



Student Enrolment and Enrolment Variation Policy and Procedure

Contents

1. CONTEXT	3
2. PURPOSE	3
3. SCOPE	3
4. DEFINITIONS	3
5. POLICY STATEMENT	3
5.1. POLICY STATEMENT	3
5.2. POLICY PRINCIPLES	4
5.3. ENROLMENT OF COMMENCING STUDENTS	5
5.4. LATE ENROLMENT	5
5.5. ENROLMENT OF CONTINUING STUDENTS	5
6. ENROLMENT VARIATION	6
6.1 WITHDRAWAL	6
6.2 ENROLMENT DEFERRAL	6
6.3 ENROLMENT CANCELLATION OR SUSPENSION	7
6.4 TRANSFER TO ANOTHER PROVIDER THAT APPLIES TO INTERNATIONAL STUDENTS ONLY	7
6.5 ALLOWABLE EXTENSIONS OF COURSE DURATION	8
7. PROCEDURE	8
7.1. WITHDRAWAL OR DEFERRAL	8
7.2. ENROLMENT CANCELLATION OR SUSPENSION	9
AUSTRALIS-INITIATED DEFERRALS, SUSPENSIONS OR CANCELLATIONS OF ENROLMENT	10
COMPASSIONATE OR COMPELLING CIRCUMSTANCES	10
8. COMPLAINTS AND APPEALS	12
9. RELATED DOCUMENTS, EXTERNAL REFERENCES AND VERSION CONTROL	13
9.1. RELATED/REFERENCED DOCUMENTS	13
9.2. RELATED LEGISLATION AND EXTERNAL REFERENCES	13
9.3. VERSION CONTROL	13
9.4. DOCUMENT REVIEW	14

1. CONTEXT

This *Student Enrolment and Enrolment Variation Policy and Procedure* outline the duties and necessities for enrolling in the Australis Business School (“Australis”) units and courses, including the types of enrolment, the enrolment process, changes to enrolment and specific provisions for international students in accordance with the 2018 National Code of Practice for Providers of Education and Training to Overseas Students.

2. PURPOSE

This policy and procedure set out the approach of Australis relating to the management of student enrolment at Australis. The guidelines in this policy and procedure specify the circumstances under which students will be regarded as having a legitimate enrolment and also potential changes in enrolment including deferral, suspension, cancellation of and withdrawal from study at Australis.

3. SCOPE

The policy and procedure apply to all staff, students and prospective students intending to enrol in any higher education course offered by Australis.

4. DEFINITIONS

See the *Australis Glossary of Terms* for definitions.

5. POLICY STATEMENT

5.1. Policy Statement

This policy and procedure outline the principles that govern the enrolment of students in all Australis courses and apply to all categories of students including domestic and international students.

The policy and procedure were formulated in conformation with the requirements outlined in the following:

- *Higher Education Support Act (HESA) (2003)*
- *Education Services for Overseas (ESOS) Act (2000)* and the National Code
- TEQSA’s Higher Education Standards Framework (Threshold Standards)
- Tuition Protection Service (TPS)
- Australian Qualifications Framework (AQF)

5.2. Policy Principles

All applications for admission will be processed and governed in alignment with the following operational principles:

- Minimum entry requirements for courses will be reviewed to ensure that students have the academic background to be reasonably prepared to succeed in their academic studies.
- Student selection will be consistent, fair, objective and as transparent as possible.
- Decisions will be based on evidence-based documentation and demonstrated merit through prior academic study.
- Selection and admission decisions will be based on principles of equivalence promoting equity, diversity and inclusion in higher education.

Students will be enrolled only after their admission has been finalised with proof of adequate academic preparation and English proficiency. Prior to enrolment, students will be notified in writing of their rights and responsibilities. Students are also informed in writing of any conditions pertinent to their enrolment, including, but not limited to, specific numeracy and English language and literacy requirements.

All students undertaking any unit or course at Australis must be enrolled before commencing their study. Students may enrol in more than one award course. Students are responsible for ensuring their overall study load remains manageable from a workload perspective. Students may seek the Course Co-ordinator's advice if required. A student may have a maximum study load imposed by the Course Co-ordinator if their progress is deemed to have been impacted by their load.

Students must enrol in at least one unit per study period unless leave of absence has been approved. International students must enrol in a full-time study load. Under certain conditions, students may apply for an increased or decreased study load, subject to Course Co-ordinator's approval.

Students who have been suspended, excluded or expelled from a unit or course may not enrol in components of that course. However, a student will remain enrolled until the student:

- completes the requirements of their award
- notifies of their withdrawal or is deemed to have withdrawn under this policy; or
- is suspended, excluded or expelled from their study under the *Code of Conduct* or the *Student Academic Progression, Monitoring and Intervention Policy and Procedure*.

Australis will ensure that the expected duration of study specified in the international student's CoE must not exceed the Australis CRICOS registered duration.

5.3. Enrolment of Commencing Students

Commencing students will be given their timetables with limited Semester 1 subjects for selection.

If commencing students intend to apply for credits from previous studies, they will be referred to the Course Co-ordinator for advice (refer to the *Credit and RPL Policy and Procedure*).

Commencing students without credits will be enrolled into four (4) Semester 1 subjects unless there are prior arrangements or special considerations. All international students must study at least three (3) subjects per semester.

After subject selection, commencing students will be referred to Finance for fee collection.

5.4. Late Enrolment

Commencing students will be allowed to enrol up to two (2) weeks from enrolment commencement.

Late enrolments must be approved by the Course Co-ordinator after two (2) weeks, and the student may be placed in an intervention strategy due to late enrolment.

If a student fails to enrol or is not granted late enrolment permission, their Confirmation of Enrolment (CoE) will be cancelled.

5.5. Enrolment of Continuing Students

Continuing students will be guided by the Course Co-ordinator through the available subjects on the timetable and assisted to select four (4) subjects as a full study load based on their previous semester's results.

If a continuing student is at risk of poor academic progress, the Course Co-ordinator will provide advice and discuss an intervention strategy with the student. The Course Co-ordinator will update the student management system regarding the student's intervention strategy.

Students will be directed to the Finance Manager for fee collection.

A student may only enrol in a unit that includes prerequisite requirements if they have completed those prerequisites or have had those requirements waived by the Course Co-ordinator. Once a student has passed a subject, they are not permitted to re-enrol in it as part of that award enrolment. Any attempt to re-enrol will result in the second enrolment being cancelled.

6. ENROLMENT VARIATION

Students may change their enrolment provided the changes comply with the course requisites, course structure and any other published requirements for the enrolment process. When changing their enrolments, students are responsible for comprehending the effects of those changes, such as their study loads, fees, or student visas.

Census date at Australis is usually at the end of week 3 from course commencement. All enrolments must be finalised on the census date including financial obligations. Enrolment variations by students after the census date will not attract any refunds for those subjects (refer to the *Student Fees and Refund Policy and Procedure*).

Students are allowed to change their enrolment up to the census date. Students may need to pay additional fees if they have added a unit to their original enrolment. Enrolment variations must be recorded in the student management system.

Credit transfers from previous studies will be processed before enrolment. If a student submits documentation and applies for credit transfer during enrolment, the Course Co-ordinator will make some assumptions regarding possible credits. The Course Co-ordinator will update the student's study plan and the student management system once the credits are formalised (refer to the *Credit and RPL Policy and Procedure*).

6.1 Withdrawal

Students can withdraw from a programme at any time by submitting a written request to the Dean. With valid reasons, a student may request withdrawal without penalty. The Dean will take into account any special circumstances that apply to their request, for example, illness or death in the family, serious trauma as evidenced by medical certificates.

When a student withdraws before the census date, this will be updated on the student record and will not be recorded on their academic transcript. When a student withdraws after the census date, their academic transcript will note Withdrawn (W). If a student withdraws after week 12 of the semester, their academic transcript will record this as Withdrawn Fail (WF). For more details on Australis's grade distribution, please refer to the *Assessment Policy and Procedure*.

6.2 Enrolment Deferral

A request for deferral may be made at any time and for up to twelve (12) months. Applicants and students who defer their enrolment are subject to the policies, fee rates, and other arrangements in effect at the time they resume their studies.

Domestic students may request deferral of their studies if they have a valid reason. According to the Education Services for Overseas Students Act (2000) (ESOS Act) and Standard 9 of the National Code, enrolment deferral for international students is only permitted in cases of compassionate, compelling circumstances beyond the student's control that have an impact on the student's academic progress or wellbeing.

These compassionate, compelling circumstances may include the following:

- where a medical certificate validates a student's inability to attend classes for an extended period due to injury, pregnancy or serious illness
- where a death certificate is provided for bereavement with close family members such as grandparents, parents or siblings
- a traumatic experience, which may include witnessing of or involvement in a serious accident or being a victim or witness to of a serious crime
- an unforeseen event such as a natural calamity or political turmoil in their country of origin, necessitating urgent travel arrangements

International students intending to defer study without being able to justify compassionate or compelling circumstances must withdraw and reapply for enrolment when they are capable of resuming their studies.

6.3 Enrolment Cancellation or Suspension

Once a student cancels their enrolment in a course or transfers to another institution, they will be deemed to be no longer enrolled at Australis. A student wanting to cancel their enrolment must notify the Course Co-ordinator in writing by the Friday of week 2 of semester commencement.

Australis reserves the right to cancel an enrolment on the basis of (but not limited to):

- misconduct or misbehaviour by the student or;
- lack of progress or attendance requirements or;
- if the student has failed to pay course fees by the relevant date (refer to the *Student Fees and Refund Policy and Procedure*).

If Australis initiates a suspension or cancellation of the student's enrolment, before imposing a suspension or cancellation, Australis must:

- inform the student of that intention and the reasons for doing so, in writing; and
- advise the student of their right to appeal through the Australis internal complaints and appeals process within 20 working days (refer to the *Students Complaints and Appeals Policy and Procedure* for more details).
- The suspension or cancellation of the international student enrolment will not take effect until the internal appeals process is completed, unless the international student's health or wellbeing, or the wellbeing of others, is likely to be at risk (refer to the *Students Complaints and Appeals Policy and Procedure* for more details).

6.4 Transfer to Another Provider that Applies to International Students Only

Students must complete the first six (6) months of their study at Australis before transferring between providers in order to be compliant with Australian regulatory requirements. Hence, it is imperative to note that students who have not completed a minimum of six (6) months of study with Australis will not be granted permission to transfer to any other registered provider. This regulation is in accordance with the *International Student Transfer Between Registered Provider Policy and Procedure*.

6.5 Allowable Extensions of Course Duration

Australis must not extend the duration of the international student's enrolment if the international student is unable to complete the course within the expected duration, unless:

- there are compassionate or compelling circumstances, as assessed by Australis on the basis of demonstrable evidence, or
- Australis has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the international student is at risk of not meeting course progress requirements, or
- an approved deferral or suspension of the international student's enrolment has occurred in accordance with this policy.

If Australis extends the duration of the student's enrolment, Australis will advise the student to contact the Australian Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

7. PROCEDURE

Students will enrol in multiple units for each semester in accordance with the course requirements. Students are responsible for ensuring that their selection of units conforms to the requirements of the course. The maximum enrolment for any student will normally be restricted to forty (40) credit points per semester (four (4) units per semester).

Students may enrol in more than four (4) units only if approved by the Course Co-ordinator. Consideration for enrolling in more than four (4) units includes failing a subject which is a prerequisite for a later subject. The standard and expected enrolment for a full-time student is eighty (80) credit points in an academic year. Students are not allowed to undertake more than the minimum number of credit points required to finish their degree without the approval of the Course Co-ordinator.

7.1. Withdrawal or Deferral

Students wanting to apply for deferral or withdrawal must give notice of their request to the Course Co-ordinator. The request must be emailed from the student's Australis email address.

- **Domestic students** may request deferral or withdrawal in writing without documentary evidence.
- **International students** must provide evidence to support their request. Supporting documentation may include a plane ticket, medical certificate, police report or other evidence as deemed acceptable.

The application and the supporting evidence will be reviewed by the Course Co-ordinator and financial status will be checked by the Finance Manager. All applications for withdrawal or deferral will be recorded irrespective of the outcome. If an application is declined because of lack of evidence, a Student Administration and Support Officer will contact the student to request further evidence. If an application is denied because of outstanding fees, the student will be contacted by the Finance Manager advising of the outstanding fee amount and a request for payment within seven (7) days will be made.

7.2. Enrolment Cancellation or Suspension

The Student Administration and Support Officer will notify the student of the outcome of their request or the decision to suspend or cancel their enrolment. Emails will be sent to the student's Australis email address as recorded in the Student Portal. A written notification of the outcome will be emailed to the student's Australis email address by the Student Administration and Support Officer. This notice will inform international students about the importance of seeking advice and support from the Department of Home Affairs about the possible ramifications for their student visas. Any student whose request has been denied is required to maintain their enrolment and course progress as per the terms of their enrolment.

For approved cancellations, students will be cancelled from their enrolled classes scheduled for the approved deferral period.

For approved withdrawals, Australis will perform file closure processes which include:

- cancellation of CoE
- cancellation of enrolled and timetabled classes from the date of approved withdrawal
- provision, storage and generation of an Interim Statement/Statement of Attainment (where relevant and where fees are paid in full)
- financial status check and refund (where relevant)

On occasions when Australis opts to defer or suspend an international student's study due to reasons of a compassionate or compelling nature, the action taken will be reported in PRISMS to ensure that the international student possesses a CoE that is valid and up-to-date in PRISMS including a start date reflecting the student's intended date of return to study.

Details of the original student request and supporting documentation will be documented and maintained in the student's record on the student management system.

Australis-initiated deferrals, suspensions or cancellations of enrolment

At Australis, the suspension or cancellation of an international student's enrolment may be considered under certain circumstances. This policy outlines the conditions under which enrolment may be suspended or cancelled, the procedures to follow, and the rights of the student.

Australis may suspend or cancel an international student's enrolment for reasons including, but not limited to:

- **Misbehaviour:** Behaviour by the student that is deemed inappropriate or disruptive. Please refer to Australis's *Academic Integrity and Misconduct Policy and Procedure* and related policies for more information.
- **Failure to Pay:** Non-payment of the required course fees as specified in the written agreement. Please refer to Australis's *Student Fees and Refund Policy and Procedure* and related policies for more information.
- **Course Progress Breach:** Failure to meet course progress or attendance requirements. Please refer to Australis's *Student Academic Progression, Monitoring Intervention Policy and Procedure* and related policies for more information.

Before taking action, Australis will issue a notice of intention to report, giving the student 20 working days to use our internal complaints and appeals process. In cases where immediate suspension or cancellation is necessary due to concerns about the student's or others' safety, we may act without this notice period and will document the reasons for such immediate action.

Generally, Australis will wait until both internal and external appeals processes are completed before finalising decisions related to course progress breaches. For other issues, Australis will proceed after completing our internal process.

Students will not be given the opportunity to appeal if there is an immediate risk to health or safety, such as when a student has severe health issues, engages in dangerous behaviour, or is at risk of committing a criminal offence.

All decisions and supporting evidence will be documented and maintained in the student's file. For more information, contact the Australis office at admin@Australis.vic.edu.au or visit the office in person.

Compassionate or Compelling Circumstances

At Australis, "compassionate or compelling circumstances" refer to situations beyond the control of the international student that significantly impact their course progress or well-being. These circumstances are considered in the context of enrolment variations and extensions.

Examples of Compassionate or Compelling Circumstances:

- **Serious Illness or Injury:** A medical condition certified by a medical professional indicating that the student was unable to attend classes due to serious illness or injury.
- **Bereavement:** The death of close family members such as parents or grandparents. A death certificate is recommended to substantiate the claim.
- **Political or Natural Disasters:** Major political upheavals or natural disasters in the student's home country necessitating emergency travel and disrupting their studies.
- **Traumatic Experiences:** Events such as:
 - Involvement in or witnessing of a serious accident, or
 - Witnessing or being the victim of a serious crime. These cases should be supported by police or psychological reports.
- **Academic Prerequisite Issues:** Instances where Australis is unable to offer a prerequisite unit, or where the student has failed a prerequisite unit, resulting in a shortage of relevant units available for enrolment.

Guidance for Students:

- **Submission of Claims:** If you believe you are affected by compassionate or compelling circumstances, you should submit a formal request to Australis. Your request should include detailed documentation supporting your situation, such as medical certificates, death certificates, police reports, or any other relevant evidence.
- **Who to Contact:** Direct your request and supporting documents to Australis office. You can contact us via email at admin@Australis.vic.edu.au or visit the office in person.
- **How to Submit:** Provide your documentation through email or in person at the Australis office. Ensure all documents are clear and legible to facilitate a thorough review.
- **When to Submit:** Submit your request as soon as possible after the occurrence of the compassionate or compelling circumstances. Timely submission helps in assessing your situation effectively and making necessary enrolment adjustments.

Australis's Responsibilities

Australis will review each request based on the compassionate or compelling circumstances outlined and the supporting evidence provided. The assessment will be conducted with professional judgment and consideration of individual merits.

Documentation and Record Keeping

Australis will maintain copies of all documents related to compassionate or compelling circumstances in the student's file for reference and regulatory compliance purposes. This

ensures that all requests are processed in accordance with our policies and TEQSA regulations.

8. COMPLAINTS AND APPEALS

In accordance with the *Student Complaints and Appeals Policy and Procedure*, any grievances or requests for reconsideration regarding decisions made in relation to this policy and procedure must be submitted within ten (10) business days of receiving notification of the outcome.

9. Related Documents, External References and Version Control

9.1. Related/Referenced Documents

- Code of Conduct
- Credit and RPL Policy and Procedure
- International Student Transfer Between Registered Provider Policy and Procedure
- Student Academic Progression, Monitoring and Intervention Policy and Procedure
- Student Complaints and Appeals Policy and Procedure
- Student Fees and Refund Policy and Procedure
- Admission and Student Selection Policy and Procedure

9.2. Related Legislation and External References

- Higher Education Standards Framework 2021
- Tertiary Education Quality and Standards Agency (TEQSA) Act 2021
- Education Services for Overseas Students (ESOS) Act 2000 (Cth)
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (National Code)

9.3. Version Control

Version	Date	Reviewed/approved by	Key notes/changes
0.1	06/12/22	Board of Directors (BoD)	Reviewed and approved at the 06/12/22 BoD meeting.
0.2	12/01/23	Learning and Teaching Committee (LTC)	Reviewed and improved Section 6.
0.3	28/02/23	Academic Board (AB)	Reviewed and approved at the 28/02/23 AB meeting.
0.4	28/04/23	CEO	Editorial improvements incorporated.
0.5	16/07/24	AB	Updated campus address and reference to the National Code. Section 7.2 improved. Reviewed and approved at 16/07/24 AB meeting.

0.6	26/07/24	BoD	Reviewed and approved at the BoD 26/07/24 meeting.
0.7	13/09/24	AB	Reviewed and approved at the AB 13/09/24 meeting.
0.8	16/09/24	BoD	Reviewed and approved at the BoD 16/09/24 meeting

9.4. Document Review

To be reviewed at least every five (5) years from the date of final approval.