

# Student Course Change Policy and Procedure

## 1. Introduction

This document outlines CCEB's policy and procedure for a student requesting to change from one course at CCEB to another course at CCEB.

## 2. Policy

- 2.1 Students request to change a course or courses, must be made in writing using the Student Course Change Request Form. Students requesting to change from an ELICOS to a VET course must also submit a VET Enrolment Form.
- 2.2 If a student under the age of 18 requests to change a course(s), the student's parent(s) or legal guardian must provide written evidence that they support the change.
- 2.3 Students requesting to change a course(s) must submit their completed Student Course Change Request Form to CCEB at least 4 weeks before the date they wish to end their current course.
- 2.4 CCEB will report through PRISMS any overseas student that cancels a course(s) and changes to a different course. This will notify the Department of Education and Training and the Department of Home Affairs.
- 2.5 Where an overseas student changes a course(s), CCEB will cancel the CoE(s) of the course(s) cancelled and will ensure that a valid CoE(s) is issued in PRISMS for the new course(s).
- 2.6 Where a younger overseas student changes a course(s) to a shorter course or series of courses, the cancellation of a CoE(s) does not cancel a Confirmation of Appropriate Accommodation and Welfare (CAAW) and CCEB is still responsible for welfare arrangements any of the following apply:
  - the overseas student has alternative welfare arrangements approved by another registered provider;
  - the overseas student has a nominated guardian approved by the Department of Home Affairs;
  - the overseas student leaves Australia;
  - CCEB notifies the Department of Home Affairs through PRISMS that it is no longer able to approve the overseas student's welfare arrangements;
  - CCEB has taken the required action under Standard 5.5 after not being able to contact the overseas student.
- 2.7 On receiving the written request to change a course(s), the Principal Administrator will assess and respond in writing within 10 working days.
- 2.8 CCEB will assess the reasons for the request submitted by the student and any supporting evidence they have provided against our course change and cancellation policies.
- 2.9 CCEB may grant a student request to change a course(s) for the following reasons:
  - A completed Student Course Change Request Form, including course dates and any supporting documents, has been received; and
  - the student does not have any fees owing to CCEB; and
  - CCEB agrees that a student would be better suited to a different course; or
  - CCEB agrees that a student would benefit from undertaking an General English course before starting or continuing a higher level English course or vocational course; or
  - there is evidence of compassionate or compelling circumstances; or
  - an appeal on another matter results in a decision or recommendation to change the course of student.
- 2.10 CCEB may refuse a student request to a change course(s) for the following reasons:
  - A completed Student Course Change Request Form, including course dates has not been received; or
  - The student has not submitted the request within the timeframe specified in this policy; or

# Student Course Change Policy and Procedure

- Where a request from a student under 18 is not countersigned by the student's parent(s) or legal guardian or does not attach written evidence that the student's parent(s) or legal guardian support the change; or
- Required supporting documents are not provided; or
- Any changes may jeopardise the student's progression through a package of courses; or
- The student has fees owing to CCEB; or
- The change is perceived as detrimental to the student.

- 2.11 CCEB will maintain records of all requests to change an enrolment, the assessment of that request, and the decision regarding the request. This will be stored on the student's file for 2 years after the student ceases to be an accepted student.
- 2.12 CCEB will record notes regarding course change requests in the student management system.
- 2.13 CCEB may initiate a course change where:
- a course is no longer available; or
  - the student's English level is not deemed at the level required for the course in which they enrolled; or
  - there is evidence of compassionate or compelling circumstances.
- 2.14 CCEB will advise students that any changes to their course(s) may have ramifications on their admission to subsequent courses.
- 2.15 CCEB will inform overseas students that any change of course may have visa implications and it is advisable the student contact the Department of Home Affairs to seek advise regarding their student visa.
- 2.16 CCEB Cancellation and Refund Policy should be used in conjunction with this policy.
- 2.17 CCEB Deferment, Suspension and Cancellation Policy and Procedure should be used in conjunction with this policy with regards to the cancellation of the originally booked course or series of course.
- 2.18 All relevant staff will be informed and updated on changes to policies and procedures as and when the policy is updated.

## 3. Procedures

### 3.1 Students requesting to change course

- 3.1.1 Any student wishing to request to change a course(s) must complete and submit the Student Course Change Request Form, along with a VET Enrolment Form if changing from ELICOS to VET, at least 4 weeks before the date they wish to end their current course.
- 3.1.2 If a student under the age of 18 request to change a course(s), the student's parent(s) or legal guardian must countersign the request.
- 3.1.3 The student will be informed that any changes to their course(s) may have ramifications on their admission to subsequent courses, and for overseas students, changes may have visa implications and it is advisable the student contact the Department of Home Affairs to seek advise regarding their student visa.
- 3.1.4 The Principal Administrator will assess the request to change course.
- 3.1.5 Where a request is granted:
- 3.1.5.1 CCEB will inform the student (and agent if required) by email.

# Student Course Change Policy and Procedure

3.1.5.2 For overseas students, CCEB will record the cancellation of the original course in PRISMS and issue a new CoE(s) as required. New CoEs will be emailed to the student (and agent if required).

3.1.5.3 CCEB will record notes relating this in the student management system.

3.1.5.4 CCEB will make relevant changes in the student management system to the courses affected.

3.1.6 Where a request is refused:

3.1.6.1 CCEB will inform the student (and agent if required) by email including the reasons for refusal.

3.1.6.2 CCEB will record notes relating this in the student management system.

3.2 Provider initiated course changes

3.2.1 CCEB will discuss with the student (and agent) the reasons for changing the course(s) of the student.

3.2.2 The student will be informed that any changes to their course(s) may have ramifications on their admission to subsequent courses, and for overseas students, changes may have visa implications and it is advisable the student contact the Department of Home Affairs to seek advice regarding their student visa.

3.2.3 If the student (and agent and, if required, parent(s) or legal guardian) agrees to the course change:

3.2.3.1 The student will complete and submit the Student Course Change Request Form.

3.2.3.2 For overseas students, CCEB will record the cancellation of the original course in PRISMS and issue a new CoE(s) as required. New CoEs will be emailed to the student (and agent if required).

3.2.3.3 CCEB will record notes relating this in the student management system.

3.2.3.4 CCEB will make relevant changes in the student management system to the courses affected.

3.2.4 If the student does not agree to change course and CCEB cannot leave the student in the originally booked course:

3.2.4.1 CCEB will follow the procedures for provider initiated cancellation of enrolment in the Deferment, Suspension and Cancellation Policy and Procedure.

## 4. Definitions

- a) Cancellation – Termination of studies.
- b) Student – All students enrolled at CCEB.
- c) Overseas Student – Any student who holds a student visa as defined by the ESOS Act.
- d) Younger student – Any student under the age of 18 years old.
- e) ESOS – Education Services for Overseas Students Act 2000. This act sets out the legal framework governing delivery of education to international students in Australia on a student visa.
- f) CoE – Certificate of Enrolment.
- g) PRISMS – Provider Registration and International Student Management System.

# Student Course Change Policy and Procedure

- h) ELICOS – English Language Intensive Course for Overseas Students.
- i) VET – Vocational Education Training.
- j) Compassionate or compelling circumstances – Generally circumstances beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These include, but are not limited to:
  - serious illness or injury, where a medical certificate states that the overseas 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 overseas student's studies;
  - a traumatic experience, which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports); or
  - where CCEB is unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

## 5. Relevant Legislation

<b>Commonwealth</b>	National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 9) National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 5) Education Services for Overseas Students Act 2000
<b>Queensland</b>	-

## 6. Related Documents

<b>Letters/ forms</b>	Student Course Change Request Form VET Enrolment Form Student Complaints/ Appeals Form
<b>Policies/ procedures</b>	Cancellation and Refund Policy Deferment, Suspension and Cancellation Policy and Procedure Complaints and Appeals Process Younger Students Policy and Procedure
<b>Other documents</b>	-

## Document History

Version	Version release date	Author	Description of change	Date for next review
Student Course Change Policy and Procedure v1	Aug 2021	H. Pearce (Admin Coordinator)	Original document	Aug 2024