

Student Enrolment Procedure

1. Purpose	The Student Enrolment Procedure sets out the steps for the processes that students enroll into EIA and apply for any changes to their enrolment. The Procedure also sets out the processes for the EIA staff in processing student enrolment and enrolment changes.	
2. Scope	This Procedure applies to all students enrolled at EIA and the staff who are involved in the student enrolment processes.	
3. Procedure	The steps of processing student enrolment and enrolment changes involve the obligations of the students and of the EIA staff. The processes described below include the steps of enrolment and fee payment, cross-institutional study, and enrolment changes.	
Element	Procedure	Key Accountability
3.1 General	<p>3.1.1 The procedure sets out the steps for students' enrolment, application for changes to enrolment and the steps for the relevant EIA staff members to process and record the decision-making process.</p> <p>3.1.2 The orientation sessions are mandatory for new students on the EIA courses.</p> <p>3.1.3 All the requests for enrolment changes must be submitted to the designated departments described below in the written form. The required forms are located on the EIA website (https://eia.edu.au/policies-procedures-forms/) and with Student Services on the campus.</p> <p>3.1.4 All EIA's responses to the student requests must be in written form.</p> <p>3.1.5 For international students, changes to enrolment may lead to the changes to the duration of study defined in the CoE. Students are advised to consult with the Department of Home Affairs (DoHA) for any implications to your student visa.</p> <p>3.1.6 Students have a right to appeal against a decision made by EIA regarding their request for enrolment changes. The appeal must be in writing and must state the grounds upon which the appeal is based, in accordance with EIA's Student Complaints and Appeals Policy.</p>	Students; Staff members
3.2 Enrolment and Fee Payment	For Students:	Students;

	<p>3.2.1 The itemised tuition fees are listed in the Letter of Offer and Acceptance. By signing the Letter of Offer and Acceptance, students agree to pay the fees by the due date defined in the Letter of Offer and Acceptance, and the invoice (refer to Student Admissions and Advanced Standing Procedure).</p> <p>3.2.2 New students to each trimester will receive the EIA Welcome Letter to the orientation sessions at least 2 weeks prior to the Orientation Session. Orientation Sessions are compulsory for new students in receiving the essential information and guidance to assist them in transitioning to their higher education study (refer to Student Engagement and Conduct Procedure).</p> <p>3.2.3 Continuing students will receive the tuition fee invoice of the subsequent trimester and the EIA Welcome Letter at least 2 weeks prior to the trimester commencement.</p> <p>3.2.4 EIA offers a payment plan option allowing students with financial hardship to pay fees in instalment via direct debit. The payment plan option is subject to approval by EIA's Finance Department and students' acceptance of the terms and conditions outlined in the Student Tuition Payment Plan Agreement and the Direct Debit Request Form. The Agreement and the Form are available at the Student Services on campus.</p> <p>3.2.5 Payment plans should not be considered as an alternative payment method, and unless students can provide evidence of unexpected or extraordinary circumstances, the request may not receive approval.</p> <p>3.2.6 Payment plans:</p> <ul style="list-style-type: none"> a. Can only be arranged on a trimester basis; b. Should be applied for prior to the payment due date; c. Will not be approved after the census date of enrolment; and d. Are not available to commencing students from offshore. <p>3.2.7 Students will not be enrolled into the units of study until the fee payment is clear.</p> <p>For Staff:</p> <p>3.2.8 The Admissions Department owns the EIA Student Orientation and Enrolment Monitoring File. The Academic Services Coordinator oversees the orientation arrangements in accordance with the workflow described in the File.</p>	<p>Admissions Officers; Account Receivable Officers; Academic Services Coordinator</p>
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	<p>3.2.9 The Academic Services Coordinator provides the continuing students list to the Finance Department at least 2 weeks prior to the trimester commencement to reflect the invoicing/payment record.</p> <p>3.2.10 Prior to each trimester, it is the responsibility of the Finance Department to confirm the payment status for both new and continuing students.</p> <p>3.2.11 The Finance Department will ensure the payment plan process and the correspondence with students on fee payment are documented in the Student Management System.</p> <p>3.2.12 Students will be only timetabled in each trimester on the full tuition payment or on the payment plan approval.</p>	
3.3 Study Load	<p>For Students:</p> <p>3.3.1 Study load variation will include overloading (increasing) or underloading (reducing) the standard study load which is 4 units per compulsory study period.</p> <p>3.3.2 Students should consult the Academic Services Coordinator before applying to make changes to their study load.</p> <p>3.3.3 Students wishing to apply for study load variations must submit the Application for Non-standard Study Load Form to Studentservices@eia.edu.au.</p> <p>3.3.4 All study load variation must be lodged no later than week 2 of each trimester to allow time for the decision-making process before the census day.</p> <p>3.3.5 International students are required as part of the visa conditions to complete their courses within the duration of study defined in your CoE. Students can only apply for the underloading due to compassionate and compelling reasons detailed in the Student Enrolment Policy, or as the course progress intervention strategy and the strategy is approved by the Dean.</p> <p>3.3.6 Students do not need to apply for approval to underload if they are in their final trimester and will complete their course within the duration of study stated in their CoE.</p> <p>3.3.7 In order to be eligible for overloading, students must have attained a minimum of a Credit average in their most recent trimester of study at EIA, and they should not have incurred Fail grades in any prior courses at EIA.</p>	<p>Students; Academic Services Coordinator; Course Coordinators; Dean; Account Receivable Officers</p>

	<p>3.3.8 In addition to meeting the previously mentioned eligibility requirements, students must demonstrate that their adjusted study plan will not hinder their ability to complete the course within a reasonable timeframe. This means that they should still be able to fulfill prerequisite course requirements, and the overload should ensure that they possess the recommended knowledge for all the course units.</p> <p>3.3.9 Meeting the eligibility criteria alone does not guarantee automatic approval for overloading. Students are still required to apply for assessment, and decisions will be determined based on both eligibility and other pertinent factors or circumstances.</p> <p>3.3.10 By submitting the underloading request, students are acknowledging that should their request to reduce their study load be granted, they might be required to participate in a summer trimester to ensure they complete the course within the expected duration of study defined in their CoE.</p> <p>For Staff:</p> <p>3.3.10 Student Services ensure the receipt of the complete application before sending the case to the Academic Services Coordinator.</p> <p>3.3.11 While the Academic Services Coordinator can offer general guidance regarding study loads, he/she does not have the authority to make the ultimate decision on an application. Furthermore, Course Coordinators can provide discipline-specific information to assist students with their inquiries.</p> <p>3.3.12 Application for study load variation must be approved by the Dean in consultation with the Course Coordinators.</p> <p>3.3.13 The decision for the study load variation application will be communicated in writing to the student within 10 working days of EIA's receipt of the application. The Academic Services Coordinator is responsible for communication to the student and ensure the decision-making process is recorded in the repository and student profile within the Student Management System.</p> <p>3.3.14 The Academic Services Coordinator will also notify the Finance Department if the study load variation is approved so the invoice for the trimester can be adjusted.</p>	
3.4 Cross-institutional Study	EIA Student Applying for Cross-institutional Study	Students;

	<p>For Students:</p> <p>3.4.1 Students are only eligible to apply for enrollment in units at other institutions that meet the requirements outlined in the Student Enrolment Policy.</p> <p>3.4.2 Prior to enrolling at another institution, students are required to complete and submit the Cross Institutional Study Application Form to Studentservices@eia.edu.au.</p> <p>3.4.3 Students must provide evidence that the equivalent unit of study at the host institution meets the accreditation standards specified for their course of study at EIA.</p> <p>3.4.4 The student will receive the written notification of the decision within 10 working days of EIA's receipt of the application. If the application is approved, the student will be informed of the following:</p> <ul style="list-style-type: none"> a. They must maintain satisfactory progress in their course; and b. Credit will only be granted after the student provides evidence of successfully completing the unit. <p>3.4.5 If the application is rejected, the student will be provided with the rejection ground and their right to appeal the decision.</p> <p>3.4.6 Upon finishing the cross-institutional unit, the student should obtain an official academic transcript from the other institution and provide it to EIA.</p> <p>For Staff:</p> <p>3.4.7 Student Services ensure the completeness of the student application before sending the case to the Academic Services Coordinator. The application will then be sent to the relevant Course Coordinator for evaluation to:</p> <ul style="list-style-type: none"> a. Verify that the unit is not currently available at EIA and will not be accessible to the student during their enrollment at EIA; b. Assess the alignment of the other institution's course with EIA's course structure, intended learning outcomes, assessment criteria, and graduate attributes; c. Collaborate with other faculty members or relevant staff members as needed; and 	<p>Student Services; Academic Services Coordinator; Course Coordinators; Dean; Admissions Officer</p>
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	<p>d. Confirm that international students do not exceed the limit of one-third of their course being undertaken online or through distance learning.</p> <p>3.4.8 The Dean will review the assessment and approve or reject the application.</p> <p>3.4.9 The Academic Services Coordinator will communicate to the student of the outcome of the application within 10 working days of the receipt of the application. The communication should include the content described in 3.4.4 and 3.4.5 of this Procedure.</p> <p>3.4.10 After receiving the academic transcript from the other institution, EIA will grant advanced standing to the student for the equivalent EIA unit of study.</p> <p>3.4.11 The Academic Services Coordinator will ensure the decision-making process is documented in the repository and the student profiles within the Student Management System.</p> <p>Students from Another Institution Applying for Cross-institutional Study with EIA</p> <p>3.4.12 EIA will accept applications for cross-institutional study from students from another educational institution. However, such an application must be accompanied by written approval from the student's home institution.</p> <p>3.4.13 To apply for cross-institutional study at EIA, students are required to complete EIA's Student Application Form. The admissions will be assessed in accordance with EIA's Student Admissions and Advanced Standing Policy.</p> <p>3.4.14 The academic progress of the student will be monitored by EIA, following EIA's Student Academic Progress Policy.</p> <p>3.4.15 Upon successful completion of the designated unit of study, EIA will issue an official transcript to the student.</p>	
3.5 Deferring, Suspension and Cancellation	<p>Student Initiated Deferral</p> <p>For Students:</p> <p>3.5.1 Students who receive a valid CoE from EIA may apply for a deferral of their start date for a maximum of 6 months in the following circumstances:</p> <ol style="list-style-type: none"> Visa is not granted on time; or Compassionate or compelling circumstances. 	<p>Students; Student Services; Academic Services Coordinator; Course Coordinators; Admissions Officer</p>

	<p>3.5.2 Students who wish to defer their studies must inform the Admissions Department at admissions@eia.edu.au.</p> <p>For Staff:</p> <p>3.5.3 The Admissions Manager will assess the request and approve or reject the application. If the application is approved, the Admissions Department will follow the steps below:</p> <ol style="list-style-type: none"> Student's current CoE is cancelled in PRISMS A new Letter of Offer and Acceptance is created for the new start date Student's enrolment status is changed to Deferred in the Student Management System A new CoE will be issued upon student's acceptance of the new Letter of Offer A course attempt with the new start date is created in the Student Management System Update is reflected in the EIA Student Orientation and Enrolment Monitoring File <p>3.5.4 Students whose deferral application is rejected will have the current CoE cancelled unless the student commences the course in accordance with the original CoE by the census date. The rejection shall be communicated to the student via email by the Admissions Department within 5 working days from the receipt of the request.</p> <p>3.5.5 Students who wish to appeal the decision made to their deferral application may refer to EIA's Student Complaints and Appeals Policy and lodge an application pursuant to that Policy.</p> <p>3.5.6 The Admissions Manager is responsible for ensuring the student records are up-to-date, and all relevant documentation is scanned and uploaded onto the student profiles within the Student Management System</p> <p>Student Initiated Suspension and withdrawal from Study</p> <p>For Students:</p> <p>3.5.7 Student wishing to temporarily suspend their studies must apply with the completed Student Application for Study Suspension form. The completed form and the supporting documents must be sent to Studentservices@eia.edu.au.</p>	
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	<p>3.5.8 The maximum duration for suspension is 6 months and may only be approved for compassionate and compelling reasons.</p> <p>3.5.9 If a student advises EIA that they no longer wish to remain enrolled in their course of study and want to relocate to the other states of Australia or return to home country, they must apply with the completed Course Withdrawal/Discontinuation Request Form. The completed form and the supporting documents must be sent to Studentservices@eia.edu.au.</p> <p>3.5.10 Students are required to meet with the Academic Services Coordinator to discuss their application of suspension or withdrawal. The Learning Advisor and/or the relevant Course Coordinator will attend the meeting where needed.</p> <p>For Staff:</p> <p>3.5.11 Student Services ensure the completeness of the application before sending the case to the Academic Services Coordinator to assess.</p> <p>3.5.12 The Academic Services Coordinator will assess the application, considering the consultation with the student, tuition fees, the current attendance and academic progress of the applicant.</p> <p>3.5.13 The Academic Services Coordinator will advise the Admissions Manager and Student Services of the outcome of the application.</p> <p>3.5.14 Student Services will communicate with the student and inform the student of the next step(s).</p> <p>3.5.15 When a suspension request is approved, an updated CoE will be sent to the student by the Admissions Department to reflect the new duration of the student's enrolment.</p> <p>3.5.16 When a withdrawal request is approved, the cancellation of the student's enrolment will be reported to the Secretary of Department of Education and Training (DET) of the student default via PRISMS within 31 days. Once this action is taken, the Admissions Manager will inform the Student Services Coordinator to update the student profiles within the Student Management System and other academic records.</p>	
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	<p>appeal not being granted or the student withdrawing from the appeals process.</p> <p>3.5.25 A student enrolment suspension or cancellation due to EIA being unable to offer a core unit in a particular study period will be treated as provider default. EIA will communicate with the students impacted and make arrangements accordingly.</p>	
3.6 Course Transfer within EIA	<p>3.6.1 Students who wish to transfer to another course of the same level of award within EIA must send the application at least 2 weeks before the commencement of the trimester to allow time for the EIA's decision-making process.</p> <p>3.6.2 Applicants must complete the EIA Course Transfer Application Form and send the form to Studentservices@eia.edu.au.</p> <p>3.6.3 Student Services must ensure the Form is completed correctly before sending it to the Academic Services Coordinator for assessment.</p> <p>3.6.4 The Academic Services Coordinator will evaluate the application, considering the student academic progress with the current course, the admission criteria of the course that the student wishes to transfer to, and the credits can be transferred from the current course to the new course. The student will be required to meet with the Academic Services Coordinator to discuss the application. The Learning Advisor and/or the relevant Course Coordinators will need to attend the meeting where needed.</p> <p>3.6.5 The course transfer will need to be approved by the Dean.</p> <p>3.6.6 The Academic Services Coordinator will communicate with the Admissions Department and the student of the outcome of the application.</p> <p>3.6.7 The student will receive a Letter of Offer and Acceptance with the new course details. A new CoE will be issued to the student upon the student's acceptance of the Letter of Offer.</p> <p>3.6.8 Upon the commencement of the new course by the student, the Academic Services Coordinator will transfer the eligible credit from the previous course to the new course in the Student Management System.</p>	<p>Students; Student Services; Academic Services Coordinator; Course Coordinators; Dean; Admissions Officer</p>
3.7 Transfer Between Registered	Students Wishing to Transfer from EIA to Another Registered Provider	Students;

Providers	<p>For Students:</p> <p>3.7.1 The principal course is the main course of study to be undertaken by an international student. Where the student visa has been issued for multiple courses, it is usually the final course of study. The first 6 months are calculated as 6 calendar months from the date an international student commences their principal course.</p> <p>3.7.2 If a student has completed 6 calendar months of their principal course, the application and assessment procedure in Section 3.5 of this Procedure should be followed.</p> <p>3.7.3 International students seeking to transfer from EIA to another registered provider within 6 calendar months of the principal course must complete a Course Withdrawal/Discontinuation Request Form and supply the following information:</p> <ol style="list-style-type: none"> A statement as to why they no longer wish to study at EIA, supported by appropriate evidence of the reasons for the transfer request which constitutes compassionate or compelling circumstances; and A letter of offer from another registered provider confirming that a valid unconditional offer has been made; and If the wish of transfer is due to the academically unsuitable principal course, the student must provide evidence that the principal course at EIA is academically unsuitable (including evidence of how the new program is academically suitable). The evidence for the academically unsuitable principal course must include: <ol style="list-style-type: none"> The student is unable to achieve satisfactory course progress at the level that is required by the principal course after demonstrating the genuine attempts, such as completed assignments that meet the prescribed requirements of the assignment (such as word count and submission by the deadline), attempts at examinations, and/or attendance at classes. The course that the student is seeking to be transferred to at another registered education provider is more suitable to the student's educational needs, study capabilities or has a more appropriate learning environment. <p>3.7.4 The completed form and supporting documents should be sent to EIA's Student Services at Studentservices@eia.edu.au.</p>	<p>Student Services; Academic Services Coordinator; Admissions Manager; Admissions Officer</p>
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	<p>3.7.5 The applicant will be required to attend a consultation to discuss the transfer request.</p> <p>For Staff:</p> <p>3.7.6 Student Services ensure the completeness of the application before sending it to the Academic Services Coordinator to assess.</p> <p>3.7.7 A consultation will be necessary to evaluate the application, which will involve the Learning Advisor and/or Course Coordinators. The criteria for approval are that the student presents a valid offer letter from another registered provider and demonstrates that:</p> <ul style="list-style-type: none"> a. The student holds a packaged CoE and has not met the entry requirements for the principal course; b. The principal course at EIA is academically unsuitable for the student; c. Compassionate or compelling reasons for the transfer exist; d. EIA fails to deliver the course as outlined in the written agreement between the EIA and the student; e. The student can provide evidence that they were misled by EIA or an appointed representative regarding the course or the institution; f. There is evidence that the international student's reasonable expectations about their current course are not being met; or g. An appeal (internal or external) on another matter results in a decision or recommendation to transfer. <p>3.7.8 A request of release may be declined where there are reasonable grounds for doing so, including (but not limited to):</p> <ul style="list-style-type: none"> a. When the transfer could harm the student's personal or academic well-being, such as when it puts their progress through a series of courses at risk or when specific support services essential for the student are unavailable at the receiving institution after the transfer; b. If the primary reason for the request is based on personal preferences, like wanting to experience life in a different Australian city or desiring to live or study with friends at another registered institution – unless the student can demonstrate that refusal would result in significant social or academic 	
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	<p>disadvantages;</p> <ul style="list-style-type: none"> c. When the main reason for the request is dissatisfaction with the student's current course, EIA offers an alternative course that fulfills the student's stated requirements; d. If the student has not genuinely attempted to engage in the course they were admitted to; e. When EIA believes, the student is trying to avoid being reported to the DoHA for failing to meet EIA's attendance or academic progress criteria. In this case, students are advised to access the EIA's academic support services; f. When the request is for a transfer to a lower-level course in the Australian Qualifications Framework (AQF); g. When EIA suspects the student is either attempting to bypass Australian Immigration requirements or processes or does not genuinely intend to be a Temporary Entrant (GTE) as defined by the DoHA; h. When the student owes money to EIA; and/or i. When the student has not provided sufficient supporting evidence for their request. <p>3.7.9 The Admissions Manager will ensure the student has no outstanding obligations or debts. Students will need to clear any outstanding debts before a release is granted.</p> <p>3.7.10 Student Services will inform the student in writing of the outcome within 10 days of the receipt of the application. The notification will also include that the international students should contact the DoHA to seek advice on whether a new student visa is required.</p> <p>3.7.11 If a release is granted, the student will be released at no cost and the date of effect and reason for release will be recorded in PRISMS.</p> <p>3.7.12 If the request for release is declined, the notification of the request outcome from Student Services will detail the decision and provide an explanation for the denial. The student will also be informed that they have the choice to voluntarily withdraw from their course; however, doing so will not serve as a release.</p> <p>3.7.13 The student will be notified about their entitlement to appeal the decision to decline the transfer request within 20 working days on the notification of the decision, in accordance</p>	
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	<p>with the Student Complaints and Appeals Policy.</p> <p>3.7.14 If the student opts to appeal the decision, EIA will not conclude the student's refusal status in PRISMS until a decision is made in favor of EIA through the appeal process. Nevertheless, if the international student decides not to engage in the complaints and appeals procedures within the 20 working day timeframe, or if the student withdraws from the process, EIA will update PRISMS accordingly.</p> <p>Students Wishing to Transfer to EIA from Another Registered Provider</p> <p>3.7.15 Students wish to transfer to EIA from another registered provider shall lodge the application using the Student Application Form to Admissions@eia.edu.au.</p> <p>3.7.16 The application will be assessed by the Admissions Department in accordance with EIA's Student Admissions and Advanced Standing Policy.</p>	
Administrative Details		
Procedure Owner	Managing Director	
Implementation Officer	Dean	
Approved Authority	Managing Director	
Definitions	See EIA Glossary of Terms	
Version History		
Version	Approved/Effective Date	Amendments
2.0		<ul style="list-style-type: none">• Integrated the procedures from the existing Student Enrolment Policy and Procedure, Full Time Study Load Policy and Procedure, and Overseas Student Transfer Policy and Procedure• Added the procedure for cross institutional study and the procedure for transferring courses within EIA• Aligned the procedure with the current operational delegations