



ADMISSIONS LATE AND NON-ARRIVALS PROCEDURE

SECTION D - PROCEDURE

Related Policy

Admissions Policy

D.1 Procedure

Responsible	Procedure Steps		W/I
	1	Late arrivals	
Admissions Staff	1.1	Receive email from agent/student to ask for course extension approval.	
	1.2	Advise the agent/student that the latest date to enrol for program has been put on CoE comment, no need extension letter: <ul style="list-style-type: none"> for ELICOS, one week maximum for Diploma and Foundation, two weeks maximum 	
	1.3	If the student cannot start this intake, follow the procedure of <i>Non arrivals due to visa still pending</i> as below.	
	2	Non arrivals	
Admissions Staff	2.1	On receipt of the non-arrival list from the Student and Academic Services Team, check PRISMS visa status, advise related academic staff and follow up with the Agent/Student.	
	2.2	Visa still pending	
	2.2.1	Cancel the current CoEs and send a revised offer for the next intake to the agent/student to request new signed acceptance forms and payment balance.	
	2.2.2	If a response is received and the student accepts the new offer and pays the balance, issue new CoEs for the next intake and send them to the agent/student for visa application.	
	2.2.3	If no response is received or the student rejects the new offer: <ul style="list-style-type: none"> send the application form for program withdrawn and refund to the agent/student when the application form for program withdrawal and refund received, cc Finance Team and create Default in PRISMS Update Studylink status record to cancelled Notify respective university to cancel their COE for non-commencement 	
	2.3	Visa refused	
Admissions Staff	2.3.1	Send an application form for program withdrawal and refund to the agent/student and request the visa refusal letter from Immigration.	
	2.3.2	When the application form for program withdrawn and refund received, cc Finance Team.	

Responsible	Procedure Steps			W/I
			2.3.3 Update Studylink status to visa rejected.	
			2.3.4 Cancel CoEs and create Default in PRISMS.	
			2.3.5 To finalize PRISMS default when the refund is processed by Finance team.	
			2.3.6 Notify respective university to cancel the university CoE for non-commencement.	

D.2 Supporting Documentation

Related material	Location
Student Orientation Late and Non-arrivals procedure	Eynesbury College website
Admissions Assessment and Letter of Offer Procedure	Eynesbury College website

Form templates	Location
None	

Records (including completed forms)	Location
Confirmation of Enrolment	Student file; PRISMS

For retention information and disposal schedules see the Navitas Records Management, Retention and Disposal policy: <https://bit.ly/2OQrJEU>

D.3 Version Control

Current Version Number	v1.0
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Privilege Level	Public