

Deferring Suspending and Cancelling Student's Enrolment Policy

PURPOSE

Policy #4.04

The purpose of this policy is to outline details of circumstances and AFTT's approach to course and/or study period deferrals, student's enrolment suspension, and student's enrolment cancellation

SCOPE

This policy applies to all AFTT students whose enrolment is deemed to be:

- Deferred upon student's request or upon AFTT's initiative,
- Suspended upon student's request or upon AFTT's initiative,
- Cancelled upon student's request (withdrawal) or upon AFTT's (termination).

DEFINITIONS

Deferral

Deferment of an enrolment means temporary postponement in the commencement of a course. Deferral may be initiated by a student or AFTT.

Suspension

Suspension of an enrolment means placing student's enrolment temporarily on hold. Suspension may be initiated by AFTT or by the student.

Cancellation

Cancellation of an enrolment is permanent cessation of student's enrolment that may occur upon student's request (withdrawal) or may be initiated by AFTT (termination).

A student whose enrolment has been cancelled is no longer an AFTT student and therefore cannot attend classes, submit assessment tasks or attend AFTT events as an AFTT student. A student who has had their enrolment cancelled will receive a transcript of all units studied up to the date of cancellation, including results attained.

DoHA - Department of Home Affairs

POLICY

1.1 DEFERRAL

1.1.1 Domestic Students

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. Application for deferral must be submitted before census date.

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

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

1.1.2 International Students

International students may defer commencement of a course only in the following limited circumstances:

- On the grounds of compassionate or compelling circumstances (at the discretion of AFTT),
- Student visa delay.

International students must provide sufficient evidence to demonstrate that, due to circumstances beyond their control, they are unable to commence their study at this point.

As international students apply for deferral on a special circumstances basis, neither academic nor financial penalties apply, if granted. Fees already paid for the deferred study period will be credited to next study period upon student's return.

International students must be aware that a deferral of the enrolment may impact their student visa status.

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

1.2 SUSPENSION

1.2.1 Domestic Students

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 AFTT,
- After week eight (8) of any study period will also result in academic penalty, unless special circumstances are present and approved by AFTT.

Failure to come back from a scheduled break will result in cancellation of student's enrolment.

AFTT may suspend a student's enrolment if the student has been involved in serious academic or non-academic misconduct. The student's enrolment, in such circumstances, is placed on hold pending the conclusion of an investigation or/and formal complaint/appeal process.

The final outcome of this process will result in either restoring full enrolment, with or without conditions applied or permanent cancellation of an enrolment.

1.2.2 International Students

International students are required to maintain their full-time enrolment each study period and are required to complete their course within the period specified in their signed Confirmation of Enrolment (CoE) document.

International students may apply for temporary suspension of their studies for a maximum period of one (1) semester. In cases when student requests to suspend their studies for longer than one (1) semester they will be advised to withdraw from their course entirely and re-apply upon their return.

International students may suspend their course only in the following limited circumstances:

- On the grounds of compassionate or compelling circumstances (at the discretion of AFTT),
- Student visa delay.

International students must provide sufficient evidence to demonstrate that, due to circumstances beyond their control, they are temporarily unable to continue with their course.

If a female student applies for a suspension of studies on the basis of pregnancy, AFTT will follow normal processes for assessing a suspension of studies. However as a general rule, the suspension will commence no earlier than six (6) weeks prior to the expected birth (unless otherwise supported by medical evidence) with the return date of the student being calculated as being at the beginning of the next teaching period that is at least eight (8) weeks after the birth.

If the requested suspension is longer than twelve (12) months, then the student will be required to withdraw from the course and reapply when they are ready to return.

As international students apply for suspension on a special circumstances basis, neither academic nor financial penalties apply, if granted. Fees already paid for the suspended study period will be credited to next study period upon student's return.

AFTT may suspend a student's enrolment if the student has been involved in serious academic or non-academic misconduct. The student's enrolment, in such circumstances, is placed on hold pending the conclusion of an investigation or/and formal complaint/appeal process.

The final outcome of this process will result in either restoring full enrolment, with or without conditions applied or permanent cancellation of an enrolment.

If an international student's enrolment is suspended for more than six (6) months, the student's visa may be cancelled by Department of Home Affairs (DoHA).

International students must be aware that a suspension of the enrolment may impact their student visa status.

1.3 CANCELLATION

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

Students applying for withdrawal from unit of study/course based on special circumstances may be eligible for tuition fee refund/re-credit, if granted.

AFTT may decide to terminate student's enrolment in the following instances:

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

1.3.1 Domestic students

Cancellation of enrolment occurring:

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

1.3.2 International students

Cancellation of enrolment occurring:

- less than ten (10) weeks before the start of the study period date will incur financial liabilities unless special circumstances are presented and approved by AFTT,
- after week eight (8) of any study period will also result in academic penalty, unless special circumstances are present and approved by AFTT.

An international student who wishes to transfer to another education provider must have completed at least six (6) months study in the principal course at AFTT. Director of International Services may, in limited circumstances, approve the release of an international student prior to completing six (6) months of study in their principal course in order to transfer to another institution.

International students must be aware that a cancellation of the enrolment may impact their student visa status.

Re-admission after exclusion

Any student who has been excluded from a course may apply for re-admission to that course or any other course offered by AFTT after the period of one (1) year. Student's case will be reviewed and determined by the respective Course Director in consultation with Campus Manager.

1.4 COMPLIANCE EVIDENCE

- Policy or/and procedure for assessing, approving and recording deferment, suspension and/or cancellation of student's enrolment,
- Documentary evidence on student's files of the assessment of applications for deferment, suspension and/or cancellation of student's enrolment,
- Evidence of the information given to students prior to enrolment which states the grounds for deferment, suspension and/or cancellation of 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 student's enrolment,
- Evidence that AFTT has provided students with information how deferment, suspension and/or cancellation of student's enrolment will affect student's:
 - Enrolment status in PRISMS and student's visa status (international students),
 - Academic liability,
 - Financial liability.

1.5 REFUNDS AND RE-CREDITING VSLBALANCES POLICY

For refunds and re-crediting VSL balances please refer to Tuition Fee Refunds and Re-crediting VSL Policy and International Student Refund Policy.

PROCEDURE

1.1 STUDENT INITIATED DEFERRAL

International students may apply for deferral of a course for a maximum of one (1) semester using *Application to Defer-Cancel Studies Form* and submitting it directly to International Services Administration or Campus Administration. Application for deferral must be submitted before course commencement date.

International students may defer commencement of a course only in the following limited circumstances:

- On the grounds of compassionate or compelling circumstances (at the discretion of AFTT),

- Student visa delay.

An *Application to Defer-Cancel Studies* is to be determined by the Director of International Services with consultation with Course Director and 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 International Services Division 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.

If the deferral is approved and it affects the end date on the Confirmation of Enrolment (CoE) document, student will receive a new Confirmation of Enrolment (CoE) letter and have a new agreement written to reflect the applicable changes.

International students whose request for deferral was not approved will be required to attend their scheduled classes and complete their assessment tasks. Student will be notified accordingly and may enter an appeal process within twenty (20) working days from the receipt of the notification letter.

1.2 STUDENT INITIATED SUSPENSION

International students may apply for temporary suspension of their studies for a maximum period of one (1) semester using the *Application to Defer-Cancel Studies Form* and submitting it directly to International Services Administration or Campus Administration.

International students may defer commencement of a course only in the following limited circumstances:

- On the grounds of compassionate or compelling circumstances (at the discretion of AFTT),
- Student visa delay.

An *Application for Application to Defer-Cancel Studies* is to be determined by the Director of International Services with consultation with Course Director and 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 International Services Division 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 suspension,
- The reliability of the evidence presented with the application,
- The frequency that the student has previously sought previous suspensions,
- The timing of the request and whether it coincides with proposed reporting for breach of visa conditions.

If the temporary suspension of the course is approved and it affects the end date on the Confirmation of Enrolment (CoE) document, student will receive a new Confirmation of Enrolment (CoE) letter and have a new agreement written to reflect the applicable changes.

International students whose request for suspension was not approved will be required to attend their scheduled classes and complete their assessment tasks. Student will be notified accordingly and may enter an appeal within twenty (20) working days from the receipt of the notification letter.

1.3 STUDENT INITIATED CANCELLATION

International students who wish to cancel enrolment in their course may do so at any time. International students must complete an *Application to Defer-Cancel Studies Form* and submit it directly to International Services Administration or Campus Administration.

Where there is a request for a refund of fees the request will then be passed on to Administration for consideration and final approval according to the AFTT Refund Policy.

Once the cancellation is processed the student will receive a letter from the International Services Division confirming the cancellation.

An international student who wishes to transfer to another education provider must have completed at least six (6) months study in the principal course at AFTT. Director of International Services may, in limited circumstances,

approve the release of an international student prior to completing six (6) months of study in their principal course in order to transfer to another institution.

1.4 AFTT INITIATED DEFERRAL

Where AFTT initiates the **deferral** of an international student's enrolment due to course cancellation, it will:

- Immediately advise the student of course cancellation,
- Advise student of next course intake, and if the student agrees to the deferral and wishes to continue their studies at AFTT,
- Amend Confirmation of Enrolment (CoE) document.

1.5 AFTT INITIATED SUSPENSION

Where AFTT initiates the suspension of an international student due to student's (academic or non-academic) misconduct:

- The Director of International Services, or their delegate, meets with the student regarding their behaviour and informs the student of their suspension from the course. (Note: it is the student's obligation to attend this meeting),
- The student is also advised of any potential impact on their visa due to the suspension, their prospects for success in their studies, and opportunities for appeal,
- The Director of International Services, or their delegate, informs the student of the length of their suspension and the remediation opportunities available,
- A formal letter is posted to the student confirming the conditions of the suspension.

Where AFTT initiates the suspension of an international student due to non-payment of fees:

- The Director of International Services, or their delegate, meets with the student regarding non-payment of fees and informs the student of their suspension from the course. (Note: it is the student's obligation to attend this meeting),
- The student is also advised of any potential impact on their visa due to the suspension, their prospects for success in their studies, and opportunities for appeal,
- The Director of International Services, or their delegate, informs the student of the length of their suspension and the remediation opportunities available,
- A formal letter is posted to the student confirming the conditions of the suspension.

The Director of International Services may initiate a student suspension as part of the management of a critical incident involving the student, particularly in the cases of serious illness or accidents where the student is unable or incapable of reasonably communicating with the Academy.

1.6 AFTT INITIATED CANCELLATION

Where AFTT initiates the **cancellation** of an international student's enrolment due to serious misconduct and/or unsatisfactory course progress and/or non-payment of outstanding fees and/or failure to return to study after a scheduled student break:

- The Director of International Services, or their delegate, meets with the student and informs the student of their cancellation from the course. (Note: it is the student's obligation to attend this meeting),
- The student is also advised of any potential impact on their visa due to the enrolment cancellation, their prospects for success in their studies, and opportunities for appeal,
- A formal intention to report the enrolment letter is posted to the student outlining the reasons of cancellation and possible avenues to appeal.

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

1.7 NOTIFICATIONS

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

AFTT is required to notify the Department of Education and Department of Home Affairs (DoHA), through Provider Registration and International Student Management System (PRISMS) of the deferment, suspension or/and cancellation of international student's enrolment.

AFTT will report an international student's enrolment status change to Department of Education and Department of Home Affairs (DoHA), only when all possible internal and external appeal processes have been exhausted.

Once the Department of Education and Department of Home Affairs (DoHA), is notified of the cancellation of the student's enrolment, the student will have twenty eight (28) days to enrol in an alternative course or to return to their home country.

COMPLAINTS and APPEALS

Students may access the Student Complaints and Appeals Policy – and its associated procedures – at any time, against any decisions prescribed in this policy.

POSITIONS RESPONSIBLE FOR IMPLEMENTING POLICY:

- AFTT Academic Team Members
- Administration
- Campus Manager
- Director of International Services
- Course Directors

2 RELATED LEGISLATION

This Policy supports AFTT's compliance with the following legislation:

- Higher Education Support Act 2003 (Cth),
- Higher Education Standards Framework (Threshold Standards) 2015,
- Education Services for Overseas Students (ESOS) Act 2000 (Cth),
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
 - ESOS National Code 2018, Part B, Standard 9