



Change of Enrolment Policy & Procedure (Higher Education)

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| Name: | Change of Enrolment Policy & Procedure (Higher Education) |
| Approved by: | Group Accreditation & Compliance Manager |
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Section 1 – Introduction

1) Purpose

The purpose of the Higher Education (HE) Changes to Enrolment policy is to provide information on the options for students to vary their enrolment patterns

2) Scope

This policy applies to all staff and HE students of Academy of Information Technology (AIT):

This procedure refers to the operations of the organisation in HE sectors.

This policy is informed by the requirements of:

- i) The Education Services for Overseas Students (ESOS) Act 2000
- ii) National Code of Practice for Providers of Education and Training to Overseas Students 2018
- iii) TESQA Threshold Standards 2015

Section 2 – Policy & Procedure

1) Enrolment

A Full Course Planner (FCP) has been created for each course showing the course structure, order of offerings and subject availability. Students are required to study their subjects in order of the FCP and are pre-enrolled in the first semester subjects to reflect this.

The following enrolment rules must be adhered to during the enrolment process:

- i) Accelerated
 - (1) Accelerated students must study 4 subjects per semester for 6 consecutive semesters without a break for a full course duration of 2 years for a Bachelors program, 16 months for an Associate Degree and 8 months for a Diploma
- ii) Standard
 - (1) Standard students can enrol in 4 subjects in March and July and take November off as it is a non-compulsory study period OR students can enrol in 3 subjects in March and July and then 2 subjects in November. The full course duration is 3 years for a Bachelors program, 2 years for an Associate Degree and 12 months for a Diploma.
- iii) Students who commence their studies in the mid semester intakes (January, May or August) commence with 2 subjects then continue into the accelerated or standard study pattern they have selected during their admissions process.
- iv) Students are not permitted to study more than 4 subjects in a semester unless approved by the Course Coordinator, Academic Manager or Dean.
- v) Students are not permitted to enrol in multiple subjects scheduled at the same time

Students are required to complete the FCP as part of their orientation for the full course duration. This allows them to plan their studies to completion within their maximum study duration including electives as well as their approved breaks during non-compulsory study periods.

Students are required to review the FCP each time they re-enrol to accommodate course progress adjustments and changes to their study preferences. In the event a student enrolls in their upcoming semester prior to the release of grades, they may be required to review their subject selection if they have failed subjects in their current semester. It is important to note that failures may result in a student having to study in a semester that had previously been deemed a non-compulsory semester to ensure they can complete their course within the maximum study duration.

During the enrolment process, students will be counselled regarding their academic progress and subject selections to provide them with the most appropriate study load to support their academic success.

Students may be required or permitted to underload to support their individual academic progress agreement as part of an intervention strategy.

AIT reserves the right to adjust a student timetable due to changes to the timetable and require students to agree to this during the enrolment process.

2) Withdrawal, Changing and Adding Additional subjects

When results are released, student enrolments will be reviewed against fails to determine if a student's enrolment needs to be adjusted to repeat a failed subject.

Students may be permitted to change their subject selection to a new or additional subject prior to week 2 of class. Students are not permitted to change their enrolment to select a same subject at a preferred time.

Students may be permitted to reduce their study load prior to the census date.

All requests to change an enrolment must be processed via appointment with the Student Services team and will require a review of the students FCP to ensure the changes reflect an appropriate course plan that allows completion within the maximum study duration.

Census Dates (Domestic Students)

- i) Census date is the last day for the term to be finalised. This means that a student can withdraw from a subject without financial liability or academic penalty, before census date of each term.
- ii) Each Domestic student should ensure that their enrolment and tuition fees are correct before census date. Students who are paying via FEE HELP must ensure they have submitted their signed electronic Commonwealth Assistance Form (eCAF) prior to the census date to be assessed for eligibility to use FEE HELP.
- iii) The Domestic student must provide AIT with their Tax File Number (TFN) (for FEE HELP) before census date or the enrolment will be cancelled

3) Holiday Leave during a study period

While it is not advised, in some situations students may be required to, or may request to, take leave of absence during a term of study. Students should contact AIT if they wish to seek approval:

- i) For leave/absence from class for 5 or more consecutive days
- ii) if they expect to miss the start of any study period
- iii) if they are an Overseas student under 18 years of age and they will be travelling overseas during regular study breaks.

Students must speak to a Student Services and complete the Request for Holiday Leave form as appropriate. If a student needs to be absent for an extended period and are unable to maintain their program progression, they may need to discuss deferring their studies with Student Services.

4) Deferring or Temporarily suspending enrolment

Students wishing to defer or temporarily suspend their enrolment may only do so when there are compelling or compassionate circumstances. Compelling or compassionate circumstances may include, but are not limited to:

- i) Serious illness or injury
- ii) Serious illness or death of a family member necessitating a return to the student's home country
- iii) Compelling personal reasons
- iv) Natural disaster

In most cases a maximum of 12 months can be awarded. Extension beyond this time period is only granted in exceptional circumstances. Students must submit a form to Student Services requesting to defer or temporarily suspend their studies, together with documentary evidence verifying their situation (for example, a medical certificate) AIT will assess the application and make a decision within seven business days.

Returning students

Students returning to study after an approved period of leave should contact Student Services to confirm their re-enrolment no later than two weeks before commencement of the term.

New students

New students may defer a program that they have been offered only once, subject to approval by AIT and other relevant rules and regulations. Tuition and other fees may change when and if a new offer is generated. The policy of the School is to allow deferment of a formal offer until the commencement of the following intake.

International students

Deferring, suspending or discontinuing may affect the student visa that has been granted. AIT will notify The Department of Education via PRISMS as required under the ESOS Act 2000. Students may not be permitted to remain in Australia during their deferral or suspension of studies.

Students who fail to return to their studies at the end of the approved time will notify the Department of Education VIA PRISMS of their failure to return.

5) Suspension by AIT

Students can be suspended by AIT in line with the Student Code of Conduct.

Students who do not meet their payment obligations can be suspended by AIT. In this instance, students are permitted to continue to attend class and participate in all assessments but will not be eligible to receive results until all payment obligations have been met.

Students who are identified as having committed academic misconduct can be suspended. In this instance, they will not be permitted to study for the remainder of the semester. They will not be eligible to receive a grade or refund of fees.

The suspension of an international student that results in not being permitted to study for the remainder of the semester will be reported to the Department of Home Affairs (DOHA) as required.

6) Cancellation of Enrolment by AIT

Students may have their enrolment cancelled by AIT in line with the Student Code of Conduct or the Academic Progression Policy.

Students who do not meet their payment obligations may have their enrolment cancelled by AIT. In this instance, they will be permitted to study for the remainder of the semester. They will not be eligible to receive a grade or refund of fees.

Students who are identified as having committed academic misconduct may have their enrolment cancelled by AIT. In this instance, they will not be permitted to study for the remainder or the semester. They will not be eligible to receive a grade or refund of fees.

The cancellation of an enrolment of an international student will be reported to the Department of Home Affairs (DOHA) as required.

7) Campus Transfer

Students enrolled at AIT can apply to transfer their study from one AIT location to another AIT location. Students are advised to speak to a Student Services about this process. International students who successfully apply for campus transfer will be issued with a new eCOE showing the new campus location.

8) Changing a course

Students wishing to change course must make an appointment with Student Services to discuss their request. The request will be reviewed to determine the student's capacity to succeed in the new course and will be provided with a decision within 5 business days. If a change of course is approved, students must complete a new application form, receive a new offer letter, submit the signed acceptance form and if an international student, receive a new eCOE.

9) Withdrawing from a course

Students wishing to withdraw from a course must meet with Student Services to discuss their request. During the meeting, Student Services will review the student's options including any visa obligations for international students in relation to Standard 7 of the *National Code 2018*. Students wishing to pursue the request must then submit a formal written request to withdraw and provide appropriate supporting documents in line with the Fees, Withdrawals and Refunds Policy.

10) Transferring Providers (for International students)

International students who are studying on a student visa are required to complete 6 months calendar months of their principal course prior to transferring to another provider. International students must submit a formal request for a transfer to another registered provider including an offer letter from the new provider.

AIT may approve a transfer to another registered provider due to compelling or compassionate circumstances including but not limited to:

- i) There are no outstanding fees; AND
- ii) Serious illness or injury, where a medical certificate states that the overseas student was unable to attend classed; or
- iii) Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided); or
- iv) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- v) A traumatic experience which could include:
 - (1) Involvement in, or witnessing of a serious accident; or
 - (2) Witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)

- vi) Where we are unable to offer a pre-requisite unit, or the student has failed a prerequisite unit which has resulted in the student facing a shortage of relevant units for which they are eligible to enrol

The Head of School will evaluate the particular factors that need to be taken into consideration including that the student requesting a transfer has an accurate understanding of what the transfer represents to their study options, or that they still owe AIT course fees or that it is suspected that they are seeking transfer only to avoid being reported the Department of Home Affairs (DOHA) for failure to meet academic progress or attendance. The Head of School will make any final decision as to whether to refuse a letter of release for any student.

A letter of release will not be granted if the student:

- i) has outstanding fees; or
- ii) is involved in an academic intervention strategy due to a failure to make satisfactory academic progress; or
- iii) provides insufficient evidence to satisfy the General Manager of their exceptional circumstances; or
- iv) decides that they are no longer interested in the enrolled program of study; or
- v) claims that an education agent misinformed them of the enrolled program of study; or
- vi) has work related conflicts with the enrolled program of study; or
- vii) has travel related problems with attending the enrolled program of study; or
- viii) has other factors that in the opinion of the General Manager are not in the best interests of the student's future study or career plan(s).

In the case of transfers involving student under the age of 18 AIT will not process any request written confirmation that the overseas student's parent or legal guardian supports the transfer. If the overseas student does not have a parent or legal guardian caring for them in Australia, the receiving provider must also confirm it accepts responsibility for the student's accommodation and welfare arrangements in accordance with Standard 5.

In order to ensure the ongoing safety and wellbeing of the student AIT will not complete an application for transfer until the receiving registered provider accepts responsibility for the student's welfare (in accordance with National Code 2018 under Standard 5). To ensure that there are no gaps in welfare arrangements this may include agreeing to accept welfare responsibility at an earlier time than course commencement.

11) Appeals

Should a student wish to appeal a decision made by AIT, they are advised to review the Complaints and Appeals policy.

12) Publication

This policy is published on the web sites of AIT to ensure students have up-to-date and accurate information publicly available to them.

Section 3 – Reference and Supporting Information

1) Definitions

Commented [LKD1]: Need to put these in alphabetical order

| Word/Term | Definition |
|-------------------------|---|
| 6 Calendar months | The first six months is calculated as six calendar months from the date an overseas student commences their principal course ¹ |
| Cancellation | Cancellation of enrolment by the student prior to commencement of the course |
| Change of Enrolment | Change of Course, Start Date or Provider, requested by the student |
| Compulsory study period | <ol style="list-style-type: none"> 1. March and July are compulsory study periods for all Standard courses 2. March, July and November are compulsory study periods for all Accelerated courses 3. The semester of commencement is a compulsory study period regardless of the month 4. International students who are not progressing in line with their student visa duration will have additional semesters included as compulsory study periods to support their academic progress within their visa duration |
| Deferral | Temporary cessation of participation in the course, requested by the student |
| Expulsion | Permanent removal by AIT of rights to participate in the course |
| Maximum study duration | For international students, the maximum study duration is the duration of their student visa. |
| Principal course | The main course of study to be undertaken by an overseas student where the student visa has been issued for multiple courses, and is usually the final course of study. ² |
| Suspension | Temporary removal by AIT of rights to participate in the course |
| Withdrawal | Withdrawal from a course by the student on or after commencement of the course |

¹ [National Code Standard 7](#)

² [National Code Standard 7](#)



2) Supporting documentation

| Document name | Document type | Location |
|---|----------------------|----------|
| ASQA Standards for RTO's 2015 | Regulatory Standards | External |
| Broadcasting Services Act 1999 | Legislation | External |
| Change of Enrolment Policy | Policy | Internal |
| Fees, Withdrawals and Refunds Policy | Policy | Internal |
| Full Course Planners | | |
| National Code 2018 | Govt Standards | External |
| Request for Holiday Leave Form | Form | Internal |
| Student Code of Conduct | Policy | Internal |
| Student Handbook | Policy Guide | Internal |
| TEQSA Threshold Standards 2015 | Regulatory Standards | External |
| U18 International Students Guideline | Procedural Guide | Internal |
| Under 18 Years Student Management and Supervision Procedure | Procedure | Internal |

Section 4 – Change History

1) Change History

| Version | Approval date | Department | Approved by | Change |
|---------|-------------------|----------------------------------|--------------------|--|
| V1.0 | 12 August 2013 | Group Accreditation & Compliance | Group Manager | Development of Group Policy replacing existing entity level policies |
| | | Technology & Design Division | General Manager | |
| V1.1 | 25 September 2014 | Group Accreditation & Compliance | Compliance Manager | |
| | | Technology & Design Division | General Manager | |
| V1.2 | 17 August 2015 | Group Accreditation & Compliance | Group Manager | |
| | | Technology & Design Division | General Manager | |
| V1.3 | 17 October 2019 | Group Accreditation & Compliance | Group Manager | Update to new template |
| | | Technology & Design Division | General Manager | |
| V1.4 | 13 August 2020 | Group Accreditation & Compliance | Group Manager | Inclusion of reference to managing transfers for students aged U18 |



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| | | Technology & Design Division | General Manager | |
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