Cancellation of Studies* form available on the AFTT website, to the Administration Coordinator at Reception. Any relevant documentation (eg, doctor's certificates) to support the request must be attached. The application will be assessed once all documentation has been received. AFTT may ask for more evidence, if required. Applications are usually processed within 5 working days. The student will receive written notification of the decision. If deferral is approved, it is the student's responsibility to provide the Administration Coordinator with timely notice of their intent to resume their studies.

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

- The impact on the student's duration of study and whether intervention or other strategies are needed to ensure that the 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;
- The frequency that the student has previously sought deferral;
- The timing of the request and whether it coincides with proposed reporting for breach of visa conditions (international students).

### ***Course cancellation:***

A student who wishes to cancel enrolment in their course may do so at any time as follows:

- The student must complete an *Application for Deferment or Cancellation of Studies* form and submit it to the Administration Coordinator.
- Where there is a request for a refund of fees, the request will then be passed on to the Finance Department for consideration according to refund policies and final approval;
- Once the cancellation is processed the student will receive a letter approving the cancellation.

## **1.2 AFTT initiated deferral, suspension and cancellation**

### ***Course Deferral:***

AFTT reserves the right to cancel or postpone any courses prior to their scheduled commencement dates should it be necessary. Where AFTT initiates the deferral of a student due to course cancellation it will:

- Immediately advise the student of course cancellation;
- Advise the student of the next course intake;
- If the student is international and agrees to the deferral and wishes to continue their studies at AFTT, his/her COE will be amended.
- If a student is unable to enrol in a similar course at AFTT, the Finance Department will refund any pre-paid fees according to refund policies.

### ***Student Suspension: Misconduct***

Where AFTT initiates the suspension of a student due to student misconduct, the Campus Manager, or delegate, will meet with the student regarding their behaviour and inform the student of their suspension from the course. Note: it is the student's obligation to attend this meeting. At the meeting:

- The student is advised of their prospects for success in their studies; and opportunities for appeal. International students are also advised of any potential impact on their visa due to the suspension;
- The student is informed of the length of their suspension (up to 14 days) and the remediation opportunities available.

Following the meeting, a formal letter will be sent to the student confirming the conditions of the suspension.

### ***Student Suspension: Non-payment of Fees***

Where AFTT initiates the suspension of a student due to non-payment of fees, the Campus Manager, or delegate, will meet with the student regarding non-payment of fees and inform the student of their suspension from the course. Refer to AFTT *Policy #03.07 Late Fee Payments*. Note: it is the student's obligation to attend this meeting. At the meeting:

- The student is advised of their prospects for success in their studies; and opportunities for appeal. International students are also advised of any potential impact on their visa due to the suspension
- The student is advised of the length of their suspension (up to 14 days) and the remediation opportunities available.

Following the meeting, a formal letter will be sent to the student confirming the conditions of the suspension.

### ***Cancellation of Student Enrolment:***

Where AFTT initiates the cancellation of a student's enrolment due to serious misconduct; unsatisfactory course progress; non-payment of outstanding fees; or failure to return to study after a scheduled student break, the Campus Manager or delegate, will meet with the student and inform the student of their cancellation from the course. **Note: it is the student's obligation to attend this meeting.**

At the meeting,

- the student is advised of their opportunities for appeal. International students are also advised of the potential impact on their visa due to the cancellation
- In the case of an international student, a formal letter of notice of intention to report to the DEPARTMENT OF EDUCATION, confirming the reasons for the intended cancellation is posted to the student.

Where the cancellation of a student's enrolment is due to unsatisfactory course progress, AFTT will ensure that all academic support processes have run their course prior to sending the intention to report letter.

In all cases, students are informed of the internal and external appeals processes to which they have access according to the *AFTT Policy #06.06 Complaints and Appeals*.

For international students, once all appeal processes have run their course, provided that AFTT's proposed course of action has been upheld, and the deferral, suspension or cancellation is processed, AFTT will notify the Australian Government Department of Education via PRISMS.

## **3. Definitions**

**Deferral:** Postponement of commencement of course

**Suspension:** Temporary postponement of enrolment during course

**Cancellation:** Cessation of enrolment in course

**PRISMS:** Provider Registration and International Students Management System

## **4. Positions Responsible**

- Campus Manager
- Compliance Manager
- Director of International Services
- Director of Finance and Operations
- Chief Executive Officer

## **5. Standards Alignment**

This policy complies with the requirements of the following RTO standards:

### **5.1 ESOS National Code Part D**

**Standard 13:** Deferring, suspending or cancelling the student's enrolment

## **6. Approval**

This policy was approved by the CEO on 14 March 2016.