

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 Standard Framework 2021 (HESF), 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. Scope

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

3. Definitions

Cancellation: A cessation of enrolment in a course. A cancellation may be student initiated or provider initiated.

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. This is the last day for students to finalise their enrolments.

CoE: Confirmation of Enrolment.

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.

Deferral: A postponement of commencement of a course.

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.

Suspension: The temporary postponement of enrolment during a course.

Withdrawal: The student-initiated cancellation of their study.

4. Policy

- 4.1 EIA is committed to providing quality services to support student enrolment process, minimise any issues that may impact on student progress.
- 4.2 EIA ensures that timetabling is prepared to the required units of study are delivered.
- 4.3 EIA ensures the system in place to keep an up-to-date records of student enrolment, academic history, key dates, timeline changes and outcomes for the course, units and results.
- 4.4 Students are responsible for maintaining correct enrolment and personal details in a timely manner. Any change in contact and/or emergency details should be lodged with Student Services as soon as practical. International students are reminded that it is a condition of their student visa that they notify EIA of any such changes within 7 days.
- 4.5 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.
- 4.6 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.
- 4.7 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.

5 Procedure

5.1 Enrolment

- 5.1.1 New students are required to attend a mandatory orientation session prior to the commencement of each course of study with EIA. Unit enrolment will be finalised on the orientation sessions.
- 5.1.2 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*.
- 5.1.3 Timetable will be published via the designated Student Management System one (1) week before each study period commences. Continuing students can self-enrol in to the relevant units via the designated Student Management System after fees are paid in full or a payment plan is agreed between EIA and the student.

5.2 Study Load

- 5.2.1 EIA offers two (2) compulsory and one (1) non-compulsory study periods each year, which is three (3) trimesters. Please refer to EIA's Academic Calendar of the relevant year for further details.
- 5.2.2 A unit that is completed in a study period is allocated with a standard 12.5 credit points. A unit that requires two study periods to complete is allocated with 25.0 credit points.
- 5.2.3 A standard full-time study load in a study period consists of 50 credit points (four units). 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.
- 5.2.4 International students must maintain a study load of 50 credit points in each compulsory trimester, except for if a student:
 - has an approval by the Dean or delegate to undertake a reduced study load;

- has an approved leave of absence by the Dean or delegate;
- has been deemed as at-risk and issued an intervention plan by the Dean or delegate; or
- is completing remaining units that constitute less than 50 credit points in his/her final trimester.

5.2.5 Students who wish to apply for a reduced load must apply in writing with the Dean 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.

5.2.6 Students may enrol in more than 50 credit points in a study period with approval by the Dean or delegate 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 (trimester) before they are allowed to graduate.

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

5.2.8 Students must not enrol in units that are not included in an award course unless with approval by the Dean or delegate.

5.3 External Study

5.3.1 Students are not allowed to undertake study at other institutions to fulfil the requirements of an EIA course without formal approval by the Dean or delegate.

5.3.2 EIA students may apply for external study at another higher education institution for credit towards their EIA enrolled courses if:

- the unit of study is not offered at EIA within the student's remaining duration of study at EIA; and
- mapping of the AQF recognized qualification of the other institution's course identifies sufficient correlation of the course structure, course and unit learning outcomes, assessment outcomes and graduate attributes to those of the EIA course and is described in EIA's Credit Transfer and Exemptions Policy and Procedure.

5.3.3 Students must apply in writing to Student Services and obtain an approval prior to undertaking their external study by the Census date of the relevant study period.

5.3.4 Students must maintain their EIA enrolment while they undertake external study.

5.4 Student initiated deferment

5.4.1 Students who receive a valid CoE from EIA may apply for a deferral of their start date for a maximum of six (6) months in the following circumstances:

- visa is not granted on time; or
- compassionate or compelling circumstances.

5.4.2. Students who wish to defer their studies must submit a complete Student Deferral Suspension Cancellation form to the Student Admissions Manager with relevant documentations supporting the compassionate and compelling reasons. prior to the study period start date.

5.4.3 The outcome of the decision will be made and communicated to the student in writing within ten (10) working days upon receipt of the application.

- 5.4.4 Students whose deferral application is approved will have their current CoE canceled and will receive a new Letter of Offer for the new start date.
 - 5.4.5 Student will be also notified in writing that they should seek advice from Immigration on the potential impact of the deferral on their student visa.
 - 5.4.6 A new CoE will be issued upon student acceptance of the new letter of offer.
 - 5.4.7 Students whose deferral application is denied will have the current CoE cancelled unless the student commences the Course in accordance with the original CoE by the census date. 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* and lodge an application pursuant to that Policy.
 - 5.4.8 EIA must notify the Department of Home Affairs (DoHA) of any deferral of enrolment through the Provider Registration and International Student Management System (PRISMS).
 - 5.4.9 The Student Admissions 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.
- 5.5 Student initiated withdrawal/discontinuation from a course
- 5.5.1 Students may apply to withdraw from their studies at any time before or during enrolment.
 - 5.5.2 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 Advisor (for academic matters) or the Welfare Support Officer (for non-academic matters).
 - 5.5.3 Students are required to complete the Course Withdrawal/Discontinuation Request Form and submit to the Student Admissions Manager for consideration.
 - 5.5.4 The Student Admissions Manager will process the application by assessing the request and organising an interview with student where the Student Admissions 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.
 - 5.5.5 The Student Admissions Manager will notify the outcome of the request within five (5) working days upon receipt of the student request.
 - 5.5.6 The Student Admissions 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.
 - 5.5.7 EIA must update the records in Provider Registration and International Student Management System (PRISMS) accordingly within 31 days.
 - 5.5.8 International students must ensure they are aware of the potential impact on their student visa.
 - 5.5.9 International students who have not completed six (6) months of study in their principal course and want to enroll with another education provider must apply for a letter of release in accordance with EIA's *Overseas Students Transfer Policy and Procedure*.
- 5.6 Students request for withdrawal from a unit
- 5.6.1 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.

- 5.6.2 Students must discuss the withdrawal with the Academic Support Officer. 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.
- 5.6.3 Any units withdrawn before the Census Date will not be shown on an academic transcript.
- 5.6.4 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.
- 5.6.5 Students may apply for late withdrawal in extenuating circumstances and application must be in writing to the Academic Support Officer.
- 5.6.6 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*.

5.7 Student-initiated suspension

- 5.7.1 Student wishing to temporarily suspend their studies must apply with the completed Student Deferral Suspension Cancellation form and the supporting documents to the Student Admissions Manager.
- 5.7.2 Suspension will be only granted on compassionate and compelling reasons.
- 5.7.3 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.
- 5.7.4 The Student Admissions Manager will assess the application for suspension and provide the student with a written response within ten (10) working days.
- 5.7.5 Students whose application for suspension has been approved will be advised to seek advice from the DoHA on the potential impact on their student visa.
- 5.7.6 Students whose application for suspension has been denied may access EIA's *Student Grievance, Complaints and Appeals Policy and Procedure* 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.
- 5.7.7 EIA must notify the Department of Home Affairs (DoHA) of any suspension of enrolment through the Provider Registration and International Student Management System (PRISMS) within 31 days.
- 5.7.8 Student Admissions 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.

5.8 Suspension and cancellation initiated by EIA

- 5.8.1 EIA may suspend or cancel a student's enrolment on the basis of:
 - misbehaviours by the student;
 - the student has failed to pay the required amount to undertake or continue the course as stated in the enrolment offer;
 - non-commencement (new students) or cessation of study (returning students); or
 - a breach of course progress requirements
- 5.8.2 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.

- 5.8.3 If the student lodges an appeal in accordance with EIA’s Student Grievance, Complaints and Appeals Policy and Procedure, 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.
- 5.8.4 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.
- 5.8.5 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.
- 5.8.6 EIA must notify the Department of Home Affairs (DoHA) of any suspension and cancellation of enrolment through the Provider Registration and International Student Management System (PRISMS) within 31 days.
- 5.8.7 Student Admissions 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.

5.9 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 code; and
- Signature of Student Admissions Manager.

Document History

Document Title	Student Enrolment Policy and Procedure
Date Created	20/05/2019
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Approval Authority	Academic Board
Responsible Officer	General Manager
Responsible for Implementation	Dean Student Admissions Manager
Version History	
Version Number	Amendments

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 PRISMS for international students. 3. The Student Admissions 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.
2.3	<ol style="list-style-type: none"> 1. Added definitions of Deferment, Suspension, Cancellation and Withdrawal 2. Aligned Enrolment Final Day with the Census Day 3. Removed the content not applicable to EIA 4. Updated procedures to suit the current EIA operational duties
2.4	Procedural change approved by the General Manager: Enrolment cancellation due to non-commencement added in Section 5.8.1