
Non-commencement of Course Procedure

The following procedures apply for the non-commencement of courses.

Firstly, the Student will receive an Orientation reminder two (2) weeks prior to their course commencement

For a Current Student – transferring to a new course

- If a Student has not attended Orientation, George Brown College (GBC) will send an Intention to Report (ITR) on the Monday of the 2nd week of a Subject (course) commencement
- A Student has 20 days to appeal the decision to report – to GBC.
- If a Student has failed to provide legitimate evidence for their absence, further action will be taken - such as cancellation of the Student's Confirmation of Enrolment (CoE).

For a New Student (Onshore)

- GBC to check Visa Entitlement Verification Online (VEVO) two (2) weeks prior to the course commencement to ascertain the Student's visa status.
- Contact the Agent/Student for deferment at least two (2) weeks prior to the course commencement. If a Student/Agent has not applied for course deferment before course commencement an Intention to Report (ITR) will be issued by GBC on the Monday of the 2nd week of course commencement. **For a deferral, tuition fees for the deferral duration apply and a fee of \$250 if a change of CoE is required.**
- A Student has 20 days to appeal the decision to report – to GBC
- If the Student has failed to provide legitimate evidence for their absence, further action will be taken - such as cancellation of the Student's Confirmation of Enrolment (CoE).

For a New Student (Offshore)

- GBC to contact the Agent two (2) weeks prior to Orientation to check the Student's visa status.
- If the Student visa has not been granted by course commencement, the Agent/Student MUST be notified to defer their course. **For a deferral, tuition fees for the deferral duration apply and a fee of \$250 if a change of CoE is required.**
- The Agent/ Student will have up to 14 days after the course commencement to defer the course.
- If the Agent/Student fails to defer their course, further action will be taken including Cancellation of Enrolment (CoE) and Intention to Report (ITR).

The following procedures apply for Intervention efforts for Student's not commencing their courses

Please note that all intervention efforts and touchpoints are recorded under Intervention in the Student Profile Summary in RTO Manager.

Intervention measures for non-commencing Students includes:

- GBC checking the Student's VEVO status two (2) weeks before the course commencement date
- GBC sending an email regarding non-commencement to the Student and Agent

- GBC's Marketing Manager following up as required

For a Student who has failed to commence the proposed course commencement date, GBC will collect the following information and documents:

- Actual Student commencement date
- Request for and collection of medical certificates (If applicable)
- Offer deferment to any eligible Students (For medical or other compassionate/compelling grounds)
- Make relevant diary notes in RTO Manager
- Record the nature of the Student Intervention

Issuing Intention to Report (ITR) notices – for Continuing Students

An "Intention to Report for Non-commencement letter" (ITR-NCL) is sent to continuing Students who have not commenced their course by 31 days after commencement date.

Reporting Students

Approval for cancellation

- Check that 20 working days have passed since the ITR-NCL was sent
- Check Intervention note and follow up with the relevant marketing manager regarding the Student
- Confirm with Marketing personnel and request approval for reporting
- Once you cancel the Student's enrolment, using the "Letter function" from the Student's homepage on RTO Manager, email a "Breach notice – Non-commencement of studies" letter to the Student and agent (Similar to steps above for sending the ITR-NCL)

Reporting on PRISMS

- Cancel the Student's CoE for non-commencement on PRISMS
- Cancel all subsequent CoEs
- Save the Student Course Variation (SCV) and the Cancelled CoE to the Student's folder X:\shared data of GBC\Student Folder
- **Report refund to Student in PRISMS by Student Course Variation/ Provider or Student default**

Updating RTO Manager

- Change the Student's status for the reported course to "Reported" and all subsequent courses to "Cancelled"
- Balance all future payments(including miscellaneous payment) by applying an "Invoice Credit" to all current and future payments

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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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