

Student Enrolment Policy and Procedure

1. Purpose

The purpose is to outline the policy and procedure for the administration of the processing of student enrolment.

This policy complies with the Higher Education Standards Framework (Threshold Standards) HES 2015 in the Tertiary Education Quality and Standards Agency Act 2011 by the Commonwealth of Australia, specifically to Section 1.1 Admission.

This policy also complies with the Education Services for Overseas Students Act 2000 (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) Standard 9.

2. Responsibility

The Student Admission and Enrolment Manager is responsible for the implementation of this policy and procedure and must ensure that staff and students are aware of its application and that staff implement its requirements.

The Board of Directors is responsible for approving this policy and all applications.

3. Scope

This policy and procedure apply to all EIA students and administrative staff responsible for student enrolment.

4. Definitions

Census Date: Each study period has a Census Date as outlined in EIA's Academic Calendar. Students can access Academic Calendar of the relevant year. Census date is the last day for all students to withdraw from a course or unit without reference on academic records and liability of fee.

Enrolment Final Date: refers to the last day for continuing students to finalise their enrolments without any financial penalties as stipulated in Fees and Charges Policy and Procedure.

CoE: Confirmation of Enrolment

Equivalent Full-Time Student Load (EFTSL): an equivalent full-time student load. It is a measure of the study load, for a year, of a student undertaking a course of study on a full-time basis, where the student undertakes a standard program of studies.

PRISMS: Provider Registration and International Student Management System

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;

- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident
 - witnessing or being the victim of a serious crime.

5. Requirements

- 5.1 EIA is committed to provide quality services to support student enrolment process, minimise any issues and manage unforeseen circumstances that may impact on student progress.
- 5.2 EIA ensures that timetabling is prepared to the required units of study are delivered.
- 5.3 Student Admission and Enrolment Manager is responsible to keep an up-to-date records of student enrolment, academic history, key dates, timeline changes and outcomes for the course, units and results.
- 5.4 Students are responsible for maintaining correct enrolment and amendments in a timely manner.
- 5.5 Students are accountable for being aware and understanding the requirements of the course and units that they are required to enrol in for completing their study.
- 5.6 Students must communicate with EIA promptly if any concerns or issues arise that may affect their enrolment/re-enrolment status and/or their study progress.
- 5.7 Students must not enrol in more than one course at the undergraduate or postgraduate award simultaneously.
- 5.8 If a student shows unsatisfactory academic progress, EIA has the right to amend the student's study load. See also Student Progress and At-Risk Policy and Procedure.

6 Procedures

6.1 Enrolment

- 6.1.1 New students are required to attend a mandatory orientation session prior to the commencement of each course of study with EIA.
- 6.1.2 Students who have completed prior studies in a similar course with a different provider, or who have significant work experience in a particular area may be entitled to RPL or Course Credit. Refer to EIA's *Credit Transfer and Exemptions Policy and Procedure* and then complete *RPL/Credit Transfer Application Form* and submit to Course Coordinator along with relevant supporting evidence. It is preferred that this process is completed upon acceptance of Letter of Offer. Applications for credit must be applied six weeks prior to the enrolment deadline – the Census Date of the first study period.
- 6.1.3 Timetable will be published via the designated Student Management System four (4) weeks before each study period commences. Continuing students can self-enrol into the relevant units via the designated Student Management System after fees are paid in full. Enrolment Final Date is published in EIA's Academic Calendar, refer to Enrolment Final Date of the relevant study period.

6.2 Coursework Study Load and Enrolment

- 6.2.1 EIA offers two (2) study periods each year, which is two (2) semesters. Please refer to EIA's Academic Calendar of the relevant year for further details.

- 6.2.2 A unit that is completed in a study period is allocated with a standard 12.5 credit points. A unit that requires two study period, e.g. over a full academic year or two semesters, to complete is allocated with 25.0 credit points.
- 6.2.3 A standard full-time study load in a study period consists of 50 credit points. One equivalent full-time student load (EFTSL) represents the expected study load for a full-time student, which consists of 100 credit points (eight units) per year.
- 6.2.4 Students are enrolled in their course if they are enrolled in at least one unit per semester. International students must maintain a study load of 50 credit points in each semester and 1 EFTSL per year, except for if a student:
- has an approval by the Academic Director or Student Admission and Enrolment Manager to undertake a reduced study load;
 - has an approved leave of absence by the Academic Director;
 - has been deemed as at-risk and issued a study management plan by the Academic Director;
 - is completing remaining units that constitute less than 50 credit points in his/her final semester.

Students who wish to apply for a reduced load must apply in writing with the Academic Director and obtain approval by the Census Date of the relevant study period. International students who do not maintain a full-time study load may risk having their student visa being cancelled.

- 6.2.5 Students may enrol in more than 50 credit points in a study period with approval by the Academic Director if they:
- have achieved a weighted average of a minimum of 70% and passed all units in the preceding full-time study period; or
 - require an overload of one unit (12.5 credit points) to complete the requirements of their course in their final study period (semester) before they are allowed to graduate.

Students who wish to apply for an increased study load must apply in writing with the Academic Director and obtain approval by the Census Date of the relevant study period.

- 6.2.6 Students must not enrol in units that are not included in an award course unless with approval by the Academic Director.

6.3 External Study

- 6.3.1 Students are not allowed to undertake study at other institutions to fulfil the requirements of an EIA course without formal approval by both the Academic Director and Student Admission and Enrolment Manager.
- 6.3.2 Students may be approved to undertake external study at another Australian institution or an overseas institution if there is an existing partnership or study pathway being established between an external institution and EIA. The information of partnership or study if existing will be published in EIA course materials and website.
- 6.3.3 Students must apply in writing to Student Admission and Enrolment Manager and obtain an approval prior to undertaking their external study by the Census date of the relevant study period. A mapping of unit of study and credit transfer application must be completed for the consideration of an approval. Refer to EIA's Credit Transfer and Exemptions Policy and Procedure.
- 6.3.4 Students must maintain their EIA enrolment while they undertake external study.

6.4 Deferment

- 6.4.1 Students who receive an enrolment offer may apply for a deferral of enrolment in the following circumstances:
- Visa is not granted on time;
 - Internationally recognised English language proficiency test delays;
 - or compassionate or compelling circumstances;
- 6.4.2 Students who receive an enrolment offer may defer commencement of their studies for a maximum of six (6) months.
- 6.4.3 Students who wish to defer their studies must submit a complete Student Deferral Suspension Cancellation form to the Student Admission and Enrolment Manager with relevant supporting documentation by the Census Date of the first study period. Late application will not be considered. Supporting documents may include (but are not limited to):
- Letter of confirmation of provider default from pathway partner;
 - Transcripts from current institution;
 - Accepted English language test exam date
 - Visa lodgement date
 - Medical certificate
 - Death certificate, and/or
 - Police or psychologist report.
- 6.4.4 Students must submit a new application for entry into a Course if they wish to delay the commencement of their studies for more than six (6) months.
- 6.4.5 Students who intend to return from a deferment must advise the Student Admissions and Enrolment Officer in writing at least four weeks before the commencement of the study period in which they intend to commence their studies.
- 6.4.6 The outcome of the decision will be made and communicated to the student in writing within 10 working days upon receipt of the application.
- 6.4.7 Students whose deferral application is approved will receive a written notice from the Student Admission and Enrolment Manager, notifying them that they should seek advice from Immigration on the potential impact of the deferral on their student visa.
- 6.4.8 A new COE will be issued (where applicable) upon acceptance of any new enrolment offer.
- 6.4.9 Students whose deferral application is denied will have the current COE cancelled unless the student commences the Course in accordance with the original enrolment offer. Students who wish to appeal the decision been made to their deferral application may refer to EIA's *Student Grievance, Complaints and Appeals Policy and Procedure for non-Academic Matters* and lodge an application pursuant to that Policy.
- 6.4.10 EIA must notify the Department of Home Affairs (DHA) of any deferral of enrolment through the Provider Registration and International Student Management System (PRISMS).
- 6.4.11 The Student Admission and Enrolment Manager is responsible for ensuring the student records are up-to-date, and all relevant documentation is scanned and uploaded onto the designated Student Management System.

6.5 Student request for withdrawal/discontinuation from a Course

- 6.5.1 Students may apply to cancel their studies at any time before or during enrolment.

- 6.5.2 Students who withdraw from or discontinue from a Course due to compassionate and compelling circumstances or other issues including but not limiting to mental health deterioration, family issues, learning disability that may develop during their study can seek assistance and support with the Academic Learning Support Officer (for academic matters) or the Welfare Support Officer (for non-academic matters).
 - 6.5.3 Students are required to complete the Course Withdrawal/Discontinuation Request Form and submit to the Student Admission and Enrolment Manager for consideration.
 - 6.5.4 The Student Admission and Enrolment Manager will process the application by assessing the request and organising an interview with student where the Student Admission and Enrolment Manager will inform international students of the potential impact of their cancellation on their student visa and other ramifications of their cancellation on financial and academic liability.
 - 6.5.5 The Student Admission and Enrolment Manager will notify the outcome of the request within five (5) working days upon receipt of the student request.
 - 6.5.6 The Student Admissions and Enrolment Officer are responsible for ensuring the student records are up-to-date, and all relevant documentation are scanned and uploaded onto the designated Student Management System.
 - 6.5.7 EIA must update the records in Provider Registration and International Student Management System (PRISMS) accordingly.
 - 6.5.8 International students must ensure they are aware of the potential impact of cancellation of their student visa.
 - 6.5.9 International students who have not completed six (6) months of study in their principle course and want to enrol with another education provider must apply for a letter of release in accordance with EIA's *Overseas Students Transfer Policy and Procedure*.
 - 6.5.10 Students who cancel their course enrolment before completing the transfer release process will be deemed to have withdrawn from that release process.
- 6.6 Students request for withdrawal from a unit
- 6.6.1 Students may withdraw from a unit(s) of study within a study period and according to the schedule of specific dates and course rules and ensure that their withdrawal will not have adverse impact of their progression of study.
 - 6.6.2 Students can self-withdraw from a unit(s) any time before the Census Date of the relevant study period. Students must be aware and understand the implications of the withdrawal or changes in their units on their study load and take full responsibility for their study progression.
 - 6.6.3 Any units withdrawn before the Census Date will not be shown on an academic transcript and the relevant fees will not be charged.
 - 6.6.4 Students who withdraw from a unit(s) of study after the Census Date receive WDR (Withdrawn) for the specific withdrawn unit on their academic transcript.
 - 6.6.5 Students who withdraw from any units after the Census Date are liable for the full fee.
 - 6.6.6 Students may apply for late withdrawal in extenuating circumstances and application must be in writing to the Student Admission and Enrolment Manager.
 - 6.6.7 If students are not satisfied with the outcome of their application, they may lodge an application in accordance with EIA's *Student Grievance, Complaints and Appeals Policy and Procedure for non-Academic Matters* if they deem that:

- EIA's policies and procedures have been breached in the decision-making process; or
- new evidence is available after the submission of the application.

6.7 Student-initiated suspension

6.7.1 EIA may approve a suspension if the student:

- has been enrolled with EIA for at least one study period, and
- has compassionate and compelling circumstances which mean they will be absent for more than or equal to 25% of the study period.

6.7.2 The maximum period of suspension can be granted is 6 months per application. The maximum period of accumulated suspension in the course of a student study is one (1) year.

6.7.3 Students who wish to apply for a suspension must lodge a Student Deferral Suspension Cancellation form to Student Admission and Enrolment Manager with relevant supporting documentation by the Census Date of the relevant study period. EIA may require the student to provide additional supporting documentation as deemed necessary to assess the case. Supporting documents may include (but are not limited to):

- Medical certificate
- Death certificate, and/or
- Police or psychologist report.

6.7.4 The Student Admission and Enrolment Manager will assess the application for suspension and provide the student with a written response within 10 working days.

6.7.5 Students whose application for suspension has been approved will be advised that undertaking a period of leave may affect their student visa.

6.7.6 Students whose application for suspension has been denied may access EIA's (insert name of the complaints and appeal policy) if they are not satisfied with the outcome. If the student accesses EIA's Student Grievance, Complaints and Appeals Policy and Procedure for non-Academic Matters, the suspension of their enrolment will not take effect until the internal appeal process is completed. If the matter is related to unsatisfactory course progress, suspension or cancellation of their enrolment cannot take effect until both the internal appeal process and external appeal process (if applicable) are completed.

6.7.7 EIA must notify the Department of Home Affairs (DHA) of any suspension of enrolment through the Provider Registration and International Student Management System (PRISMS).

6.7.8 Student Admission and Enrolment Manager is responsible for ensuring the student records are up-to-date, and all relevant documentation are scanned and uploaded onto the designated Student Management System.

6.8 Suspension and cancellation initiated by EIA

6.8.1 EIA may suspend or cancel a student's enrolment on the basis of:

- Misbehaviour by the student;
- The student has failed to pay the required amount to undertake or continue the course as stated in the enrolment offer; or
- A breach of course progress or attendance requirements

6.8.2 Where a suspension or cancellation has been initiated by EIA, the student will be given a written notice of intention to suspend or cancel that includes the reasons for the suspension or cancellation. The student will be informed that they will have twenty

(20) days to lodge an appeal in accordance with EIA's Student Grievance, Complaints and Appeals Policy and Procedure for non-Academic Matters and/or Student Grievance, Complaints and Appeals Policy and Procedure for Academic Matters

- 6.8.3 If the student lodges an appeal in accordance with EIA's Student Grievance, Complaints and Appeals Policy and Procedure for non-Academic Matters and/or Student Grievance, Complaints and Appeals Policy and Procedure for Academic Matters, suspension or cancellation of their enrolment cannot take effect until the internal and external appeal processes are completed unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.
- 6.8.4 If the matter is related to unsatisfactory course progress as per the Student Progress and At Risk Policy and Procedure, suspension or cancellation of their enrolment cannot take effect until both the internal appeal process and external appeal process (if applicable) are completed.
- 6.8.5 If the suspension or cancellation action is confirmed, EIA will inform the student of the need to seek advice from Immigration on the potential impact on their student visa.
- 6.8.6 EIA must notify the Department of Home Affairs (DHA) of any suspension and cancellation of enrolment through the Provider Registration and International Student Management System (PRISMS).
- 6.8.7 Student Admission and Enrolment Manager is responsible for ensuring the student records are up-to-date, and all relevant documentation are scanned and uploaded onto the designated Student Management System.

6.9 Enrolment Evidence

Current or past students (who have or have not completed a course) may request an evidence of enrolment letter from the Registrar which provides details of:

- Student name as recorded in the student system;
- Student ID;
- Student date of birth;
- Course enrolled at EIA;
- Date of enrolment in the course;
- Enrolment status - full time/ part time;
- Expected completion date of course;
- Campus location and address;
- CRICOS number; and
- Signature of Student Admission and Enrolment Manager.

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2.0 (approved on 19/05/2020)	<ol style="list-style-type: none"> 1. Add clauses 6.7 and 6.8 and amend clause 6.4 to address the deferment, suspension and cancellation requirements of Standard 9 – National Code 2018 2. Streamline the enrolment processes to reflect the administrative tasks relating to PRISM for international students. 3. The Student Admission and Enrolment Manager is responsible for the enrolment processes.
2.1	Change company name to Edvantage Institute Australia (EIA); update responsibility.
2.2	Provide clarity to compassionate and compelling reasons for a deferment application.