



University of  
South Australia

Centre for  
English Language

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# ADMISSIONS LATE AND NON ARRIVALS PROCEDURE

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## SECTION D - PROCEDURE

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### Related Policy

Admissions Policy

### D.1 Procedure

Responsible	Procedure Steps	
	<b>1</b>	<b>Late arrivals</b>
<b>Admissions Officer</b>	<b>1.1</b>	Email received from agent/student requesting late arrival approval for visa officer to process visa.
	<b>1.2</b>	<b>CELUSA:</b> Seek approval from Director of Studies.
	<b>1.2.1</b>	No approval is required for requests pre-Wednesday of the first week of the CELUSA Module.
	<b>1.3</b>	<b>SAIBT:</b> communicate late orientation dates to agent/student. No visa letter is required as the latest late arrival date printed on all CoEs.
	<b>1.3.1</b>	Seek approval from SAIBT Academic Director if the request relates to special circumstances.
	<b>1.4</b>	Email late arrival letter approval/disapproval to agent/student via Studylink.
	<b>2</b>	<b>Non arrivals</b>
<b>Admissions Team</b>	<b>2.1</b>	Print non arrival report.
	<b>2.2</b>	For non arrival students who have requested deferred Offers and responded with their Acceptance and evidence of payment: <ul style="list-style-type: none"> <li>• issue new revised CoEs and copy UniSA/LCB</li> <li>• email the agent/student for visa application</li> <li>• update Studylink</li> </ul>
	<b>2.3</b>	for non arrival students from whom we have received no correspondence: <ul style="list-style-type: none"> <li>• cancel CoEs in PRISMS/ /Update Studylink</li> </ul>
	<b>2.4</b>	Send the non-arrival email from Studylink to the agent/student and copy UniSA or LCB, SCO or Sponsor <ul style="list-style-type: none"> <li>• Email includes links for refund/withdrawal forms and information about contacting the Department of Home Affairs (HA)</li> </ul>
<b>Program Support</b>	<b>2.5</b>	Email non arrival list to Student and Academic Services (SAS), Finance and Marketing
	<b>2.6</b>	Non arrivals due to visa refusal are managed by both Admissions and SAS across both Studylink and Navigate.

## D.2 Supporting Documentation

Related material	Location
Student Orientation Late and Non Arrivals Procedure	SAIBT Policy and Procedures webpage
Admissions Assessment and Letter of Offer Procedure	SAIBT Policy and Procedures webpage
Admissions Late and Non Arrivals Work Instructions	Share point

Form templates	Location
None	

Records (including completed forms)	Location
Confirmation of Enrolment	Student electronic file
Non arrivals report	S:\Admissions\Regular Reporting\Non Arrival reports
Non arrival list and notes	S:\Admissions\Regular Reporting\Non Arrival reports

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

## D.3 Version Control

<b>Current Version Number</b>	v3.0
<b>Date of Effect</b>	10/2021
<b>Privilege Level</b>	Public