# ADMISSIONS LATE AND NON ARRIVALS PROCEDURE

## SECTION D - PROCEDURE

**Related Policy**

Admissions Policy

## D.1 Procedure

| Responsible | Procedure Steps for Late and Non Arrivals | | | | W/I |
|---|---|---|---|---|---|
| | **1** | **Late arrivals** | | | |
| **Admissions Officer** | | **1.1** | Receive email from agent/student to ask for course extension letter for visa officer to process visa. | | |
| | | **1.2** | Check with the ELICOS Academic Director for approval if it is for ELICOS program. | | |
| | | **1.3** | Send a course extension letter to the agent/student:<br>• for ELICOS, one week maximum<br>• for Diploma and Foundation, two weeks maximum | | |
| | | **1.4** | If the student cannot start this intake, follow the procedure of *Non arrivals due to visa still pending* as below. | | |
| | **2** | **Non arrivals** | | | |
| **Admissions Officer** | | **2.1** | On receipt of the non-arrival list from the Student 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 COE's 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:<br>• send the application form for program withdrawn and refund to the agent/student<br>• when the application form for program withdrawal and refund received, cc Student Services Team and Finance Team and create Default in PRISMS<br>• Update MAZE record to R<br>• Notify respective university to cancel their COE for non-commencement | |



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| Responsible | Procedure Steps for Late and Non Arrivals | | | | W/I |
|---|---|---|---|---|---|
| | | **2.3** | **Visa refused** | | |
| **Admissions Officer** | | | **2.3.1** | Send an application form for program withdrawal and refund to the agent/student and request the visa refusal letter from DIBP. | |
| | | | **2.3.2** | When the application form for program withdrawn and refund received, CC Student Services Team and Finance Team. | |
| | | | **2.3.3** | Send email to NAVITAS Group to notify the visa refusal case. | |
| | | | **2.3.4** | Cancel CoEs and create Default in PRISMS. | |
| | | | **2.3.5** | Update MAZE record to R. | |
| | | | **2.3.6** | Notify respective university to cancel the university CoE for non-commencement. | |

## D.2 Supporting Documentation

**Forms and Records Management**

| Forms/Records | Retention Time | Location |
|---|---|---|
| Confirmation of Enrolment | | Student electronic file |

**Related Material**

| Name | Location |
|---|---|
| Student Orientation Late and Non Arrivals Procedure | Eynesbury Policy and Procedures webpage |
| Admissions Assessment and Letter of Offer Procedure | Eynesbury Policy and Procedures webpage |



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