TIAS-TSC-07-01 Termination of Enrolment/Student Transfer Policy

Note: This document will be subject to revision. Once it is downloaded it is no longer a controlled document
1 PURPOSE

The purpose of this procedure is to ensure that the termination of a student’s enrolment at Taylors Institute of Advanced Studies Ltd follows a clear process, ensures appropriate counseling of the student and that the requirements of The National Code 2007 and ESOS are met.

2 SCOPE

This policy applies to local and overseas students undertaking any of the following courses:

- Taylors English Language Program (TELP)
- Year 10
- Year 11
- Year 12

The following table identifies the provider of each of these courses.

<table>
<thead>
<tr>
<th>Course</th>
<th>Registered entity</th>
<th>Trading as</th>
</tr>
</thead>
<tbody>
<tr>
<td>Taylors English Language Preparation (TELP)</td>
<td>Taylors Institute of Advanced Studies Ltd (TIAS)</td>
<td>Embassy Centre for English Studies</td>
</tr>
<tr>
<td>Year 10</td>
<td></td>
<td>Taylors Senior College (TSC)</td>
</tr>
<tr>
<td>Year 11</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Year 12</td>
<td></td>
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</tr>
</tbody>
</table>

Overseas students who are in Australia on a student visa and who have completed less than 6 months of their principal course must seek a release letter from their provider.

Examples

- A student enrolled on a 571 subclass visa in TELP followed by a TSC program would have the TSC program as the principal course. The release letter would need to be sought from TSC.

Domestic students do not require a Letter of Release to terminate their enrolment, but are provided with a Notification of Course Termination letter.

3 RELATED DOCUMENTATION

- The National Code 2007
- ESOS Act
- FORM: Application to Terminate Enrolment
- FORM: Melbourne Campus Termination of Enrolment Form
- FORM: Agreement to take over the CAAW
- FORM: VCAA Student Exit Form (external form)
4 DEFINITIONS

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>CAAW</td>
<td>Care and Appropriate Accommodation and Welfare</td>
</tr>
<tr>
<td>DIAC</td>
<td>Department of Immigration and Citizenship</td>
</tr>
<tr>
<td>ESOS</td>
<td>Education Services for Overseas Students</td>
</tr>
<tr>
<td>Exceptional circumstances</td>
<td>Unforeseen circumstances beyond their control and not present at the time of their enrolment, which will severely impair the student’s health, wellbeing or academic progress.</td>
</tr>
<tr>
<td>Head of Student Support</td>
<td>Refers to the Head of the Program that the student is enrolled in:</td>
</tr>
<tr>
<td></td>
<td>Head of Student Support – ELP</td>
</tr>
<tr>
<td></td>
<td>Head of Student Support – VCE/FY</td>
</tr>
<tr>
<td></td>
<td>State Academic Director Taylors Unilink - Unilink</td>
</tr>
<tr>
<td>International student / Overseas student</td>
<td>A person (whether within or outside Australia) who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed by ESOS Regulations. Where a student is under 18 years of age and the student is required to exercise rights or enter obligations as a legal person, this term may refer to the student’s parent or legal guardian.</td>
</tr>
<tr>
<td>Letter of Release</td>
<td>A letter given to an international student which states that the current provider agrees to terminate the student’s enrolment with them. A Letter of Release is required by an overseas student to change provider if the student has not completed six months of the principal course with the provider. If the student has completed six months of the principal course, no release letter is required.</td>
</tr>
<tr>
<td>Principal Course</td>
<td>The principal course of study refers to the main course of study to be undertaken by an overseas student where the student visa has been issued for multiple courses of study. The principal course of study would normally be the final course of study where the overseas student arrives in Australia with a student visa that covers multiple courses.</td>
</tr>
<tr>
<td>PRISMS</td>
<td>Provider Registration and International Students Management System</td>
</tr>
<tr>
<td>VCAA</td>
<td>Victoria Curriculum and Assessment Authority</td>
</tr>
</tbody>
</table>

5 POLICY

Taylors aims to provide the highest quality educational program to all students. The Termination of Enrolment Policy documents the procedure for a student who wants to terminate their enrolment with Taylors.

This policy allows students who are faced with **exceptional circumstances beyond their control and not present at the time of their enrolment, which will severely impair their health, wellbeing or academic progress**, to change to a more suitable course at another provider.

This policy ensures that all international students are helped to comply with the conditions on their student visa.
Grounds for Release for International Students

5.1 Students who have completed 6 months of their principal course do not require a release letter.

5.2 Students who have been sponsored by their government and have a letter of support from the government that a change of provider is in the best interest of the student, do not require a release letter.

5.3 All other students require a release letter to change educational provider.

A student who does not meet the condition of 5.1 or 5.2 above, will only be granted a release letter if they can demonstrate that there are exceptional circumstances beyond their control and not present at the time of their enrolment, which will severely impair their health, wellbeing or academic progress if they remain enrolled at Taylors.

Local students are able to change schools with parental permission.

6 PROCEDURE

When a student requests to terminate their enrolment, the student is referred to their program’s Head of Student Support (see above).

Local Student wanting to terminate:

The Head of Student Support will ascertain the reasons for the student wanting to terminate and give the student the Application to Terminate Enrolment. The student is then referred to the Manager of Student Welfare and Support who will complete the Melbourne Campus Termination of Enrolment Form. If the student is not transferring to study at another school, they must complete the VCAA Student Exit Form. This form is passed to the Administration Assistant by the Manager of Student Welfare and Support.

International Student wanting to terminate:

The Head of Student Support will ascertain the reasons for the student wanting to terminate, explain the give the student the Application to Terminate Enrolment. If the student is under 18 years of age and intending to study at another provider, the student is also given the Agreement to Take Over the Care and Appropriate Approved Welfare. If the student is returning home, the Head of Student Support explains that they need to provide a copy of their air ticket home. The Head of Student Support enters a Diary note in Study Global. The Head of Student Support emails the Manager of Student Welfare and Support to inform them that they have given the Application to Terminate Enrolment to the student concerned.

The student completes the Application to Terminate Enrolment and provides the relevant documents to the Manager Student Welfare and Support. The Manager of Student Welfare and Support decides, based on the evidence provided, if the student’s request for termination of enrolment meets the grounds for release as stated in 5.1 - 5.3 or the “exceptional circumstances”.

Termination Approved – Change to Another Provider

If the request to terminate meets the grounds for release, a Melbourne Campus Termination of Enrolment Form is completed by the Manager of Student Welfare and Support. A diary note is put in Study Global as “Termination in Process” by the Manager of Student Welfare and Support.

The Manager Student Welfare & Support follows the prompts on the Melbourne Campus Termination of Enrolment Form, ensuring all documentation and clearances have been obtained.

Written confirmation from the new provider’s acceptance to take over the CAAW is required if the student is under 18 years old.

If a refund is requested, the Manager Student Welfare & Support checks with the Bursar what fees have been
paid and what fees are outstanding.

The Principal must sign and give approval for the refund on the Termination Form.

The Manager of Student Welfare and Support requests from the Administration Assistant:

Overseas Students - a Release Letter

Local Students – a Notification of Course Termination Letter

The Administration Assistant informs the student and/or their Care Giver (if they have one) of when the Release Letter will be available from Reception.

Termination Approved – Return Home

If the request to terminate meets the grounds for release, a Melbourne Campus Termination of Enrolment Form is completed by the Manager of Student Welfare and Support. A diary note is put in Study Global as “Termination in Process” by the Manager of Student Welfare and Support.

The Manager Student Welfare & Support follows the prompts on the Melbourne Campus Termination of Enrolment Form, ensuring all documentation and clearances have been obtained.

The VCE student (Year 11 or Year 12) must sign a VCAA Student Exit Form to withdraw from the VCE course. The Manager Student Welfare & Support will pass this form onto the Administration Assistant.

If a refund is requested, the Manager Student Welfare & Support checks with the Bursar what fees have been paid and what fees are outstanding.

The Principal must sign and give approval for the refund on the Melbourne Campus Termination of Enrolment Form.

If an overseas student terminates their course and returns home, they are NOT provided with a Release Letter.

Termination NOT Approved

If the request to terminate does NOT meet the exceptional circumstances requirements, the Manager of Student Welfare and Support will email a request for a Letter of Refusal to Release to be issued to the Administration Assistant with reasons stated for the refusal. The Manager of Student Welfare and Support will counsel the student and explain why their application was rejected and inform the student of their right to access the Complaints and Appeals Policy.

It is the student’s responsibility to familiarize themselves with the Refund Policy and the Complaints and Appeals Policy.

Checklist on Melbourne Campus Termination of Enrolment form:

<table>
<thead>
<tr>
<th>Confirm</th>
<th>With</th>
</tr>
</thead>
<tbody>
<tr>
<td>Parents/Sponsor know</td>
<td>Written documentation required from parents/sponsor</td>
</tr>
<tr>
<td>Library Clearance – all books returned</td>
<td>Library staff</td>
</tr>
<tr>
<td>Fees Clearance</td>
<td>Bursar/Finance staff</td>
</tr>
<tr>
<td>I-Pad returned</td>
<td>Head of IT Faculty</td>
</tr>
<tr>
<td>Accommodation Clearance + date</td>
<td>Accommodation Manager</td>
</tr>
<tr>
<td>Air Ticket – if student returning home</td>
<td>Ticket sighted/copied</td>
</tr>
<tr>
<td>VCAA Student Exit Form</td>
<td>Manager Student Welfare and Support</td>
</tr>
<tr>
<td>CAAW – if under 18 years old</td>
<td>Confirmation on CAAW form</td>
</tr>
<tr>
<td>Letter of Offer received</td>
<td>Written documentation required from new institution</td>
</tr>
</tbody>
</table>
The **Manager of Student Welfare and Support** passes the **Melbourne Campus Termination of Enrolment Form** to the **Administration Assistant** who ensures:

- DIAC is notified via PRISMS
- Study Global classes
- Teachers informed
- Removed from locker list
- VASS informed
- Student Exit Spreadsheet is completed
- IT informed
- Welfare/Care Giver notified (if applicable)

The **Administration Assistant** terminates the CoE on PRISMS, to generate the letter advising the student of the final decision. A copy of the Release Letter and the PRISMS Termination Form are saved in the student’s file in documents on Study Global and a copy is sent to the student and Care Giver.

The **Administration Assistant** notifies the teachers of the student’s termination of enrolment and records the termination in the Student Exit Spreadsheet.

The **Bursar** terminates the student’s course in Study Global and refunds/write’s off fees as required.

The document is placed in the student’s file.

**SUMMARY OF THE TERMINATION PROCEDURE**

1. **Student**
   - Enquires about terminating or transferring to another provider. Referred to Head of Student Support.

2. **Head of Student Support**
   - Head of Student Support counsels the student and explains the exceptional circumstances clause to international students.
   - The student is given the Application to Terminate Enrolment form. Student asked to provide documentation to the Manager Student Welfare and Support.

3. **Manager Student Welfare & Support**
   - Exceptional circumstances met (international students only) - Melbourne Campus Termination Form begun and followed through - checking fees, refund approval etc.
   - Caregiver and accommodation providers notified.
   - Exceptional circumstances NOT met - student is counselled and Letter of Refusal to Release issued.

4. **Administration Assistant**
   - Letter of Release or Letter of Refusal to Release (to overseas students) or Notice of Course Termination (to local students) issued.
   - Academic administration completed (VASS/VSN notified, teachers & IT informed, exit spreadsheet completed).

5. **Bursar**
   - Refund/Write off of fees completed.
   - Course terminated on Study Global.

7 **RECORDS**

- Application to Terminate Enrolment
- Melbourne Campus Termination of Enrolment Form
- Study Global notes and scanned documents
**DOCUMENT VERSION CONTROL**

<table>
<thead>
<tr>
<th>Author</th>
<th>Manager Student Welfare &amp; Support</th>
<th>Approver</th>
<th>Principal</th>
</tr>
</thead>
<tbody>
<tr>
<td>Version</td>
<td>1.1</td>
<td>Date</td>
<td>02 April 2013</td>
</tr>
<tr>
<td>Replaces</td>
<td>1.0</td>
<td>Next review</td>
<td>June 2014</td>
</tr>
</tbody>
</table>