

## GCA Student Re-enrolment Policy

<b>Approved by:</b> GCA Executive	<b>Date Approved:</b> 07 June 2019
<b>First Approved by:</b> GCA Executive	<b>Date First Approved:</b> 13 October 2015
<b>Current Version:</b> V7	<b>Date of Next Review:</b> 31 January 2021

### Context

This policy outlines the different situations under which a GCA student may re-enrol and the conditions and procedures related to this.

### Rationale

This policy is to ensure that Group Colleges Australia has in place a clear policy and set of procedures for the re-enrolment of a student.

### Legislative Context

- Educations Services for Overseas Students (ESOS) Act 2000, section 19.

### Related Documents

- UBSS Academic Progression and Intervention Strategy Policy
- UBSS Monitoring Course Progress Policy
- GCA Deferring, Suspending or Cancelling Enrolment Policy
- GCA Monitoring Course Progress Policy

### Definitions

**Applicant** relates to an Education Agent who is engaged by GCA to recruit students and has a written agreement with GCA or to students who apply for enrolment directly with GCA.

**Authorised staff** include GCA Admissions, GCA Student Services, UBSS Executive Dean, UBSS Academic Coordinator and UBSS Learning Support and Event Coordinator who have the authority to assess and approve all student re-enrolment cases.

**CoE** stands for Confirmation of Enrolment which is an official document issued through PRISMS to an international student by an education provider in Australia. It confirms that the student has accepted a place in a course and has paid his/her tuition fees.

**Compassionate or compelling circumstances** are generally those beyond the control of the student and which have an impact upon the student's commencement of studies, payment of fees, course progress, attendance, behaviour or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);

- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- a traumatic experience which could include but is not limited to:
  - involvement in or witnessing of a serious accident;
  - a crime committed against the student;
  - the student being witness to a crime, which impacts adversely on the student (these cases should be supported by police or psychologists' reports);
  - inability to begin studying on the course commencement date due to delay in receiving a student visa.

**Domestic Student is:**

- an Australian citizen (including dual citizens), or
- a New Zealand citizen (including dual citizens), or
- an Australian permanent resident, or
- a holder of an Australian permanent humanitarian visa.
- a holder of an Australian visa.

Otherwise a student is considered to be an international student.

**MyGCA** is a web-based college administration system used by UBSS International students, providing an easy online service from any computer around the world for all stages of an educational pathway, from initial inquiry, to enrolment and final graduation.

**Paradigm** is a web-based higher education student administration system used by UBSS Executive Campus for Australian domestic students.

**PRISMS** is the Provider Registration and International Students Management System providing Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) legislation.

## **Policy**

In some cases, GCA may re-enrol students in a course after their previous enrolment has been cancelled. This arrangement is available in the following cases:

### **Failure to start course or failure to resume studies from a study break or an approved leave (non-commencement of studies in a course or term)**

If commencement date of a course or term has passed and the students got their enrolment cancelled due to their failure to start their course or resume their studies on time as agreed, Group Colleges Australia will allow the students to re-enrol in the following term if supporting documents can be provided to show evidence of a compelling or compassionate circumstance that affected the commencement of the students in the course or term.

### **Non-payment of fees (non-financial)**

If the students failed to make payment of fees in a timely manner and got their enrolment cancelled as a result, Group Colleges Australia will allow the students to re-enrol if supporting documents can be provided to show evidence of a compelling or compassionate circumstance that affected their fees payment and once the students have cleared all their outstanding overdue fees.

### **Failure to achieve satisfactory course progress or satisfactory attendance**

If the student's CoE (for international students) and enrolment is cancelled due to unsatisfactory course progress or unsatisfactory attendance, Group Colleges Australia will allow the students to re-enrol if they present their case through the appeals process and provide supporting documents to

show evidence of a compelling or compassionate circumstance that affected their course progress or attendance.

### **Disciplinary actions**

If the students are expelled and their enrolment is cancelled due to a serious or repeated disciplinary violation such as academic misconduct or general misconduct (for examples of academic misconduct and general misconduct, refer to the GCA Deferring, suspending or cancelling a student's enrolment policy), Group Colleges Australia will allow the students to re-enrol if supporting documents can be provided to show evidence of a compelling or compassionate circumstance that affected the student behaviour which led to the disciplinary violation.

### **Failure to complete course within original CoE (International Students) /enrolment duration**

If the students fail to fulfil their course requirements during their original CoE (International Students) /enrolment period where the status of their original CoE (International Students) /enrolment has changed to "Finished", they may wish to extend their enrolment by re-enrolling. The students are required to meet with the authorised staff to create a study plan which ensures the subjects they need to complete correlate with the duration of their course extension.

## **Domestic Student Procedures**

Current students are to meet with Student Services to express their re-enrolment request where they can be referred to an authorised staff member for assessment of the request.

New students are requested to contact the GCA Admissions Centre.

Additionally, the UBSS Executive Dean, the UBSS Academic Coordinator and UBSS Provost Executive Campus also have the authority to assess and approve all re-enrolment cases mentioned in this policy.

- Applicant requests a re-enrolment due to compassionate and/or compelling circumstances with supporting evidence.
- Authorised staff requests evidence of compassionate and/or compelling circumstances if missing.
- Authorised staff will assess the validity of the reason presented and the evidence, and make a decision on the applicant's re-enrolment request. A statutory declaration provided by the students explaining his/her case must be submitted.
- If the re-enrolment request is approved or declined, the authorised staff will:
  - notify the applicant;
  - upload all evidence to the student journal in Paradigm;
  - record the decision in the student journal in Paradigm;
  - if the re-enrolment request is approved:
    - no new application form from the applicant is required but a new Offer Letter with new enrolment date will be issued and the applicant is required to sign the new Offer Letter and return it with required payment where applicable; the applicant's re-enrolment is not confirmed until new signed offer acceptance has been submitted and all required fees have been paid.

## **International Student Procedures**

Current students are to meet with Student Services to express their re-enrolment request where they can be referred to an authorised staff member for assessment of the request.

New students are requested to contact their agent or the GCA Admissions Centre.

Additionally, the UBSS Executive Dean, the UBSS Academic Coordinator and the UBSS Learning Support and Event Coordinator also have the authority to assess and approve all re-enrolment cases mentioned in this policy.

- Applicant requests a re-enrolment due to compassionate and/or compelling circumstances with supporting evidence.
- Authorised staff requests evidence of compassionate and/or compelling circumstances if missing.
- Authorised staff will assess the validity of the reason presented and the evidence, and make a decision on the applicant’s re-enrolment request. A statutory declaration provided by the students explaining his/her case must be submitted.
- If the re-enrolment request is approved or declined, the authorised staff will:
  - notify the applicant;
  - upload all evidence to the student journal in MyGCA;
  - record the decision in the student journal in MyGCA;
  - if the re-enrolment request is approved:
    - no new application form from the applicant is required but a new Offer Letter with new enrolment date will be issued and the applicant is required to sign the new Offer Letter and return it with required payment where applicable; the applicant’s re-enrolment is not confirmed until new signed offer acceptance has been submitted and all required fees have been paid;
    - Student Services or GCA Admissions Staff is required to make the necessary changes in PRISMS to update or create a new CoE;
    - all updates to PRISMS must be recorded in MyGCA to ensure a match between PRISMS and internal records is clearly visible and tracked;
    - student will be provided with the new CoE.
  - if the re-enrolment request is declined, no change needs to be made in PRISMS regarding the applicant’s cancelled enrolment.

## Document Change Control

Version	Change Description	Date	Author
v4	Refreshed format	May 2018	Carlos Munoz
v4	‘CoE’ replaced with ‘enrolment’ so this policy also covers for domestic students	May 2018	Vivian Duong
v4	Amendment to Procedures – removal of ‘including CoE fee/s’ from all required fees to be paid for re-enrolment	May 2018	Vivian Duong

<b>Version</b>	<b>Change Description</b>	<b>Date</b>	<b>Author</b>
v4	Amendment to Procedures – addition of '(only applicable to international students)' so this policy also covers for domestic students	May 2018	Vivian Duong
v5	Change of header due to GCA rebranding	January 2019	Vivian Duong
v5	Amendments to the definition of 'authorised staff' and Procedures - removal of 'Central College Principal and Metro English College Director of Studies'	January 2019	Vivian Duong
v6	Addition of Executive Campus domestic students	March 2019	Andrew West
v7	Expansion to the Domestic Student definition	June 2019	Andrew West
v8	The policy has been reviewed. There is no change in the policy	January 2020	Pam Kewkhuntod