

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 applies to students enrolled in RMIT UP English programs.

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 the [online Cancellation Request form](#).
- (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 parent 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.
 - 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 [Refund Application form](#).
- a. Any application for refund will be administered according to the [RMIT UP ELICOS Refund Procedure](#).

Cancellation of enrolment by RMIT UP

- (9) A student's enrolment in an RMIT UP English program may be cancelled following the student's suspension, exclusion, or expulsion, as per the Enrolment and Enrolment Variation Procedure.

Cancellation of enrolment for unpaid fees

- (10) Students who do not pay the required tuition fees by the due date will be provided no less than 20 working days' notice that they are liable to have their enrolment suspended and subsequently cancelled. During this period a student may:
- a. pay the outstanding fees; or
 - b. contact RMIT UP Student Services to appeal the decision.
- (11) If the student hasn't submitted an internal appeal by the deadline, or the internal appeal is unsuccessful, and the student has not paid the outstanding fees as required, RMIT UP will proceed with suspending and cancelling the student's enrolment.
- a. Suspension and cancellation may proceed at the completion of the internal appeal process before the external appeal is complete.
- (12) With approval from the University Secretary and Academic Registrar, Student Services will suspend the student's enrolment at the end of the first payment period.
- (13) To be considered for reinstatement, a student must pay all overdue fees and provide evidence to RMIT UP Student Services of the payment within the period specified in the notice.
- (14) Students who have not paid the outstanding fees prior to suspension, or within the reinstatement period, as specified in the Notice, will have their enrolment in the RMIT UP English program cancelled.

Cancellation due to insufficient visa study rights

- (15) Students whose visa study rights are insufficient to allow for completion of their enrolment period will be provided no less than 20 working days' notice that they are liable to have their enrolment suspended and cancelled when their study rights have expired. During this period a student may:
- a. provide evidence to Student Services that they have obtained a visa that provides sufficient study rights to allow their continuation in the program; or
 - b. contact RMIT UP Student Services to appeal the decision.
- (16) If the student hasn't submitted an internal appeal by the deadline, or the internal appeal is unsuccessful, and the student has not provided evidence that they have sufficient study rights to allow for continuation of their program as required, RMIT UP will proceed with suspending and cancelling the student's enrolment.

- a. Suspension and cancellation may proceed at the completion of the internal appeal process before the external appeal is complete.
- (17) With approval from the University Secretary and Academic Registrar, Student Services will suspend the student’s enrolment when the student’s study rights have expired.
- (18) To be considered for reinstatement, a student must provide evidence to RMIT UP Student Services that they have obtained a visa that provides sufficient study rights to allow their continuation in the program within the period specified in the notice.
- (19) Students who have not provided RMIT UP Student Services with evidence that they have obtained a visa that provides sufficient study rights to allow their continuation in the program either prior to the suspension being applied, or within the reinstatement period specified in the notice will have their enrolment in the RMIT UP program cancelled.

Appeals

- (20) A student may appeal a decision by RMIT UP to cancel their enrolment as per the Enrolment and Enrolment Variation Procedure.

Reporting requirements

- (21) If the student has a Confirmation of Enrolment (CoE) for the enrolment period and 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 notify the Department of Home Affairs via PRISMS that the student’s enrolment has been suspended and cancelled, as appropriate and within the timeframes specified in the Enrolment and Enrolment Variation Procedure.

Section 5 – Compliance

- (22) Compliance with this instruction is monitored by the Quality Assurance and Standards team who investigate all identified breaches.
- (23) Breaches of this instruction are reported by the Senior Manager Quality Assurance and Standards to the RMIT UP Board.
- (24) Breaches of the instruction are reportable via the [Organisational Breach Reporting Form](#) and are managed in accordance with the [Compliance Breach Management Procedure](#)

Section 6 – Definitions

Term	Definition
Payment period	For ELICOS program enrolments of up to 25 weeks in length, the payment period is the entire enrolment period. For ELICOS enrolments of 30 weeks or more, there are two payment periods. The first payment period is the length of study that has been prepaid at the point a student accepts their offer, usually 50% of the total enrolment period.

	<p>The second payment period is the remaining length of the enrolment period, as per the offer letter.</p> <p>e.g. 30-week enrolment: 1st payment period = weeks 1-15 of study; 2nd payment period = weeks 16-30 of study</p>
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Section 7 - Document Details

Approval date	10 April 2026
Approved by	RMIT UP Chief Executive Officer <i>(as delegated in the Enrolment Policy)</i>
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Document Author	RMIT UP Policy and Risk Specialist
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Owner of Parent Policy	Deputy Vice-Chancellor Education
Implementation and enquiries contact	RMIT UP Quality Assurance and Standards rmit.up.policy@rmit.edu.au
Access control	n/a

Version history	
Current version	<p>V1.4</p> <ul style="list-style-type: none"> Changes to allow students to continue studying up until either their prepaid tuition is fully used up, or their visa study rights are fully used.
Previous versions	<p>V1.3 (Not implemented. Further changes were made that lead to V1.4. All the below were included in V1.4)</p> <ul style="list-style-type: none"> Change mode of cancellation request email > online Name change EAP > ELICOS Removal of information duplicated in Enrolment and Enrolment Variation Procedure: reasons for cancellation by RMIT UP, reporting requirement timeframes and appeal processes Addition of USAR approval to suspend prior to RMIT UP cancellation Addition of process for suspension and cancellation due to insufficient study rights Addition of definition for Payment Period <p>V1.2 Role title change for internal appeals</p> <p>V1.1 Brand change from RMIT Training to RMIT UP and role title changes, August 2024</p> <p>V1.0 approved December 2020, revoked August 2024</p>