

# BRIEFING PAPER

TITLE Coursework disestablishments: communicating with applicants and enrolled students

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This paper is intended as a supplementary guide to the ANU Policy and Procedure *Academic Programs and Courses Accreditation* to guide Colleges in executing their responsibility for communicating with students affected by the disestablishment of an academic program or plan. Actions provided in this paper are consistent with the ANU Policy and Procedure, as well as the Tuition Protection Service provisions of the *Education Services for Overseas Students (ESOS) Act 2000*.

Stage	Scenario	Action	Responsibility
Pre-approval	Initiation of disestablishment	<ol style="list-style-type: none"> <li>1. Provide correct program/plan coding, applicant data, enrolment data, and complete communication plan as part of proposal.</li> <li>2. Hold assessing all offers for admission</li> <li>3. Advise admissions that the program/plan is have a hold on processing of any offer acceptances or offers</li> </ol>	College
	Disestablishment proposal received	<ol style="list-style-type: none"> <li>1. Check communication plan (see below) is complete and accurate at time of submission, and advise College of required communications if not in proposal.</li> </ol>	ASQO
Post-approval	Approval advised by governance office	<ol style="list-style-type: none"> <li>1. Run report to pick up all applicants and enrolled students, as these may have varied from time disestablishment was proposed.</li> <li>2. Identify pathway programs that may lead to the disestablished program, plan or Award</li> </ol>	College
	Enrolled students and students on leave	<ol style="list-style-type: none"> <li>1. Contact students with advice on approved teach out plans, including timeframes. Incorporate information on actions that will be undertaken should their study extend beyond the agreed upon teach out timeframe.</li> <li>2. 'CC' communication to ANUSA or PARSA</li> </ol>	College

		3. Should any students remain in the program beyond the agreed teach out timeframe, contact ASQO to determine appropriate course(s) of action.	
	Disestablished program/plan has students with conditional offers or unaccepted offers, for commencement after last admit term	1. Contact students with explanation. 2. Cancel offers. 3. Issue new offers (if replacement program/plan is created).	College to contact students, and liaise with Admissions to cancel offers and make new offers
	Disestablished program has outstanding program transfer requests	1. Contact students with explanation that the request will be cancelled, advise them if they wish to transfer to an alternate program/plan they must submit a new request 2. Cancel applications and send to student file.	College; College may liaise with STAR if paperwork at STAR.
	Disestablished program/plan has students with accepted offers for commencement after last admit term	<p>1. Contact students with explanation:</p> <ul style="list-style-type: none"> <li>a. Where there is <b>not</b> an alternative program and the student's admit term start date has <b>not</b> passed, issue a refund. <ul style="list-style-type: none"> <li>i. College notifies student to submit application for fee refund, advises fees</li> </ul> </li> <li>b. Where there is an alternative program and the student's admit term start date has <b>not</b> passed, offer students a choice of the following: <ul style="list-style-type: none"> <li>i. Refund (provide advice on how to apply); or</li> <li>ii. A place in alternative program which expires <b>before</b> the student's admit term date.</li> </ul> </li> </ul> <p>Where a student does not respond, follow up every 4 weeks and raise with University recruitment if through an Agent. Keep ASQO informed of any responses not received in the initial 4 week period.</p> <p>2. Where an international student's term start date has passed, the student must be cancelled and a refund provided. <b>Do not offer or highlight an alternative program/plan in any way as if you do the College will be responsible for covering any difference in tuition fees and living expenses arising from the change.</b></p> <ul style="list-style-type: none"> <li>a. Advise ASQO no later than 2 business days after the student's start date of the cancellation. ASQO will</li> </ul>	<p>College</p> <p>College. College may liaise with admissions if new offers are requested by the student.</p> <p>College to liaise with ASQO and the affected students.</p>

		<p>report a provider default to the Commonwealth.</p> <ol style="list-style-type: none"> <li>Advise the student no later than 3 business days after the student's start date to apply for a refund</li> <li>Refund issued to student on receipt of application</li> <li>ASQO will report refund outcome on PRISMS</li> </ol> <p>Notes on TPS:</p> <ol style="list-style-type: none"> <li>Students must withdraw voluntarily to avoid TPS Provider Default.</li> <li>If students do not withdraw voluntarily, a refund of all pre-paid fees <b>must</b> be provided.</li> <li>If students do not withdraw voluntarily, an alternative program <b>must not be offered</b> – by doing so, the College will become liable for the expenses of the student for the alternative program (ISF, SA fee, accommodation, living expenses, etc).</li> </ol>	
	Students in pathway programs that lead to the disestablished Award.	<ol style="list-style-type: none"> <li>Contact ASQO with student details and numbers, to determine appropriate communication to affected students.</li> </ol>	

### Other Actions to be undertaken

#### *Ongoing*

Colleges to monitor:

- course scheduling to ensure that sufficient courses are available for students who remain enrolled to complete requirements
- last admit terms and program/plan inactivation for any College publications

#### *Annually*

Course Registry to:

- inactivate all programs/plans with passed last admit terms and no student enrolment, and notify ASQO and the relevant College(s)

ASQO to:

- Suspend CRICOS registrations for plans with a last admit term
- Withdraw CRICOS registrations for plans inactive plans
- Remove Awards no longer accredited from the Awards Schedules