

Cancelling or Reporting Students Procedure

The following are procedures governing terminating Students prior to completion, for non-compliance with visa conditions, non-commencement of studies, deferring or suspending enrolment or requesting a change to an existing enrolment.

1. Termination prior to completion

The following are selections and possible reasons for terminating a Student's studies prior to completion of their course.

Category from PRISMS	Selection	Possible reasons
Termination of Student studies prior to completing their course (i.e. prior to their CoE end date)	Student completed course early Required to enter Student's last actual day of study	Non-payment of fees Require internal appeals process to be completed prior to report
	Student left provider Transferred to course at another provider May request entry of Student's last actual day of study	Disciplinary reasons Requires internal appeals process to be completed prior to report
	Student notifies cessation of studies May request entry of Student's last actual day of study	Student has died
	Provider decides to cease Student's enrolment Selection of this option requires completion of next level of data and may request entry of Student's last actual day of study	No longer holding Student visa

2. Non-compliance with visa conditions

Category from PRISMs	Explanation
Non-compliance with Student visa conditions	<p>Unsatisfactory attendance This option for cancellation is not available for (a) providers of Higher Education courses; or (b) providers of VET courses who have implemented the Department of Education and Training/Department of Immigration and Border Protection (DIBP) Course Progress Policy and Procedures.</p> <p>Requires both internal AND external appeals processing to be completed prior to reporting. Required to enter Student's last actual day of study and comments.</p>
	<p>Unsatisfactory course progress Requires both internal AND external appeals processing to be completed prior to reporting. Required to enter Student's last actual day of study and comments.</p>

3. Non-commencement of studies

Category from PRISMs	Explanation
Non-commencement of studies	<p>Select when the Student has not – or will not – undertake any period of study with you in this enrolment No additional information required to be entered.</p>

4. Deferring or suspending Student enrolment

Category from PRISMS	Selection	Possible reasons
Deferring/suspending Student enrolment	<p>Compassionate or compelling circumstances Requires completion of next level of data</p>	<p>Will Course End Date be affected? No – results in no change to CoE status Yes – also enter 'Last day of actual study'; will cancel this CoE and provide option to create a new replacement CoE</p>
	<p>Student misbehaviour Requires internal appeals processing to be completed prior to reporting. Requires completion of next level of data</p>	<p>Will the Student be in Australia over this period? Yes, No or Unknown Deferment/Suspension from and Deferment/Suspension To dates required</p>

5. Student requests a change to existing enrolment

Category from PRISMS	Selection	Possible Reasons for Extension
Student requests change to existing enrolment	<p>For an extension to same course – we need to provide the reason for the extension.</p>	<p>Compassionate or Compelling circumstances OR Implemented intervention strategy</p>

	<p>The status of the CoE remains 'studying' until Course End Date on the original CoE has passed.</p> <p>Change to a course in a different sector</p> <p>Change to a course in the same sector, gap created either at start or end of the course OR the study period of the new CoE is shorter than the original CoE</p> <p>Change to a course in the same sector, no gap, but longer study duration Not an extension and not one of the above situations</p>	
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Approval for reporting

Before any Student is cancelled or reported, the Customer Service Manager will seek approval from the General Manager (GM).

See "**Reporting Students**" and "**Processing Student request forms**"

Cancelling Student's CoEs on PRISMS

- Log on to PRISMS and search for the Student
- Select the CoE to be reported
 - The course the Student has been monitored on & sent an Intention to Report (ITR) for
 - **Note:** The course may not necessarily be the Student's current course
- Press the Course Variation/Defaults tab and click on "Add Variation"
- Answer all questions

Note: The Student's actual last date of study can be found on RTO Manager under the Attendance function

- Print the Student Course Variation (SCV) by pressing the hyperlink on the final page
- Save the SCV to the Student's folder X:\shared data of GBC\Student Folder
- Cancel all future CoEs for non-commencement

Cancelling Students on RTO Manager

- View the Student's homepage on RTO Manager

Cancelling the Student's course/s

- Select "Course"
- Press the "Edit selected course" button
- Update the reported course to "Reported"
- Update future course to "Cancelled"

Crediting Student payments

- Return to the Student's homepage and select "Payment"
- Select the course from the drop-down menu

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- Select “Invoice Credit” against the payment
 - The amount to be credited will automatically appear.
 - Add in remarks, such as “Reported”
 - Press “Add Invoice Credit”
 - Repeat for all future payments

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Document owner	Mehboob (Max) Akber – Compliance Officer
Document approver	Luciano D’Ambrosi, General Manager
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This policy / procedure is to be reviewed a minimum of twelve (12) months from this date.

Disclaimer:

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