



CHRISTIAN HERITAGE COLLEGE

## **POLICY: Cancellation of Enrolment for Overseas Students**

<b>Policy Group(s):</b>	Group C: Administration – 3: Students (Ref: C3/0707.1-0419) Related Group: Group C: Administration – 1: Academic
<b>Related Policy:</b>	Academic Integrity Grievance Policy for Overseas Students Refunds for Overseas Students Review of Academic Progress for Overseas Students Student Code of Conduct
<b>Commencement Date:</b>	July 2007
<b>Review Date:</b>	April 2019
<b>Scheduled Review Date:</b>	April 2024

### **POLICY STATEMENT**

#### **Intent:**

Christian Heritage College (CHC) recognises that the goals of overseas students can alter throughout the period of their course of study and, consequently, that it may be necessary for overseas students to withdraw from their course of study at CHC.

Formal application for withdrawal assists staff in tracking overseas students' enrolments and provides a mechanism whereby accurate advice can be given in order to assist overseas students in the most appropriate ways to achieve their personal academic goals.

From time to time, CHC may find it necessary to cancel the enrolment of an overseas student for reasons such as student default, failing to maintain satisfactory course progress or gross misconduct. During those times, clear communication regarding processes and the sets of circumstances which may result in the cancellation of an overseas student's enrolment is paramount.

#### **Scope:**

*Restricted to:* Overseas students undertaking a course of study at CHC.

*Excluded:* Domestic Students.

#### **Objectives:**

1. To provide clear guidelines concerning cancellation of enrolment for overseas students that is initiated by students.
2. To provide clear guidelines concerning cancellation of enrolment for overseas students that is initiated by CHC.
3. To ensure compliance with the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (the National Code).

## Policy Provisions:

### 1. General

- 1.1 Cancellation of an overseas student's enrolment can be initiated by an overseas student or by CHC.
- 1.2 Cancellation of enrolment that is initiated by an overseas student may occur either prior to the commencement of the overseas student's course of study (referred to as 'cancellation') or during the overseas student's course of study (referred to as 'withdrawal').
- 1.3 Cancellation of enrolment that is initiated by CHC may occur either prior to the commencement of the overseas student's course of study or during the overseas student's course of study.
- 1.4 All Library borrowing rights and access to CHC services are revoked when an overseas student cancels or withdraws from their enrolment, or when their enrolment is cancelled by CHC.
- 1.5 If CHC notifies an overseas student that it intends to cancel the student's enrolment, the student is able to access CHC Policy: *Grievance Policy for Overseas Students* (hereafter referred to as "the grievance process").

### 2. Cancellation of Enrolment Initiated by an Overseas Student

- 2.1 To cancel their enrolment prior to the commencement of their course of study, an overseas student must submit an *Application to Cancel Enrolment – Overseas Students* form. Other written or verbal means of communication, such as emails, telephone calls and conversations, are not accepted as notice of an overseas student's intention to cancel their enrolment.
- 2.2 An overseas student's application to cancel their enrolment will be approved where 'special circumstances' are demonstrated. 'Special circumstances' will be deemed to exist where it can be demonstrated that:
  - 2.2.1 the circumstances are beyond the control of the overseas student; and
  - 2.2.2 the circumstances impact upon the overseas students' ability to commence their course of study on the agreed day and/or wellbeing.

Examples of 'special circumstances' are provided in the *Supporting Procedures and Guidelines*.

- 2.3 Overseas students will be informed in writing of the outcome of their application. This will include a full explanation of the reasons for the decision and a statement that the cancellation may have implications for the overseas student's visa and that they should contact the Department of Home Affairs for further advice.
- 2.4 Where an overseas student's application to cancel their enrolment is approved, CHC will cancel their CoE and record a release from their course of study in PRISMS (if required).
- 2.5 Where an overseas student's application to cancel their enrolment is not approved, CHC will not cancel their CoE or record a release from their course of study in PRISMS and they will be expected to commence their course of study on the agreed day.
- 2.6 Overseas students whose applications are not approved and who do not commence their course of study on the agreed day will be considered as having defaulted on their Written Agreement and will be issued with a *Notice of Intent* to cancel their CoE.

### 3. Withdrawal by an Overseas Student

- 3.1 An overseas student may withdraw at any time during their course of study, subject to the academic and financial penalties as declared by CHC.
  - 3.1.1 An overseas student who wishes to withdraw from CHC within the first six months of their course of study in order to enrol at another registered provider is to refer to CHC Policy: *Overseas Student Transfers*.

- 3.2 To withdraw from their course of study, an overseas student must:
  - 3.2.1 submit an *Advice of Withdrawal* form; and
  - 3.2.2 make payment of any outstanding monies, such as tuition fees, transfer of credit fees, Library fines, etc.
- 3.3 Other written or verbal means of communication, such as emails, telephone calls and conversations, are not accepted as notice of an overseas student's intention to withdraw.
- 3.4 The effective date of withdrawal is the latest of the dates upon which the overseas student satisfies all requirements of Policy Provision 3.2.
- 3.5 The overseas student's withdrawal will be acknowledged in writing, which will include a statement that the withdrawal may have implications for the overseas student's visa and that they should contact the Department of Home Affairs for further advice.
- 3.6 Where an overseas student's withdrawal is approved, CHC will cancel their CoE and record a release from their course of study in PRISMS (if required).

#### 4. Cancellation of Enrolment Initiated by CHC

- 4.1 CHC is permitted to cancel an overseas student's enrolment for reasons including, but not limited to:
  - 4.1.1 student default, by failing to commence the course on the agreed day and not having previously cancelled their enrolment;
  - 4.1.2 failing to pay a required amount to undertake or continue their course of study as stated in the Written Agreement, including the Overseas Student Health Cover (OSHC) premium where an overseas student has requested that CHC make OSHC arrangements on their behalf;
  - 4.1.3 failing to maintain satisfactory course progress; and
  - 4.1.4 misbehaviour, by breaching the provisions of CHC Policy: *Student Code of Conduct* and/or CHC Policy: *Academic Integrity*.
- 4.2 The processes engaged to assess the grounds for cancellation of an overseas student's enrolment due to student default will be conducted by Registry Office staff.
- 4.3 The processes engaged to assess the grounds for cancellation of an overseas student's enrolment due to non-payment of a required amount will be undertaken by Business Office staff.
- 4.4 The processes engaged to assess the grounds for cancellation of an overseas student's enrolment due to a breach of CHC Policy: *Student Code of Conduct* and/or CHC Policy: *Academic Integrity* by an overseas student will be conducted according to the relevant policy.
- 4.5 The processes engaged to assess the grounds for cancellation of an overseas student's enrolment due to failure to maintain satisfactory course progress will be conducted according to CHC Policy: *Review of Academic Progress for Overseas Students*.
- 4.6 The processes engaged to assess the grounds for cancellation of an overseas student's enrolment due to other grounds will be conducted by the CHC staff member who has responsibility for the area that is related to the grounds for cancellation.
- 4.7 The processes engaged under Policy Provisions 4.2-4.6 may include, but are not limited to:
  - 4.7.1 written or verbal communication with the overseas student and other parties to the situation; and
  - 4.7.2 interviews with the overseas student and other parties to the situation.

- 4.8 The Academic Registrar is to be informed of all cases where grounds are alleged to exist that might lead to the cancelling of an overseas student's enrolment.
- 4.9 The overseas student will have access to learning opportunities for the duration of the processes engaged to determine the accuracy of information.
- 4.10 An overseas student who is the subject of processes that are related to the cancellation of their enrolment by CHC may be assisted by a third party, provided that this person is not a lawyer.
- 4.11 The Academic Registrar is to be informed of the outcome of all processes engaged under Policy Provisions 4.2-4.6.
- 4.12 CHC will retain confidential records of processes as described in Policy Provision 4.1. This record will be placed on the overseas student's file and sealed for access by the Academic Registrar only. Parties to these processes will be allowed supervised access to these records.
- 4.13 If the processes engaged under Policy Provisions 4.2-4.6 conclude that grounds exist for an overseas student's enrolment to be cancelled, the Academic Registrar will inform the overseas student of the recommendation to cancel their enrolment by issuing a written *Notice of Intent to Report*.
- 4.14 Upon receipt of this notification, an overseas student has 20 working days in which to access the grievance process, unless extenuating circumstances exist (see Policy Provision 4.19).
- 4.15 An overseas student who has been issued with a written *Notice of Intent to Report* may or may not be offered learning opportunities throughout the 20 working days and/or any subsequent appeal process.
- 4.16 If a decision is made not to provide learning opportunities to the overseas student during the 20 working days and/or a subsequent grievance process, and the grievance process finds in the favour of the overseas student, and it is impracticable for the overseas student to complete the requirements of a unit(s) due to the reduced or withdrawn learning opportunities, the overseas student will be:
  - 4.16.1 eligible for a refund of the tuition fees paid for the affected unit(s); and
  - 4.16.2 required to enrol in the same unit(s), or a comparable unit(s), in a subsequent semester(s).
- 4.17 In cases where the duration of an overseas student's course enrolment requires extending due to Policy Provision 4.16.2, the Academic Registrar (or delegate) will issue the overseas student with a revised CoE as required.
- 4.18 CHC will not report the cancellation of the overseas student's enrolment to the Department of Education and Training (the Department) via PRISMS during the 20 working day period and the overseas student's enrolment status will remain active unless extenuating circumstances exist (see Policy Provision 4.19).
- 4.19 Extenuating circumstances are those in which it is deemed that the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Such circumstances may include, but are not limited to, when the overseas student:
  - 4.19.1 is missing;
  - 4.19.2 has medical concerns, severe depression or psychological issues which lead the provider to fear for the overseas student's wellbeing;
  - 4.19.3 has engaged or threatens to engage in behaviour that is reasonably believed to endanger the overseas student or others; or
  - 4.19.4 is at risk of committing a criminal offence.

- 4.20 Where extenuating circumstances are deemed to exist, the overseas student does not have to be given opportunity to access the grievance process and the overseas student's enrolment may be cancelled with immediate effect and the cancellation reported to the Department.
- 4.21 If the overseas student does not access the grievance process within the 20 working day period, and extenuating circumstances are not deemed to exist, CHC will report the cancellation of the overseas student's enrolment to the Department on the working day following the expiry of the 20 working day period.
- 4.22 If the overseas student accesses the grievance process, and extenuating circumstances are not deemed to exist, the overseas student's enrolment status will remain active during the various stages of the policy process.
- 4.23 If the overseas student accesses the grievance process and extenuating circumstances are not deemed to exist, CHC will not report the cancellation of enrolment to the Department until at least the formal internal review stage of the policy process is completed.
- 4.24 If the formal internal review process conducted under the provisions of the grievance process is concluded in favour of the overseas student, CHC will not cancel the overseas student's enrolment and will not report the overseas student to the Department.
- 4.25 If the formal internal review process conducted under the provisions of the grievance process is concluded in favour of CHC and the overseas student does not accept the outcome, the overseas student may access the external review stage of the policy process.
- 4.26 If the formal internal review process conducted under the provisions of the grievance process is concluded in favour of CHC and the overseas student does not access the external review stage of the policy process, CHC will cancel the overseas student's enrolment and will report the overseas student to the Department.
- 4.27 If the formal internal review process conducted under the provisions of the grievance process is concluded in favour of CHC and the overseas student does access the external review stage of the policy process, CHC will not report the cancellation of the overseas student's enrolment to the Department until this stage of the policy process is completed.
- 4.28 If the external review process conducted under the provisions of the grievance process is concluded in favour of the overseas student, CHC will not cancel the overseas student's enrolment and will not report the overseas student to the Department.
- 4.29 If the external review process conducted under the provisions of the grievance process is concluded in favour of CHC, CHC will cancel the overseas student's enrolment and will report the overseas student to the Department.
- 4.30 If the external review process conducted under the provisions of the grievance process is concluded in favour of CHC and the overseas student does not accept the outcome, the overseas student can access other external appeals processes. In this case, however, CHC does not have to assist the overseas student with finding further appropriate appeals processes.
- 4.31 If the review processes conducted under the provisions of the grievance process are concluded in favour of CHC, CHC will cancel the overseas student's enrolment and will report the overseas student to the Department.
- 4.32 The overseas student will be notified of the cancellation of their enrolment in writing and a copy of this letter will be placed on the overseas student's file. CHC will inform the overseas student that the cancellation of their enrolment may affect their student visa and advise the student to contact the Department of Home Affairs for further information.
- 4.33 Overseas students whose enrolment has been cancelled by CHC must abide by any decisions made by the Department of Home Affairs with regard to their permission to remain in Australia.

## **5. Financial Implications for Cancellation of Enrolment or Withdrawal by an Overseas Student**

- 5.1 Financial implications apply to overseas students who cancel their enrolment or withdraw from their course or study. These are determined by the date on which the cancellation or withdrawal takes effect (see Policy Provision 3.2) in relation to the administrative dates declared for that semester on the CHC Calendar (see Supporting Procedures and Guidelines 2).
- 5.2 The financial implications for overseas students who cancel their enrolment or withdraw from their course of study are detailed in Policy Provision 3 of CHC Policy: *Refunds for Overseas Students*.

## **6. Financial Implications for Cancellation of Enrolment by CHC**

- 6.1 The financial implications for overseas students whose enrolment is cancelled by CHC for the reason of student default are detailed in Policy Provision 3 of CHC Policy: *Refunds for Overseas Students*.
- 6.2 If CHC cancels the enrolment of an overseas student at any point in the semester for failing to pay a required amount to undertake or continue in a course of study, no refunds will be given.
- 6.3 If CHC cancels the enrolment of an overseas student at the end of a semester for reasons of failing to maintain satisfactory course progress, refunds will be made of any unspent tuition fees for the subsequent semester(s).
- 6.4 If CHC cancels the enrolment of an overseas student at any point in the semester for reasons of misconduct, no refunds will be given.

## **7. Academic Implications for Cancellation of Enrolment or Withdrawal by an Overseas Student**

- 7.1 There are no academic implications for overseas students who cancel their enrolment prior to commencing their course of study.
- 7.2 Academic implications apply to overseas students who withdraw from their course of study. These are determined by the date on which the withdrawal takes effect (see Policy Provision 3.2) in relation to the administrative dates declared for that semester on the CHC Calendar (see Supporting Procedures and Guidelines 1).

## **8. Academic Implications for Cancellation of Enrolment by CHC**

- 8.1 There are no academic implications for overseas students whose enrolment is cancelled by CHC for the reason of student default, for failing to commence the course on the agreed day and not having previously cancelled their enrolment.
- 8.2 Academic implications apply to overseas students whose enrolment is cancelled by CHC for reasons of gross misconduct regardless of when in the semester the cancellation occurs.
  - 8.2.1 Exit results of 'WF' (Withdraw Fail) will be recorded on the overseas student's academic transcript for all units in which the overseas student is enrolled at the time of the cancellation.

## Supporting Procedures and Guidelines:

### 1. Special circumstances

1.1. Examples of circumstances include, but are not limited to:

- 1.1.1. serious illness or injury, where a medical certificate states that a student is unable to attend classes;
- 1.1.2. bereavement of close family members (where possible, a death certificate is to be provided);
- 1.1.3. major political upheaval or natural disaster in a student's home country which requires emergency travel;
- 1.1.4. a traumatic experience, such as involvement in or witnessing of a serious accident, or witnessing or being the victim of a serious crime (to be supported by police or psychologists' reports);
- 1.1.5. CHC not being able to offer a prerequisite unit; and
- 1.1.6. a student's inability to begin studying on the agreed starting day due to refusal of, or a delay in receiving, a student visa.

### 2. Financial and Academic Penalties for Withdrawal by a Student

2.1. Financial and academic penalties apply to an overseas student's withdrawal depending upon the academic semester and the date in this semester on which the withdrawal is effective, as follows:

#### *Semesters 1 and 2*

<i>Effective date of withdrawal</i>	<i>Transcript entry</i>	<i>Financial liability</i>
Prior to and including census date	Nil	Nil
After census date to end of Week 8	W (Withdraw)	Full tuition fees
End of Week 8 to end of semester	WF (Withdraw Fail)	Full tuition fees

#### *Semester 3*

<i>Effective date of withdrawal</i>	<i>Transcript entry</i>	<i>Financial liability</i>
Prior to and including census date	Nil	Nil
After census date to end of Week 6	W (Withdraw)	Full tuition fees
End of Week 6 to end of semester	WF (Withdraw Fail)	Full tuition fees

#### *Winter Semester*

<i>Effective date of withdrawal</i>	<i>Transcript entry</i>	<i>Financial liability</i>
Prior to and including census date	Nil	Nil
After census date to end of Week 3	W (Withdraw)	Full tuition fees
End of Week 3 to end of semester	WF (Withdraw Fail)	Full tuition fees

## WHO SHOULD KNOW THIS POLICY?

Overseas students  
Deans  
Academic staff  
Academic Registrar  
Student Administration staff  
Finance Manager  
Business Office staff

## POLICY FURTHER INFORMATION

**Relevant Commonwealth/  
State Legislation**      ESOS Act 2000  
   National Code 2018

## ACCOUNTABILITIES

**Implementation:**                      Director of Quality and Standards  
**Compliance:**                         Director of Quality and Standards  
**Monitoring and Evaluation:**      Director of Quality and Standards  
**Development and Review:**        Director of Quality and Standards  
**Approval Authority:**                CHC CEO  
**Interpretation and Advice:**       Director of Quality and Standards

## EFFECTIVENESS OF THIS POLICY

**Performance Indicators:**      • The number of grievances following cancellations of enrolments  
**Other:**                                    Nil  
**Definitions and Acronyms:**    *Census Date*  
    The date by which all students must finalise their enrolment details  
    with CHC.  
*CHC*  
    Christian Heritage College  
*CoE*  
    Confirmation of Enrolment  
*ESOS Act 2000*  
    Education Services for Overseas Students Act 2000  
*PRISMS*  
    Provider Registration and International Students Management System  
*The Department*  
    Department of Education and Training



**APPROVAL – section maintained by the Director of Quality and Standards**

Reference No.	Approved	Date	Committee/Board	Resolution No./ Minute Ref.
C3/0707.1	Yes	9 August 2007	Committee of Management	4.4

**REVISION HISTORY – section maintained by the Director of Quality and Standards**

Revision Reference No.	Approved/ Rescinded	Date	Committee/Board	Resolution No./ Minute Ref.
0907	Approved	12 July 2007	Committee of Management	4.4
0610	Approved	29 September 2010	CHC CEO	4
0415	Approved	28 April 2015	CHC CEO	N/A
0818	Approved	16 August 2018	CHC CEO	N/A
0419	Approved	3/04/2019	CHC CEO	N/A