



Domestic Student Enrolment Policy and Procedure

Purpose

1. This Policy provides the Australian International Institute of Higher Education ('the Institute') a framework and guidance for managing student enrolment at the Institute, including processes for reviewing variations to enrolment.

Scope

2. This Policy applies to:
 - a) all domestic enrolled students
 - b) course and subject enrolment processes.
3. This Policy does not apply to international students. International students should refer to the Institute's *International Student Enrolment Policy and Procedure*.

Definitions

4. For the purposes of this Policy:
 - a) **Cancellation of enrolment** is the discontinuation of enrolment of a student by the Institute.
 - b) **Census Date** is the last day in each study period on which a student may vary enrolment into subjects without incurring an academic penalty and being liable for the full amount of fees associated with the subject.
 - c) **Compelling or compassionate circumstances** include, but are not limited to:
 - i. serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - iii. a traumatic experience, which could include involvement in, or witnessing a serious accident; or witnessing or being the victim of a serious crime, and this has impacted the student (these cases should be supported by police or psychologists' reports)
 - iv. where the Institute is unable to offer a prerequisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
 - d) **Credit for Prior Learning** is the recognition of relevant and equivalent prior study or informal learning completed by students which may lead to a reduction in the number of academic subjects or credit points that are required to successfully complete a course at the Institute.
 - e) **Domestic student** is a student who is an Australian or New Zealand citizen or holds an Australian permanent visa. Unless otherwise specified in this Policy, 'student' refers to a domestic student.
 - f) **Deferral** is delaying the enrolment into a course by a student who has received and accepted a Letter of Offer.



- g) **Course enrolment** is the period during which a student is occupying a place in a course at the Institute, including scheduled breaks.
- h) **Leave of absence** is the suspension of enrolment as initiated by a student.
- i) **Letter of Offer** is a document issued by the Institute to offer a student a place in a course at the Institute.
- j) **Study period** is a discrete period of study within a course; one study period at the Institute is equivalent to one semester.
- k) **Suspension** is to temporarily put a student's enrolment on hold.
- l) **Withdrawal** is the discontinuation of enrolment as initiated by a student.

Policy

Policy statement

- 5. The Institute normally expects students to maintain continuous enrolment over the duration of their course.
- 6. The Institute allows students to defer or suspend their enrolment for up to one (1) year.
- 7. The Institute may defer, suspend, or cancel a student's enrolment as a result of disciplinary processes or failure to pay due fees.

Principles

- 8. The Institute provides flexible learning arrangements to suit students' educational goals while maintaining the integrity and currency of its courses.
- 9. The Institute sets clear requirements and transparent processes for managing student enrolment.

Procedure

Enrolment

- 10. Commencing students must have met all admission requirements as specified in the *Admission Policy and Procedure* to enrol into a course at the Institute, including having been provided with a full Letter of Offer which they have signed or otherwise accepted and returned to the Institute.
- 11. Commencing students are expected to undertake the course indicated on their Letter of Offer.

Study load

- 12. A full-time study load is equivalent to four (4) subjects per study period.
- 13. Students who wish to take less or more than a full-time study load should seek the advice of their Course Coordinator.
- 14. The Institute will not allow a student to enrol in more than one course at the same time.
- 15. Students must maintain continuous enrolment or have been granted leave of absence to be considered an accepted student at the Institute. Continuous enrolment is determined at the census date.
- 16. The Institute will initiate a cancellation of enrolment where a student fails to enrol in any subject by the census date unless otherwise approved or under review by the Institute.
- 17. Students are expected to enrol into subjects before each period of study in accordance with applicable course requirements (i.e. pre-requisites and co-requisites).



18. Students may not complete a subject if they are not enrolled in the subject. Students may not participate in lectures, tutorials or other activities associated with a subject if they are not enrolled in the subject unless otherwise permitted by the relevant Course Coordinator.

Adding, changing or withdrawing from a subject

19. Students may add, change, or withdraw from a subject until the Census Date in any study period.
20. Students withdrawing from a subject after the census date will:
- a) incur an academic penalty - a Fail mark will be recorded for the subject
 - b) be liable for the full amount of tuition fees associated with the subject.
21. Both penalties may be waived where compassionate or compelling circumstances exist.

Fees

22. Students are required to pay all due fees by the payment dates in accordance with the Institute's *Fees Policy and Procedure*. Failure to pay course fees may result in suspension or cancellation of enrolment.
23. Students cease to be enrolled when they graduate, i.e. when they have fully met the requirements of the course in which they have enrolled.

Deferral of commencement

24. Students may apply to defer their studies for a period of one (1) or two (2) study periods (and up to one (1) year of study) after having accepted their Letter of Offer.
25. A student who is approved for a deferral of study is still required to enrol at the end of the deferral period in accordance with the enrolment procedure in order to commence study.
26. Extensions to the maximum deferral period will only be granted in the presence of compelling or compassionate circumstances.

Suspension of enrolment

27. Students are entitled to apply for leave of absence from their studies for up to one (1) year. Students granted leave of absence will be withdrawn from all subjects but remain enrolled in the course.
28. A student who requires more than the maximum period of leave of absence will need to cancel their enrolment and re-apply for admission unless compelling or compassionate circumstances exist.
29. Where a student has been granted leave of absence from the Institute but wishes to return early to the Institute, the student should contact the Institute as soon as possible to discuss any potential impact on their studies.
30. Students may have their enrolment suspended due to:
- a) failure to pay due fees by the census date, or
 - b) misconduct, pending any decision on a current student appeal.
31. The period of suspension will be determined on a case-by-case basis by the Student Services Manager on the advice of relevant Institute staff.

Discontinuation of enrolment

32. Students withdrawing from their enrolment prior to the Census Date may be eligible for a refund in accordance with the Institute's *Refund Policy and Procedure*.



33. Students wishing to return to the Institute after withdrawing from their course will be required to re-apply for admission.
34. The Institute may cancel a student's enrolment in the following circumstances:
 - a) failure to pay due fees by the census date, or
 - b) misconduct.

Procedure for enrolment

Commencing students

35. Commencing students will receive a student portal login after having accepted their Letter of Offer and returned it to the Institute.
36. Commencing students should enrol as soon as they have received their student portal login.
37. Commencing students will be invited to provide personal information, such as disability, cultural and linguistic background, and other characteristics. This step is not mandatory but will assist the Institute in providing adequate support to the student and in improving the Institute's processes, services, and educational offerings.
38. Commencing students should select subjects in accordance with course structure requirements and the recommended sequence of subjects. The Course Coordinator is available to advise students on appropriate subject sequences.
39. Commencing students should pay all due fees as per the schedule included in the Letter of Offer.
40. Commencing students will receive confirmation of their enrolment.
41. Enrolled students will be provided a student ID card, access to the Learning Management System for enrolled subjects as well as access to library resources, subject textbooks, and student support services.
42. Enrolled students will receive an orientation information pack and are required to attend an orientation session the week prior to the first week of the study period.

Continuing students

43. Before each study period, students will be required to select the subjects for the period.
44. Students will be required to confirm or update their:
 - a) address
 - b) phone number(s)
 - c) AIIHE email address
 - d) emergency contact.
45. Continuing students should pay all due fees by the start of the period.
46. Enrolled students will receive a confirmation of their enrolment at the start of each study period.
47. Enrolled students have the opportunity to add, change, or withdraw from until subject until the census date.

Procedure for varying enrolment initiated by a student

Discontinuation

48. Students wishing to withdraw from their enrolment at the Institute should submit a *Discontinuation of Enrolment Form* to the Student Services Manager.



Variation

49. Students who seek to vary their enrolment should complete the *Variation of Enrolment Form* and ensure that the information provided is accurate and complete.
50. Requests must be submitted in accordance with the following timeframes:
 - a) a request for deferral of commencement must be made at least three (3) weeks prior to the start date of the course
 - b) a request for leave of absence must be made at least three (3) weeks prior to the start date of the next study period.
51. The completed form and supporting documentation should be submitted to the Student Services Manager.
52. The Student Services Manager or nominee will acknowledge reception of the request within five (5) business days, confirming that a response will be provided within ten (10) business days. The Student Services Manager or nominee will keep the student informed of any delays in responding to the request.
53. The Student Administration Officer will:
 - a) review the request, including any supporting documentation
 - b) assess whether the request is standard or whether it requires the assessment of compelling or compassionate circumstances
 - c) consult with staff members as appropriate, in particular with the relevant Course Coordinator to advise on any potential detriment to the student's educational goals
 - d) consider any policy precedent and/or applicable legislation.
54. The Student Administration Officer may require additional information or the student to attend an interview as deemed necessary to make a recommendation on the request. An interview may take place over the phone. The student may request to have a person attending the interview for support or advocacy.
55. The Student Administration Officer provides a draft response to the Student Services Manager, including a recommendation for approval or refusal of variation of enrolment and the rationale for the recommendation.
56. The student will be advised in writing of the outcome of their application within ten (10) days. The advice includes the following information:
 - a) the Institute's decision on the application
 - b) a rationale supporting the decision
 - c) staff contact details for answering any questions the student may have on the advice.

Procedure for varying enrolment initiated by the Institute

57. The Institute may decide to vary or terminate a student's enrolment based on a recommendation made to the Student Services Manager as a result of a disciplinary process or failure to pay due fees.
58. The Student Services Manager will review the recommendation and consider the case on its individual merits, including:
 - a) the existence of compassionate or compelling circumstances
 - b) any policy precedent and/or applicable legislation.
59. In the event the Student Services Manager approves the recommendation, the student is advised in writing of the Institute's decision to vary enrolment. The advice includes the following



information:

- a) the Institute's intention to vary the student's enrolment
- b) a rationale supporting the decision
- c) that the student has the right to appeal the decision through the Institute's internal and external appeals process
- d) a copy of the *Student Appeals Policy and Procedure*.

Appeals

60. A student may appeal against a decision made under this Policy under the provisions of the *Student Appeals Policy and Procedure*.

Records and reporting

61. The Student Services Manager ensures that appropriate records of enrolment and enrolment variations are maintained and stored confidentially, including:
- a) student's requests and any supporting documentation
 - b) Institute disciplinary processes, recommendations and supporting documentation
 - c) a record of the assessment of applications to vary enrolment, including consultation with staff members or other relevant parties
 - d) a record of decisions as communicated to the student, including advice and related documentation
 - e) records of any further documentation resulting from internal or external appeals processes.

Monitoring and improvement

62. The Institute collects data on variations in enrolment. Student feedback is sought on their experience at the Institute, including subject selection and enrolment variation processes.
63. The Institute uses the collected data to monitor trends in domestic students' variation of enrolment.
64. The Institute will improve its enrolment processes based on the collected data.
65. The Institute will benchmark its domestic student enrolment and attrition rate, both withdrawal or Institute cancellation, against relevant industry data and will establish targets as appropriate.
66. The Governing Council receives an annual report on domestic student enrolment and attrition and related procedures, including the effectiveness of enrolment procedures.

Responsibilities

67. Students must:
- a) abide by the policies, rules and regulations of the Institute, including the *Student Code of Conduct*, from the point of enrolment
 - b) plan for, and maintain, continuous enrolment or seek the Institute's permission to vary their enrolment
 - c) meet attendance and assessment requirements as prescribed in subject outlines
 - d) ensure their contact details are correct and up to date at all times;
 - e) contact a Student Administration Officer for any inquiries or information.
68. The Student Administration Officer is responsible for
- a) understanding and implementing proposed variations to enrolment, including deferral, suspension and cancellation of enrolment



- b) acting as the first point of contact for any enrolment-related inquiries
 - c) reporting to the Student Services Manager.
69. The Student Services Manager is responsible for:
- a) reviewing and approving proposed or recommended variations to enrolment, including deferral, suspension and cancellation
 - b) keeping records of requests for variation of enrolment, supporting documentation, assessment by the Institute, and outcome of reviews
 - c) providing all relevant reports and information to the Course Coordinator.
70. The Course Coordinator is responsible for:
- a) advising on course structure and recommended study progressions
 - b) assessing whether a variation of enrolment would be detrimental to the educational goals of the student
 - c) reporting to the Teaching and Learning Committee to facilitate its task of monitoring and assessing admission processes and outcomes.



Associated information

Approving body	Academic Board
Date approved	28 May 2020
Date of effect	Commencement of operation
Scheduled review	Two years from when policy commences
Current version approval date	15/07/2024
Next review date	15/07/2026
Policy owner	Student Services Manager
Policy contact	Student Services Manager
Related AIIHE Documents	Admission Policy and Procedure Academic Progression and Students at Risk Policy and Procedure Credit Policy and Procedure Fees Policy and Procedure Records Management Policy and Procedure Refund Policy and Procedure Student Code of Conduct Student Grievance Management Policy and Procedure
Higher Education Standards Framework (Threshold Standards) 2021 (Cth)	Section 1.1 Standard 1.3, ss 1-2 Standard 7.2, ss 2
Other related external instruments/documents	Related Legislation <ul style="list-style-type: none">Tertiary Education Quality and Standards Agency Act 2011 (Cth)Privacy Act 1988 (Cth)

Document history

Version	Author	Changes	Approval Date
1.0	Not applicable	Original version	28 May 2020
1.1	Compliance Officer	Reviewed to align with the HESF 2021, the responsibilities section was strengthened by adding the applicable key delegation committee, and the footer was updated with current addresses.	15 July 2024

N.B. The document is uncontrolled when printed! The current version of this document is maintained on the AIIHE website at www.aiihe.edu.au.