# COURSE VARIATION REQUEST PROCEDURE

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<tr>
<th>Approved by:</th>
<th>General Manager</th>
<th>Date:</th>
<th>24 June 2015</th>
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<tbody>
<tr>
<td>Date Effective:</td>
<td>24 June 2015</td>
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<tr>
<td>Custodian:</td>
<td>Student Services Manager</td>
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## Supporting Documents, Procedures & Forms:
- Appeal Procedure
- Course Variation Request Form
- Delegations of Authority – Part B – UOWC Academic Delegations
- International Student Transfer Between Providers Policy
- International Student Transfer Between Providers Procedure
- Student Grievance Policy

## References & Legislation:
- *Education Services for Overseas Students Act 2000 (Cth)*
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1 Purpose of Procedure

1.1 This procedure aims to ensure that all student requests to vary their course/s are managed in an efficient, timely, and consistent manner.

1.2 The procedure assists UOW College students to submit requests that may have implications on their enrolment at UOW College and/or the University of Wollongong. It also ensures that the academic, financial and/or student visa implications are communicated to the student and all relevant College and UOW staff.

1.3 This procedure and the Course Variation Request Form (CVRF) are to be used in order to process requests from students wishing to vary their course in some way.

2 Scope of Procedure

2.1 This procedure applies to all UOW College students.

2.2 Course variations processed using this form include, but are not limited to:
   a. Letters of Release,
   b. Transfers between courses,
   c. Leaves of Absence,
   d. Cessation of studies,
   e. Deferments, etc.

2.3 The CVRF is available to relevant staff via the Shared Document Library on the UOW Enterprises Intranet.

2.4 Course variation requests for a Letter of Release, whilst processed on the CVRF, will be processed in line with the International Student Transfer between Providers Policy and Procedure.

3 Definitions

<table>
<thead>
<tr>
<th>Word/Term</th>
<th>Definition (with examples if required)</th>
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<tr>
<td>Defer/Deferment</td>
<td>To temporarily delay or postpone the commencement of studies.</td>
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<tr>
<td>Leave of Absence</td>
<td>A period of approved leave from the College.</td>
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<tr>
<td>Letter of Release</td>
<td>A letter that formally advises a student that they have been granted a release from a course of study. A letter of release is issued by the provider of the course the student wants to transfer from.</td>
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<tr>
<td>Staff</td>
<td>Full-time, fixed term, part-time, sessional and casual employees of UOW Enterprises.</td>
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<tr>
<td>Students</td>
<td>Any person who is enrolled in any course or program offer at, or in conjunction with, the College. For vocational, this may be referred to as learner.</td>
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Course Variation Request Flowchart

1. **Initial Discussion with Student Advisor (SA)**
   - Student to make SA appointment to discuss intended request.

2. **SA to communicate with appropriate academic and administrative staff to ensure all academic and financial factors surrounding the request are known.**

3. **Is the student studying under a sponsorship arrangement?**
   - Yes: Approval from the government sponsor of the student's request is required prior to moving forward with the variation request.
   - No: SA to identify and communicate any academic and/or financial implications of intended request. SA to refer student to the relevant policy or legislation governing any implications. Advise of application requirements including any required additional documentation.

4. **Student Lodges a Course Variation Request Form (CVRF) via SA (should the student not be able to lodge in person details provided by the student will be entered into the CVRF by a SA).**

5. **Student Advisor submits CVRF to General Manager (GM) or Delegate (relevant Head of Program will receive submissions in specific circumstances as provided for in the delegations instrument).**

6. **SA adds note on SAI detailing student request.**

7. **SA to identify and communicate any academic and/or financial implications of intended request. SA to refer student to the relevant policy or legislation governing any implications. Advise of application requirements including any required additional documentation.**

8. **SA to contact government sponsor, and/or other relevant stakeholder pending the outcome of the Course Variation Request.**

9. **Is the Course Variation request approved?**
   - Yes: SA makes note of outcome on SAI.
   - No: SA advises student of right to appeal and refers student to the Grievance process.

10. **SA places CVRF on student file.**

11. **SA to provide information around the decision to refuse the student's request and counsel the student to attempt to resolve the issue prior to grievance process.**

12. **SA informs student of right to appeal and refers student to the Grievance process.**

13. **SA places CVRF on student file.**

14. **SA to communicate with appropriate academic and administrative staff to ensure all academic and financial factors surrounding the request are known.**

15. **Where a student is studying under a sponsorship arrangement the SA must ensure that the government sponsor is made aware of the student's request.**

16. **Once student has collected all required supporting documentation (where supporting documentation is required) the SA will assist the student to complete CVRF.**

17. **SA to inform relevant College Administrative Staff of outcome.**

18. **SA to inform student, and where appropriate, student's sponsor.**

19. **SA to inform UOW Administration if student's UOW enrolment will be affected by the Course variation.**

20. **SA forwards CVRF to College Administration Staff.**

21. **Administration staff, where required, make adjustment to PRISMS within 14 days of outcome, and update student file.**

22. **Finance staff make adjustment to student's fees as required and update student file.**

23. **SA makes note of outcome on SAI.**

24. **SA informs relevant College Administrative Staff of outcome.**

25. **SA informs student, and where appropriate, student's sponsor.**

26. **SA to provide information around the decision to refuse the student's request and counsel the student to attempt to resolve the issue prior to grievance process.**

27. **SA informs student of right to appeal and refers student to the Grievance process.**

28. **SA places CVRF on student file.**
5 Roles & Responsibilities

Student Advisor

5.1 Student Advisors are responsible for the identification and communication to the student, and any relevant staff, of all academic, financial and other implications of a student's course variation request.

5.2 Student Advisors are required to advise students of course variation request requirements, including the need for any supporting documentation, and to refer students to policy or legislative documents, where relevant.

5.3 Student Advisors are to assist students to complete a Course Variation Request Form (CVRF) which is then signed by both the student and Student Advisor. Should a student not be able to be present for the compiling of the CVRF, approval for submission via email is permitted. Student Advisors are to attach the email approval to the completed CVRF when submitting to the General Manager or Delegate.

5.4 Student Advisors are able to approve a Leave of Absence for the student following consultation and approval from the relevant Head of Program for a period of up to 10 working days. This authority is provided for under the Delegations of Authority – Part B – UOWC Academic Delegations.

5.5 For approved course variations, the Student Advisor is responsible for informing all relevant College administrative staff, and/or UOW administration where appropriate. In addition to this if a student is studying under a sponsorship arrangement the Student Advisor must also notify the sponsor of the outcome.

5.6 Where a course variation request is denied it is the responsibility of the Student Advisor to inform the student of their rights of appeal, and is to refer the student to Student Grievance Policy and Appeal Procedure.

General Manager / Head of Program

5.7 The General Manager, and in some instances the relevant Head of Program, has the delegated authority under the Delegations of Authority – Part B – UOWC Academic Delegations to approve student course variations.

5.8 Please refer to the Delegations of Authority – Part B – UOWC Academic Delegations for the listing of specific authorities.

Administration Officers
5.9 It is the responsibility of the relevant Administration Officer to ensure that any required adjustment to a student’s records on PRISMS are made within the required timeframes as outlined by section 19 of the *Education Services for Overseas Students Act 2000 (Cth)*.

5.10 Administration Officers are also responsible for ensuring that any required variations are also recorded on the student’s file.

**Finance Officer**

5.11 It is the responsibility of the Finance Officer to ensure that any required adjustment to a student’s fees is made with adjustments recorded on the student's file and provided to the student and relevant staff.

### 6 Version Control Table

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<thead>
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<th>Version Control</th>
<th>Date Effective</th>
<th>Approved By</th>
<th>Amendment</th>
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<tr>
<td>1</td>
<td>24 June 2015</td>
<td>General Manager</td>
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