

# CANCELLATION OF STUDIES – INTERNATIONAL STUDENTS PROCEDURE



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## 1 PURPOSE

- 1.1 This procedure sets out the process to be followed if an international student or the University intends to cancel a student's enrolment in a course.
- 1.2 This procedure supports CQUniversity to meet its obligations under the [Education Services for Overseas Students Act 2000](#) (section 19) and the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (standard 9).

## 2 SCOPE

- 2.1 This procedure applies to international students who are admitted for enrolment or are enrolled in a vocational education and training (VET), higher education, or English language (ELICOS)<sup>1</sup> course at CQUniversity.
- 2.2 This procedure applies only to international students who hold a student visa to study in Australia; it does not apply to international students undertaking online (distance) study outside Australia.

## 3 PROCEDURE

### Cancellation of studies

- 3.1 A student's studies (course enrolment) may be cancelled by the student or by the University before or during the student's enrolment in line with the process set out below.
- 3.2 University employees with responsibility for deciding or otherwise administering this procedure will process course enrolment cancellations in a timely manner.

<sup>1</sup> ELICOS refers to English language intensive course for overseas students.

## Student-initiated cancellation

- 3.3 Students may apply to cancel their studies at any time before or during enrolment by submitting a completed [Cancellation of Course Form](#). The form can be accessed via the University [Contacts and Forms website](#).
- 3.4 Before submitting a Cancellation of Course Form, students must:
- ensure they are aware of the potential impact of cancellation on their student visa (see 3.10 to 3.12), and
  - withdraw from any enrolled units.
- 3.5 Cancellation requests will be actioned within five working days after the University receives the request (except for those requiring the outcome of a student request to release to another provider). Incomplete cancellation requests, including those without supporting documents, will not be actioned.
- 3.6 Higher education students will incur academic and financial liabilities if the cancellation is after the last day to withdraw, i.e. the census date.
- 3.7 VET and ELICOS students will incur tuition liabilities if the cancellation is after the commencement date of the enrolled term.
- 3.8 Higher education and ELICOS students who cancel their studies after census date and can demonstrate compassionate/compelling circumstances may be eligible to apply for [Withdrawal Without Academic Penalty in Special Circumstances](#) and/or [Removal of Financial Liability Due to Special Circumstances](#).
- 3.9 VET students who cancel after the commencement date of term must contact relevant campus staff to request an Enrolment Amendment Application be actioned. Supporting documents must be submitted as part of the application request.
- 3.10 Students who have not completed six months of study in their principal course and want to enrol with another education provider must apply for a letter of release in accordance with the [Overseas Student Transfer Policy and Procedure](#) before cancelling their course. The principal course is the last and highest qualification the student will obtain and for which the student visa was granted.
- 3.11 Students who cancel their course enrolment before completing the transfer release process will be deemed to have withdrawn from that release process.
- 3.12 Students who cancel their course enrolment cannot re-enrol, unless they apply to the University for re-admission.

## University-initiated cancellation

- 3.13 The University may cancel a student's course enrolment if the student does not do any of the following:
- enrol/re-enrol in the next compulsory academic term to continue their studies
  - enrol in sufficient units each term to complete studies within their Confirmation of Enrolment (CoE) duration
  - satisfy minimum attendance (VET and ELICOS students only)
  - lodge payment of tuition fees by the due date for each term enrolled
  - satisfy academic progress requirements
  - satisfy expected standards of general behaviour and/or academic conduct
  - satisfy mandatory student visa requirement 8202 in relation to attendance/submission of core/any class work for assessment.
- 3.14 The University will make all reasonable attempts to contact students who have not re-enrolled. Students who cannot be contacted or do not respond to University communications by the end of the enrolment period for the relevant term will be deemed to have withdrawn from their studies.

- 3.15 With the exception of 3.13 (a), before cancelling a student's enrolment, the University will send a Notice of Intent to Report to the student who will have 20 working days from the date of the letter to lodge a written appeal against cancellation.
- 3.16 This notice will inform the student of the University's intention to cancel the student's enrolment and report this information to the [Department of Education and Training](#) (DET) and the [Department of Home Affairs](#) (DHA). The notice will also set out reasons for the intended cancellation.
- 3.17 The University will not implement a decision to cancel a student's enrolment until the internal appeal process is completed or sooner if the health or wellbeing of the student or others is likely to be at risk.
- 3.18 Before initiating cancellation, the University must ensure that students are withdrawn from enrolled units before cancelling student enrolment at the course level.

## Appeals and complaints

- 3.19 Except for cancellation due to student non-enrolment as in 3.13 (a), students may lodge an internal appeal against the University's intention to cancel studies.
- 3.20 Students who appeal must submit a written appeal in accordance with the instructions in the Notice of Intent to Report letter. Appeals must be supported by documentary evidence and will be considered on a case-by-case basis on the following grounds:
- a) Medical or allied health reasons, including disability, that prevented the student from attending classes and/or submitting assessments, or
  - b) Compassionate and compelling circumstances, misadventure or other exceptional circumstances beyond the student's control where the circumstances are not within the normal range of risk that affected a student's ability to attend classes and/or submit assessments.
- 3.21 Students notified of the University's intent to cancel their studies (upon receipt of a Notice of Intent to Report) will have 20 working days to appeal the decision and access the University's internal complaints and appeals processes.
- 3.22 Students will be notified in writing of the outcome of their appeal within 20 working days of their appeal being received by the University.
- 3.23 If the appeal is successful, the University will not cancel the student's enrolment and the student will be able to continue their studies.
- 3.24 If the appeal is unsuccessful, the outcome notification will provide details of the reasons why the appeal was unsuccessful, and the avenue available to lodge an external appeal. Students will be required to notify that an external appeal has been lodged in accordance with the instructions in the appeal outcome letter.
- 3.25 If the student's internal appeal is unsuccessful (and where either no external appeal has been made, or is unsuccessful), the University will cancel the student's course enrolment and report this decision to DET and DHA via PRISMS<sup>2</sup>.
- 3.26 Students who have a complaint, which may or may not relate to the appeal, may make a complaint in accordance with the [Student Feedback – Compliments and Complaints Policy and Procedure](#). Complaints and appeals, even if related, may be managed separately to ensure independence and both matters can be finalised as soon as possible.

## 4 RESPONSIBILITIES

### Compliance, monitoring and review

- 4.1 The Director, Student Experience and International Compliance are responsible for monitoring, reviewing and ensuring compliance with this procedure.

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<sup>2</sup> PRISMS refers to the Australian Government's Provider Registration and International Student Management System.

## Reporting

- 4.2 International Compliance is responsible for reporting to DET and DHA via PRISMS.

## Records management

- 4.3 Employees must manage records in accordance with the [Records Management Policy and Procedure](#). This includes retaining records relevant to administering this procedure in a recognised University recordkeeping system and PRISMS.
- 4.4 Student enrolment records must be retained for the minimum period specified in the University Sector Retention and Disposal Schedule, accessible on the [Queensland State Archives website](#).

## 5 DEFINITIONS

- 5.1 Terms not defined in this document may be in the University [glossary](#).

## 6 RELATED LEGISLATION AND DOCUMENTS

[Application for Removal of Financial Liability Due to Special Circumstances](#)

[Application for Withdrawal Without Academic Penalty in Special Circumstances](#)

[Cancellation of Course Form](#)

[Collections Policy and Procedure \(FMPM\)](#)

[Education Services for Overseas Students \(ESOS\) Act 2000](#) (Cwlth)

[National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (Cwlth)

[Overseas Student Transfer Policy and Procedure](#)

[Student Feedback – Compliments and Complaints Policy and Procedure](#)

## 7 FEEDBACK

- 7.1 University staff and students may provide feedback about this document by emailing [policy@cqu.edu.au](mailto:policy@cqu.edu.au).

## 8 APPROVAL AND REVIEW DETAILS

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Administrator	Director, Student Experience
Next Review Date	17/10/2021

Approval and Amendment History	Details
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