

Cancellation Policy & Form (INT)

Students wishing to cancel their course agree to complete this form, submit sufficient evidence to support their reason for cancellation, attend a meeting with a manager (if required) and pay any outstanding fees as well as a \$200 cancellation fee (Excludes Visa Refusal). Sufficient evidence may include but is not limited to flight tickets, stamp on passport, visa cancellation letter, medical certificate or death certificate. Students are advised to contact Immigration when transferring courses as it may affect their visa (see <https://www.homeaffairs.gov.au/trav/stud/more/changing-courses>). Cancellations may not be processed until sufficient evidence, fees and CEO/Manager approval are received.

Procedure

1. The student first completes an application for cancellation, pays any fees that are overdue and submits sufficient evidence to support the reason for cancellation. Manager approval will not be sought until the student has supplied sufficient evidence and/or attended a meeting with the manager as requested.
2. A manager assesses the student's enrolment and cancellation details before making a decision on whether to approve or deny the cancellation request. The student will then be informed of the outcome.
3. If the cancellation application is approved the process will continue to next step. If the cancellation application is denied the student can access alternate appeal methods or continue studying.
4. If the cancellation application is approved, the student must pay a \$200 cancellation fee (per course) to finalise cancellation and email the proof of payment to the administration team.
5. The administration team will process the cancellation and send the cancelled Confirmation of Enrolment (CoE).

Name: _____ **Campus:** _____

Course: _____ **Start Date:** _____

Agent: _____

Address: _____

Email Address: _____

Reason for cancelling: _____

Evidence Attached: _____

Student Signature: _____ **Date:** _____

OFFICE USE ONLY	
Processed by:	Date:
Outcome:	<i>Approved / Denied</i>
Manager:	Date:
PRIOR TO MANAGER ASSESSMENT	
<input type="checkbox"/> Discussed reasons and options other than cancelling (e.g. suspend)	<input type="checkbox"/> Fees owing in the next 2 weeks or overdue fees
<input type="checkbox"/> Provider transfer (provider transfer form and checklist completed)	<input type="checkbox"/> Fees owing:
<input type="checkbox"/> All requested evidence received and agent notified of request	<input type="checkbox"/> Sent to manager for assessment
AFTER MANAGER ASSESSMENT	
<input type="checkbox"/> Student and agent notified approved/denied	<input type="checkbox"/> Cancellation fee paid
<input type="checkbox"/> Students folder emptied & books put in file	<input type="checkbox"/> Trainer has marked work, updated Progress Profile & FENIX
<input type="checkbox"/> OLC/Catapult digital assessments are printed or saved on FENIX	<input type="checkbox"/> Unenrolled on OLC/Catapult
<input type="checkbox"/> COE Cancelled on PRISMS & contact details checked	<input type="checkbox"/> Course Cancelled on FENIX & notes updated
<input type="checkbox"/> Email student/agent cancelled COE	<input type="checkbox"/> Email student SoA for any completed units/level
<input type="checkbox"/> Cancelled CoE and all documents scanned & saved on FENIX	<input type="checkbox"/> Student file is ready to archive
VISA REFUSAL	
<input type="checkbox"/> Visa Refusal Decision Record saved in FENIX and sent to CEO	<input type="checkbox"/> Visa Refusal notes & status in FENIX
<input type="checkbox"/> Contact Agent to confirm commission refunded as required	<input type="checkbox"/> Visa Refusal Refund approved and recorded in PRISMS & FENIX