
Student Request Form Procedure

Payment Extension, Assignment Extension, Leave, Deferral and Cancellation

NOTE: All Student requests should be recorded under the Intervention register.

Request Form

For any Request Form, the Student must complete “Student Name”, “Student ID” and “Student date of birth” *[It's important that all information is filled in, and some Student's may, for instance, have the same names]*

- **For a Student applying for Payment Extension**, they must apply before the tuition fee due date. The Student needs to specify the relevant payment date payable, and the form is processed by the Customer Service Manager. Fees are \$100 for every week that late payment will be charged apply.
- **For a Student who is applying for a Certificate**, they must clarify for which course they wish to obtain the certificate. No fees apply.
- **For a Student who is applying for a change of Confirmation of Enrolment (CoE)**, they must clarify which course they wish to change to and submit to the Compliance SSO, who will seek approval from the General Manager (GM) before it is given to the Admissions Officer for relevant changes in RTO Manager & PRISMS. Fees of \$250 apply plus tuition fees.
- **For a Student who is applying to finish their course through fast-track**, he/she must be consulted by the Compliance SSO after being given GM approval, with the Admissions Officer processing the changes in RTO Manager. Fees of \$250 apply plus tuition fees.
- **For a Student applying for Assessment extension**, they must clarify the date they will be able to submit the assessment in their lodgement. The Compliance SSO will liaise with the Trainer to establish each situation that applies and seek approval from the GM to make a decision. Fees of \$100-\$250 apply.

In addition, in the Request Form, the Student **must**:

- Indicate that they “have read and understood the Student handbook?”
- Provide true information regarding their payment status, which can also be checked up in RTO Manager at “Payment” page under Student profile.
- Sign and date the Request Form.

After receiving the Request Form, the Compliance SSO will send a confirmation email through RTO manager to notify Student that the college has received the request, and will be processing it within 5 to 10 working days as recorded. This email will be recorded automatically in the Student Dairy. The Compliance SSO will also record the request in the Intervention register and open the case.

The Compliance SSO will run a daily report from RTO Manager “https://gbc.rtomanager.com.au/Staff/SS/Compliance/SS_StdInterventionAdd.aspx” to see what all requests are Open and what Action needs to be taken.

Leave Application Form

A Student who is applying for leave during their tuition period needs to complete a Leave Application form.

- For any Leave Application Form, the “Family Name”, “Given Name”, “Student ID”, “Course Title”, “Course Name” and leave period needs to be filled in on the form.
- The Student will need to detail the units that would not otherwise be complete during their leave period, a proposed action plan to make up for the missed unit and the reason for their leave.
- If leaving for interstate or overseas, the Student will need to provide the college with Flight tickets with return date and any supporting documents that serve as evidence of the urgency of the matter. If no tickets have yet been purchased, a proposed leaving and returning date must be provided.

The Student will need to sign and date the form at the bottom.

The Compliance SSO will need to:

- Access the Student’s course progress to identify the “Units that would not be complete during Leave period” and may need to counsel and assist the Student regarding the “Action plan to make up for the missed unit”
- Communicate with the Trainer regarding Student’s situation to gain more support for Student who is applying for leave.
- Take the request to the GM for approval based on the information and documents provided.

- **If a leave approval does not require any changes to the dates of the course, no fee is charged.**
- **If a leave approval requires a course extension or date change, then a new Confirmation of Enrolment (CoE) will need to be generated, so a fee of \$250 applies.**

After leave is approved by the General Manager

- Go to RTO Manager Student page, communicate the outcome to the Student via Letter function.
- Select the “Course Name” and “Select Letter” – “Student leave approval letter”, carefully writing the appropriate letter content and edit the email subject as required.
- At the bottom, please select the letter sender & include Agent email.
- Tick “Add to Student Communication Log” so the letter will be recorded in the “Student Library”
- Then double check all content again, and click “Send Email”.
- Then go back to Student page, click on “Defer”
- Fill in the leave “type”, “reason”, specify “Request Date”, leave during and “New start date”
- Also, clarify whether the leave has been approved or not by clicking “Approved” or “Not Approved”
- An “Approval Date” will need to be clarified.
- Put details into “Comments” regarding the reason why the Student requests to leave during the tuition period and what kind of supporting documents have been provided.
- After all the details, has been inserted, click “Update”. The deferment will be recorded in the RTO Student home page in the “Student Deferral” section and “Deferred Course Student List”
- Details can be edited if changes are made.

If there is no “Approval Date” indicated, it means a Student has taken unapproved leave, which may happen for instance a Student has been sick and provides medical certificates after the event.

If a leave application is denied, the Compliance SSO must contact the Student and agent immediately to obtain more supporting documents, regarding leave application refusal outcome must be sent to Student.

If Student has booked tickets and is not able to change the travel schedule, leave must be recorded as Not Approved Leave.

Up to 2 weeks' tuition period can be granted as leave based on emergency cases, however, if the request period is over 2 weeks, the Student must apply to defer their course.

Application for Deferral

- A Student wishing to defer their enrolment with the College needs to complete the "Application for Deferring, Suspending or Cancelling Enrolment" form, selecting the "Defer" option.
- A Student will need to apply for deferral if they wish to leave for more than two (2) weeks during the tuition period.
- For a deferral application, the "Student Name", "Student ID", "Student date of birth" and "Course Name" (Course enrolled in) will need to be filled in on the form, along with the relevant dates clarified.

The Student will also need to:

- Provide details regarding their reason for deferral with supporting documents and evidence.
- Give contact details for their deferment period (typically they will be overseas).
- Tick "YES" regarding the question "Have you read and understood the College's Deferment, Suspension and Cancellation Policy?"
- Sign and date the form (otherwise it is not a valid form).

After receiving this form, the Compliance SSO needs to:

- Verify the supporting documents and evidence
- Assist the Student with an academic catch up plan
- Inform the Student regarding the fees which will apply
- **For a deferral, tuition fees for the deferral duration apply and a fee of \$250 if a change of CoE is required.**
- **In cases of compelling or compassionate circumstances, the Student may not be required to pay their tuition fees in the event of a deferral.**

Payment administration

- Fee charges can be scheduled in the "Student's Payment Details" of RTO Manager. Anything other than the scheduled tuition fee payment should be recorded in "Miscellaneous Payment" (Enrolment fee, Re-assessment, Change of CoE, Material fee etc.)
- "Miscellaneous Payment" can be recorded in "Student's Payment Details" - select "Payment type" according to Student case, choosing between "Normal Payment" and "Scheduled Payment" depending on when Student will make the payment:
 - **If a Student pays on the day**, input as "Normal Payment", and record "Due date" as the actual date and the same as the "Payment Date". Then carefully select the "Payment Mode" – it will reflect on the 691 record and affect the payment report if not allocated correctly. Input detailed information regarding the payment in "Remarks" then click on "Record". The payment will show in green as "Paid Miscellaneous Payment".

- **If Student is going to pay on another nominated date**, record the payment as “Scheduled Payment” and record the payment “Due date”, adjusting the amount if necessary, Input detail information regarding the payment in “Remarks” then click on “Record”. The Payment will show as an amount to be paid on the due day. The Fee follow up Officer will be notified if the fee is overdue from the System Report.
- **Admission staff need to be informed that course deferment needs to be recorded at the time that the Student requests the deferment, and information can be edited according to the specific case and decisions made.**

Application for Cancellation of Enrolment

- A Student wishing to cancel their enrolment with the College needs to complete the “Application for Deferring, Suspending or Cancelling Enrolment” form, selecting the “Cancel” option.
- For a cancellation, the “Student Name”, “Student ID”, “Student date of birth” and “Course Name” (Course enrolled in) will need to be filled in on the form, along with the reasons for the application.

If a Student:

- Is already enrolled with another provider, they must provide a Letter of Offer from the other provider.
- Is experiencing a visa-related issue, the relevant visa granting/refusal letter must be provided – or staff can check VEVO for clarification.
- Expresses no interest in continuing their study and claim they are returning overseas for good, they will need to provide evidence of a one-way flight ticket – no release letter will otherwise be issued.

All applications for cancellation need to be approved by the GM. In addition, the Compliance SSO need to communicate the status update with the Student’s agent.

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This policy / procedure is to be reviewed a minimum of twelve (12) months from this date.

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