

# RMIT University Pathways (RMIT UP) Cancellation of Enrolment Instruction

## Section 1 – Purpose

- (1) This instruction provides the steps for students and staff regarding cancellation of enrolment in an RMIT UP English program to ensure the efficient, effective and consistent application of the RMIT UP Enrolment and Enrolment Variation Procedure.

## Section 2 – Authority

- (2) Authority for this document is established by the RMIT UP Enrolment and Enrolment Variation Procedure.

## Section 3 – Scope

- (3) This instruction is for students wishing to cancel (withdraw from) their RMIT UP English program and for staff processing the cancellation requests.

## Section 4 – Instruction

### Cancellation of enrolment by the student

- (4) Students who wish to cancel their enrolment in an RMIT UP English program (withdraw from the program) should first seek advice from RMIT UP Student Services.
  - a. International students studying in Australia on a student visa are advised to contact the Department of Home Affairs for advice on the effect on their visa if they are seeking to cancel their enrolment.
  - b. International students studying in Australia on a student visa will have any cancellation of enrolment reported to the Department of Home Affairs by RMIT UP.
    - i. Reporting the cancellation may result in the student's visa being cancelled.
    - ii. Reporting the cancellation may have the result that the student must leave Australia while they are not enrolled.
- (5) To cancel their enrolment, a student must complete an ELICOS Cancellation form and submit it to RMIT UP Student Services reception on level 9 in building 85, or via email to [rmit.up.studentservices@rmit.edu.au](mailto:rmit.up.studentservices@rmit.edu.au).
- (6) If a student is a sponsored student, written approval for the cancellation is required from the sponsor before the cancellation can be processed.
  - a. RMIT UP Student Services will forward the student's cancellation form to the RMIT Sponsored Student Coordinator who will liaise with the sponsor regarding approval for the cancellation.
  - b. Sponsored students should continue to attend class until they are advised by RMIT UP Student Services that the sponsor has approved the cancellation.
- (7) If a student is under 18 years of age:

- a. RMIT UP Student Services will seek written parental consent from the parents or legal guardian, via the email address listed on Studylink, before processing the cancellation.
  - b. Students under the age of 18 should continue to attend class until they are advised by RMIT UP Student Services that parental consent has been received.
  - c. If parental consent is received, RMIT UP Student Services will process the cancellation request and upload all of the associated documents to the student's file on Studylink and will inform RMIT Student Wellbeing Services of the cancellation via email to [jsunder18@rmit.edu.au](mailto:jsunder18@rmit.edu.au).
  - d. RMIT Student Wellbeing Services will manage any matters related to the Confirmation of Appropriate Accommodation and Welfare (CAAW) that are impacted by the cancellation.
- (8) Students seeking a refund must complete the [EAP Refund Application form](#).
- a. Any application for refund will be administered according to the [RMIT UP EAP Refund Procedure](#).

### **Cancellation of enrolment by RMIT UP**

- (9) RMIT UP may cancel a student's enrolment when the student has been suspended, excluded or expelled due to:
- a. unacceptable behaviour (general misconduct)
  - b. academic misconduct
  - c. failure to pay the required tuition fees by the payment date
  - d. failure to comply with the enrolment-related visa conditions, including attendance and academic progress requirements
  - e. allowing their enrolment to lapse
  - f. providing misleading and/or incomplete information in the enrolment process
  - g. providing misleading and/or incomplete information in the application for admission to the program
  - h. the enrolment being contrary to Australian law
  - i. non-compliance with terms stipulated in third party agreements.
- (10) The process for cancellation due to misconduct is described in the [RMIT Student Conduct Policy](#).
- (11) RMIT UP will inform the overseas student of any intention to cancel their enrolment in writing, with 20 working days' notice, including the reasons for doing so and advice on the appeal process.
- (12) Cancellation of enrolment initiated by RMIT UP may take effect prior to completion of the internal appeal process if the overseas student's health and wellbeing, or the wellbeing of others is likely to be at risk.

### **Cancellation of enrolment for unpaid fees**

- (13) Students who do not pay the required tuition fees by the due date will be provided 20 working days' notice that they are liable to have their enrolment cancelled. During this period a student may:
- a. pay the outstanding fees; or
  - b. contact RMIT UP Student Services to appeal the decision.
- (14) If the student has not paid the outstanding fees within 20 working days of the notice being sent, they will be withdrawn from any classes in their RIT UP program.

- (15) To be considered for reinstatement, a student must pay all overdue fees and provide evidence to RMIT UP Student Services of the payment within 6 working days from the date of withdrawal.
- (16) Students who have not paid the outstanding fees prior to the class withdrawal, or within the reinstatement period of 6 days will have their enrolment in the RMIT UP program cancelled.
- (17) Cancellation due to unpaid fees may take effect at the completion of the internal appeal process, before the external appeal process is completed, but not before the current pre-paid tuition period ends.

## Reporting requirements for enrolment cancellation

- (18) For international students studying in Australia on a student visa, RMIT UP Student Services will report a cancellation of enrolment to the Department of Home Affairs via the Provider Registration and International Students Management System (PRISMS):
  - a. within 14 days for students under 18 years of age, or
  - b. within 31 days.

## Appeals

- (19) A student may appeal a decision by RMIT UP to cancel their enrolment if they can provide evidence that:
  - a. Significant relevant circumstances have not been taken into account in the decision, and/or
  - b. There was an error in the process or breach of policy that had a significant impact on the decision, and/or
  - c. There is new, relevant evidence that was not available at the time of the decision, which would have had a significant impact on the decision.
- (20) The student must submit their appeal in writing within 20 working days of the date the decision was emailed to them, to the Senior Pathways Planning and Operations Manager. The appeal may be submitted in person at RMIT UP Student Services or via email to [rmit.up.studentservices@rmit.edu.au](mailto:rmit.up.studentservices@rmit.edu.au).
- (21) The Senior Pathways Planning and Operations Manager (or delegate) will commence assessment of the appeal within 10 working days of submission of the appeal and will finalise the outcome as soon as practicable.
- (22) The student is entitled to be accompanied by a support person to any relevant meetings.
- (23) The student will be given a written statement of the outcome within 10 working days of the conclusion of the internal review, including detailed reasons for the outcome and advice on the external review process.
- (24) Students who are not satisfied with the outcome of the internal appeal may apply for an external review of the decision within 10 working days:
  - a. For student visa holders, the student may contact the Commonwealth Ombudsman at <https://www.ombudsman.gov.au/How-we-can-help/overseas-students>
  - b. If the student is not a student visa holder, they may contact the Victorian Ombudsman for an external review of the decision at <https://www.ombudsman.vic.gov.au/complaints/other-ombudsman/>.
- (25) If the student:
  - a. chooses not to access the internal appeal process within the 20-working day period, or
  - b. chooses not to access the external appeal process within the 10-working day period, or

- c. withdraws from the appeal process by notifying RMIT UP in writing, or
- d. if the internal and external appeals processes have been completed and the decision supports the registered provider, RMIT UP will, as soon as practicable, notify the Department of Home Affairs that the student's enrolment has been cancelled.

## Section 5 – Compliance

- (26) Compliance with this instruction is monitored by the Quality Assurance and Standards team who investigate all identified breaches.

## Section 6 – Definitions

Term	Definition

## Section 7 - Document Details

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