



# Cancellation Policy and Procedure

## 1. Scope and Purpose

This policy applies to all members of the Russo Business School community who are involved in undergraduate higher education admissions' decisions.

This policy provides a framework around the cancellation of enrolment of a student in a course at Russo Business School. Cancellation can be provider-initiated or student-initiated.

The intent of this policy is to ensure that the cancellation decisions are conducted in a fair, equitable and transparent manner.

Russo Business School objectives are to:

- a) Ensure that students admitted to higher education courses have the background and abilities to reasonably expect a successful completion of the course of study, including proficiency in English
- b) Attract and retain students with the potential to achieve high quality outcomes
- c) Ensure that admissions decisions are fair, equitable, transparent, based on merit, and made in a timely manner
- d) Ensure that students are informed of their rights and obligations prior to enrolment and payment of fees

### Implementation

Russo Business School is committed to transparency and equity and will ensure that:

- a) Students are treated equitably
- b) Admissions judgements are made against stated entry criteria to ensure consistency of outcomes
- c) Mechanisms are in place to identify and monitor students at risk and student progress
- d) Students are made aware of the complaints and appeals process grievance processes and how to appeal decisions
- e) Appeal processes apply the principles of natural justice
- f) Entry requirements are documented and that selection criteria are readily available to prospective students
- g) Information for prospective students on entry requirements reflects good practice standards on admissions transparency
- h) Learning support is available to facilitate success
- i) Student progress is monitored and outcomes data is utilised to review and revise admissions requirements

## 2. Definitions and Abbreviations

**Admission** is the process for admitting an applicant into a course at Russo Business school, following a successful application and acceptance of the offer of a place in the course.

**Appeal** is a response to a decision made on a particular matter.

**Applicant** is a person who has lodged an application to study a specific course. A prospective student is generally a person who is thinking about lodging an application to study a particular course.

**Cancellation Date** is the nominated date by which a student with a provisional enrolment must provide documentary evidence that they meet the entry requirements in order to continue with the subject and course.

**Census Date** is the date when a student's enrolment is finalised. If a student withdraws after the Census Date they will be required to pay Tuition Fees, or if the student has a FEE-HELP loan, they will incur a debt.

**Compassionate and/or Compelling Circumstances** are considered to be beyond the control of a student and have an impact upon the student's academic performance 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, siblings or grandparents (where a funeral or 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 has impacted the student (these cases should be supported by documentary evidence, for example, a police or psychologist's report), which could include an involvement in, or witnessing of, an accident; or being the victim of, or witnessing, a crime; or
- inability to begin studying on the Course Commencement Date due to a delay in receiving a student visa.

*The above are only some examples of what may be considered to be defined as 'compassionate and/or compelling circumstances'. Each request will be assessed individually based on the information and any relevant documentary evidence provided.*

**Course** is a single course leading to an Australian higher education award.

**Domestic Student** is an Australian citizen, Australian permanent resident or a New Zealand citizen.

**Education Agent** means an individual/organisation that has indicated a willingness to recruit international students and market Russo Business School's courses.

**FEE-HELP** means Higher Education Loan Program and has the meaning given by the *Higher Education Support Act, 2003*.

**Higher Education Study:** Students whose highest level of study enrolment since leaving secondary education is a higher education course, whether at a university or non-university provider.

**International Student** means a person (whether within or outside Australia) who holds a student visa.

**Letter of Offer** is the offer of a place in a course to a successful applicant.

**National Code** means the National Code of Practice for Providers of Education and Training to Overseas Students in force under Part 4 of the ESOS Act.

**Natural Justice** is the principles of *natural justice* that decision makers under this policy must follow and can be broadly summarised as follows:

- All parties to the matter(s) in dispute, including respondent(s), shall have a right to be heard before a decision is made, including the right to respond to any statements or evidence that may prejudice their case.
- All relevant submissions, information and evidence to be considered by the decision-maker/s should be disclosed, where requested, to all parties to the complaint prior to the hearing. Matters that are not relevant shall not be considered by the decision-maker/s.
- The decision maker/s shall not be biased or appear to be biased (by a reasonable and informed bystander) nor have a vested interest or personal involvement in the matter being considered.
- In addition to these principles of *natural justice*, there should be no undue delay in responding to complaints or appeals and all parties to such matters under this policy shall have the right to a representative of their choice, other than a currently practising solicitor or barrister (except in extraordinary circumstances at a hearing with the prior leave of the Chair).

**Overseas Student** - see International Student.

**Respondent** is a person responding to a complaint or appeal.

**Tuition Fee** is the fee for enrolment in a subject or course determined by Russo Business School, and advised in the Letter of Offer, as being the Tuition Fees for the subject or course (per study period).

**Tuition Fee Liability** is the dollar amount (in Australian dollars) which the student is required to pay to Russo Business School based on the subjects enrolled in at Census Date.

**Withdrawal** is a formal procedure where a student decides to discontinue a course without the intention of returning or discontinue a subject with the intention of enrolling in it at a later date.

**AQF** – Australian Qualifications Framework

**CRICOS** – Commonwealth Register of Institutions and Courses for Overseas Students

**DHA** – Department of Home Affairs

**ESOS** - Education Services for Overseas Students

**PRISMS** – Provider Registration and International Student Management System

**TPS** – Tuition Protection Service

### 3. Policy

This policy outlines the procedure for the cancellation of enrolment of students of Russo Business School albeit a domestic or an international student. Cancellation of a course or enrolment may be provider or student-initiated.

#### **Student agreement**

Russo Business School enters into a written agreement with each student. The agreement outlines the terms, conditions and responsibilities of Russo Business School and students in line with the ESOS Act and the National Code 2018.

#### **Provider-initiated cancellation**

Russo Business School has the right to cancel a student's enrolment in the following circumstances:

- admission to Russo Business School has been gained by misrepresentation, falsification of documents, or other fraudulent means;
- the normal requirements for admission or enrolment have not been fulfilled
- the required Tuition Fees have not been paid by the specified date [refer to the [Student Tuition Fees Policy](#)];
- the student has previously engaged in any form of academic misconduct associated with the academic program of Russo Business School [refer to the [Academic Honesty and Misconduct Policy and Procedure](#)];
- the student has not met the minimum academic progression requirements following the implementation of intervention strategies [refer to the [Assessment, Moderation and Progress Policy and Procedure](#)];
- the student is identified as having abandoned their studies [refer to the [Transfer between Registered Providers Policy and Procedure](#)];
- the student has behaved in an inappropriate manner towards any member[s] of the Russo Business School community [refer to the [Student Code of Conduct Policy](#)];
- enrolment by the student would cause any member of Russo Business School, including staff and students, or its agents, to act unlawfully;
- Department of Home Affairs has cancelled the student's visa;

#### **Student-initiated cancellation**

A student has the right to withdraw completely from a course. Approval must be sought through a formal agreement with Russo Business School. A Student Request for Withdrawal Form must be completed and submitted along with any evidence provided to support their request. All applications to be addressed to the Chief Operating Officer and sent to [info@rbs.qld.edu.au](mailto:info@rbs.qld.edu.au).

Cancellation acceptance will result in the student's enrolment in the course being cancelled. Russo Business School will update the student's information on PRISMS. Students should refer to the relevant [Student Fees Refund Policy and Procedure](#) to determine if a refund may be applicable

As an international student it is your responsibility to comply with your student visa conditions while in Australia, including continuing to study, and to contact Department of Home Affairs if your circumstances change. Department of Home Affairs contact details can be found on their website at [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) or you can also contact them from within Australia on 131 881.

Russo Business School will also report the change in the student's enrolment in accordance with section 19 of the ESOS Act.

## 4. Procedure

If a student decides to withdraw completely from a course, they must complete a [Student Request for Withdrawal from Study Form](#).

This will result in the student's enrolment in the course being cancelled. For an international student, Russo Business School will update the student's information on PRISMS. Students should refer to the relevant [Student Tuition Fees Refund Policy and Procedure](#) to determine if a refund may be applicable.

Should Russo Business School initiate cancellation of a student's enrolment based on any of the circumstances as listed in Section 3 above, the student will be notified of the intention to cancel the enrolment, and the reasons for doing so, in writing and allow the student 20 working days to appeal the decision through the Russo Business School [Student Complaints and Appeals Policy and Procedure](#). The cancellation of enrolment will not take effect until after the appeals process is complete, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

As an international student it is your responsibility to comply with your student visa conditions while in Australia, including continuing to study, and to contact Department of Home Affairs if your circumstances change. Department of Home Affairs contact details can be found on their website at [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au) or you can also contact them from within Australia on 131 881.

Russo Business School will also report the change in the student's enrolment in accordance with section 19 of the ESOS Act.

### Re-admission

Students whose enrolment has been cancelled, may re-apply under the same entry requirements as all other applicants.

Applicants who have met the entry requirements, but have been excluded from any other educational institution, will need to demonstrate that circumstances have changed such that they are likely to succeed in the course. Applicants who have been previously excluded from Russo Business School can apply for re-admission 1 calendar year after the date of exclusion.

## 5. Complaints and Appeals

Domestic or international students may appeal a decision made by Russo Business School in regard to their admission or enrolment within 20 business days of receiving the decision notice, if they believe that the decision has not considered all the facts or was unfairly made. All appeals must be made in writing to the Executive Dean of Russo Business School.

Details on how to make a complaint or appeal a decision are outlined in the [Student Complaints and Appeals Policy and Procedure](#).

Russo Business School will notify the student of the outcome of an appeal within 14 days of receiving the request.

### External Appeal

Where the student is not satisfied with the outcome of the internal appeal, the student is entitled to proceed with an external appeal under the Student Complaints and Appeals Policy and Procedure; refer point 5.5.2 'Review by external authority'.

### Related legislation and standards to be read in conjunction with

Australian Qualifications Framework (2<sup>nd</sup> ed, January 2013)  
Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)  
Educational Services for Overseas Students Act 2000 (ESOS Act)  
Higher Education Standards Framework (Threshold Standards) 2021  
Higher Education Support Act 2003 (HESA)  
National Code of Practice for Providers of Education and Training to Overseas Students 2018  
Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act 2011)

### Related documents to be read in conjunction with

*Admission Policy and Procedure*  
*Assessment, Moderation and Progress Policy and Procedure*  
*Student Complaints and Appeals Policy and Procedure*  
*Student Tuition Fees Policy and Procedure*  
*Student Fees Refund Policy and Procedure*

### Delegation

Delegated Authority	Delegation
<b>Governance</b>	
Board of Directors	Refer to the Terms of Reference
Academic Board	Refer to the Terms of Reference
Learning and Teaching Committee	Refer to the Terms of Reference
<b>Executives</b>	
Chief Executive Officer	Relevant to Accountability Statement
Chief Operating Officer	Relevant to Accountability Statement
Executive Dean	Relevant to Accountability Statement
<b>Management</b>	
Dean of Studies	Relevant to Accountability Statement
Admissions Department	Relevant to Accountability Statement
Student Services	Relevant to Accountability Statement

### Version control

Policy & Procedure Version No	Policy & Procedure Sponsor	Approval Authority	Date of Approval	Date for next review
1/2023	Ms Kathleen Newcombe CEO (Education Group)	Board of Directors	2/04/2023	2/04/2025