



# International Student Enrolment Policy and Procedure

## Purpose

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

## Scope

2. This Policy applies to:
  - a) all international enrolled students
  - b) course and subject enrolment processes.
3. This Policy does not apply to domestic students. Domestic students should refer to the Institute's *Domestic 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:
    - 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. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted the student's studies
    - iv. a traumatic experience, which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
    - v. 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) **Confirmation of Enrolment** is an electronic document issued by the Institute to a prospective international student applying for a student visa to the Department of Home Affairs to confirm the student's eligibility to enrol into a course offered by the Institute.
  - e) **Course enrolment** is the period during which a student is occupying a place in a course at the Institute, including scheduled breaks.



- f) **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.
- g) **CRICOS** is the Commonwealth Register of Institutions and Courses for Overseas Students.
- h) **Deferral** is delaying the enrolment into a course by a student who has received and accepted a Letter of Offer.
- i) **ESOS agency** is either the Tertiary Education Quality and Standards Agency (TEQSA) or the Australian Skills Quality Authority (ASQA), which have direct powers to regulate higher education and vocational education and training providers respectively under the Education Services for Overseas Students Act 2000.
- j) **International student** is any overseas student, including those who have student visas, temporary residency, bridging visas and provisional residency (as falling under the Education Services for Overseas Students Act 2000). Unless otherwise specified in this Policy, 'student' refers to an international student.
- k) **Leave of absence** is the suspension of enrolment as initiated by a student.
- l) **Letter of Offer** is a document issued by the Institute to offer a student a place in a course at the Institute.
- m) **Principal course of study** is the main course of study to be undertaken by an international student where a student visa has been issued for multiple courses of study, i.e. the course leading to the highest AQF qualification or, if there is more than one enrolment at the highest AQF qualification, the course with the earliest proposed start date.
- n) **PRISMS** is the Provider Registration International Student Management System, a secure database owned and maintained by the Department of Education for the purposes of administering the Education Services for Overseas Students Act 2000.
- o) **Registered provider** is an institution providing courses to international students as listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- p) **Student visa** is an authorisation permitting people who are not Australian citizens or permanent residents to come to Australia for the primary purpose of studying in Australia as defined by the Migration Act 1958.
- q) **Study period** is a discrete period of study within a course; one study period at the Institute is equivalent to one semester.
- r) **Suspension** is to temporarily put a student's enrolment on hold.
- s) **Withdrawal** is the discontinuation of enrolment as initiated by a student.
- t) **Written Agreement** is a document accompanying the Letter of Offer outlining the terms and conditions for enrolment into a course at the Institute and which a student must accept before, or at the same time as, payment of fees relating to the course.

## Policy

### Policy statement

- 5. International students are expected to complete their course within the duration indicated on their Confirmation of Enrolment.
- 6. International students are expected to maintain continuous enrolment over the duration of their course.
- 7. The Institute will only reduce, extend, defer, or suspend an international student's



enrolment in limited and specified circumstances.

### Principles

8. The Institute has fair and transparent processes for varying international students' enrolment.
9. The Institute respects international students' right to access the internal and external appeals process before a decision to defer, suspend, or cancel a student's enrolment is finalised.
10. The Institute takes steps to ensure that international students are made aware of course progress requirements, that performance against the requirements is monitored, and that students receive adequate support to satisfy the requirements.
11. The Institute will promptly communicate the deferral, suspension or cancellation of a student's enrolment to relevant government authorities.

### Procedure

#### Enrolment

12. 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 and Written Agreement which they have signed or otherwise accepted and returned to the Institute.
13. Commencing students are expected to undertake the course indicated on their Letter of Offer.
14. Students are expected to complete their principal course of study within the duration indicated on their Confirmation of Enrolment.

#### Study load

15. Students must maintain a full-time study load to satisfy student visa requirements.
16. A full-time study load is equivalent to four (4) subjects per study period.
17. Students must complete two (2) study periods over a 12-month period.
18. The Institute will only approve a reduced study load where:
  - a) compassionate or compelling circumstances exist
  - b) the student is unable to enrol in a full-time load due to the temporary unavailability of subjects
  - c) the student is not required to complete four (4) subjects to complete the course
  - d) a reduced study load has been recommended as part of an intervention strategy.
19. Students should note that a reduction in study load may extend the duration of their course and require a new Confirmation of Enrolment to be issued, with potential implications on their visa.
20. 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.
21. 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.
22. 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).

23. 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**

24. Students may add, change, or withdraw from a subject until the Census Date in any study period.
25. 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.
26. Both penalties may be waived where compassionate or compelling circumstances exist.

### **Fees**

27. 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.
28. 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.

### **Variations to enrolment initiated by students**

29. Enrolment may be varied by deferral, extension, reduction, or suspension of the enrolment. Students should note that:
- a) varying their enrolment may affect their student visa, about which they should seek further advice from the Department of Home Affairs
  - b) providing fraudulent evidence or documents to the Institute when applying for any variation of enrolment may lead to the student's visa being cancelled.
30. The Institute will notify the Department of Home Affairs of any variation to enrolment.

### **Extension of enrolment**

31. The Institute may grant an extension of a student's enrolment duration in the following circumstances:
- a) there are compelling or compassionate circumstances
  - b) the Institute has implemented, or is in the process of implementing, an intervention strategy for the student, or
  - c) an approved deferral or suspension of the student's enrolment has been granted.
32. The Institute ensures that students are able to complete the course within the indicated duration by regularly monitoring and recording their progress in accordance with the *Academic Progress and Students at Risk Policy and Procedure*. Where students are identified as being at risk of not meeting progress requirements, the Institute will:
- a) notify the students of the risks and consequences of a failure to meet course progress requirements
  - b) assist the student to satisfy the requirements, including by implementing an intervention strategy.
33. The maximum period for an extension is two (2) semesters (up to one (1) year of study).



34. Should the student's visa expire before the end of the extended duration of enrolment, the student will be required to apply for a new student visa for completing the course.

#### ***Reduction of enrolment***

35. Where the duration for the completion of a course is reduced, e.g. by being granted credit for prior learning, a new Confirmation of Enrolment will be generated by the Institute.
36. Requests for credit for prior learning are managed under the provisions of the Institute's *Credit Policy and Procedure*.

#### ***Deferral of enrolment***

37. 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 been issued a Confirmation of Enrolment.
38. Students may apply to defer their studies if they fail to obtain a student visa in time to commence the course or fail to arrive in Australia in time to commence the course.
39. 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.
40. Should the student fail to enrol after one year, the student will be required to reapply for admission.

#### ***Suspension of enrolment (Leave of absence)***

41. 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.
42. The Institute may grant a leave of absence in the following circumstances:
- a) there are compelling or compassionate circumstances, or
  - b) a suspension has been recommended as part of an intervention strategy.
43. A student who requires more than the maximum period of leave of absence will need to cancel their enrolment and re-apply for admission.
44. 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.

#### ***Discontinuation of enrolment (Withdrawal)***

45. Students discontinuing their enrolment prior to the census date may be eligible for a refund in accordance with the Institute's *Refund Policy and Procedure*.
46. Students wishing to return to the Institute after withdrawing from the course will be required to re-apply for admission.

#### ***Transfer between providers***

47. Students may change to a course offered by another registered provider after having completed six (6) months of their principal course of study. Transfers between registered providers before the six-month period are only permitted under limited and specified circumstances.
48. Transferring to another registered provider will cancel the student's enrolment at the Institute. The Institute's policy and procedures for transfers between providers are outlined in the Institute's *Transfer between Providers Policy and Procedure*.



## Variations to enrolment initiated by the Institute

### *Deferral of enrolment*

49. The Institute may choose to defer a student's enrolment in certain circumstances, e.g. for non-payment of fees as per the Letter of Offer.

### *Suspension of enrolment*

50. Students may have their enrolment suspended due to:
- a) failure to pay due fees by the census date
  - b) unsatisfactory academic progress, or
  - c) misconduct, pending any decision on a current student appeal.
51. 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.

### *Cancellation of enrolment*

52. The Institute may cancel a student's enrolment in the following circumstances:
- a) failure to meet course progress requirements
  - b) failure to pay due fees by the census date, or
  - c) misconduct.
53. In regards to the student's failure to meet course progress requirements, the Institute will notify the student of the Institute's intention to cancel their enrolment, via an Intention to Report Letter, and of their right to access the Institute's internal appeals process before the cancellation takes effect.
54. The Institute will withhold a cancellation of enrolment resulting from a failure to meet course program requirements until both internal and external appeal processes have been exhausted by the student.
55. The Institute may cancel a student's enrolment prior to completion of an internal appeals process where their wellbeing or health, or that of others, is at risk.

### *Potential consequences on students' visas*

56. A student's visa may be cancelled if the deferral or suspension is initiated by the Institute:
- a) is due to the conduct of the student
  - b) is for reasons other than compassionate or compelling circumstances
  - c) the compassionate or compelling circumstances that warranted the deferral or suspension of studies cease to exist
  - d) is based on fraudulent evidence or documents given to the Institute.

## Procedure for enrolment

### *Commencing students*

57. Commencing students will receive a student portal login after having accepted their Letter of Offer and returned it to the Institute.
58. Commencing students should enrol as soon as they have received their student portal login.
59. 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.

60. 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.
61. Commencing students should pay all due fees as per the schedule included in the Letter of Offer.
62. Commencing students will receive confirmation of their enrolment.
63. 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.
64. Enrolled students will receive an orientation information pack and are required to attend an orientation session in the week prior to the first week of the study period.

### **Continuing students**

65. Before each study period, students will be required to select the subjects for the period.
66. Students will be required to confirm or update their:
  - a) address
  - b) phone number(s)
  - c) AIIHE email address
  - d) emergency contact.
67. Continuing students should pay all due fees by the start of the period.
68. Enrolled students will receive a confirmation of their enrolment at the start of each study period.
69. 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**

70. The student should confirm the existence of circumstances in which a student is eligible for a variation of enrolment prior to lodging a request. Student Services provides student advocacy services and can assist with understanding the requirements of this Policy.
71. Students who seek to vary their enrolment should complete the *Variation of Enrolment Form* and ensure that the information provided is accurate and complete. Any request for variation of enrolment must be made in reference to the circumstances listed in this Policy and relevant evidence provided to support the request, such as evidence of compelling or compassionate circumstances.
72. Requests must be submitted in accordance with the following timeframes:
  - a) a request for an extension to complete a course must be made at least one (1) semester prior to the end of the duration of the course indicated on the Confirmation of Enrolment;
  - b) a request for deferral of commencement must be made at least three (3) weeks prior to the start date of the course;
  - c) a request for reduction of enrolment must be made at least by the census date;
  - d) a request for leave of absence must be made at least three (3) weeks prior to the start date of the course.





73. The completed form and supporting documentation should be submitted to the Student Services Manager.
74. 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.
75. The Student Administration Officer will:
  - a) review the request, including any supporting documentation
  - b) assess the existence 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.
76. 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.
77. 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.
78. 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.
  - d) in the event of a deferral or leave of absence that does not affect the end date of the Confirmation of Enrolment, there will be no change to the Confirmation of Enrolment on PRISMS (the student will still be listed as studying) but the notice of deferment or leave of absence will be recorded in PRISMS
  - e) in the event of a deferral or leave of absence that will affect the end date of the Confirmation of Enrolment, the original Confirmation of Enrolment will be cancelled in PRISMS and a new Confirmation of Enrolment with a more appropriate end date will be immediately created
  - f) in the event of a withdrawal, the student's Confirmation of Enrolment status will be cancelled, and the student is free to enrol with another registered provider to maintain enrolment and avoid visa cancellation
  - g) in the event of an approval of an extension of enrolment, the student should contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including if the student's visa will expire prior to completion of the course, the need to obtain a new student visa to complete their study
  - h) in the event of a refusal to vary the enrolment, the reason for the refusal and the student's right to access the Institute's internal and external appeals process.
79. Where the duration of enrolment is impacted, the Institute will reissue a Confirmation of Enrolment to the student with the new expected duration for completion of the course.
80. In the event of withdrawal from the course, the Confirmation of Enrolment will be promptly





cancelled on PRISMS.

81. Any changes to PRISMS would be completed within 31 days, as required by Section 19(1A) of the ESOS Act.

#### **Procedure for varying enrolment initiated by the Institute**

82. 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.
83. 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.
84. 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) in the event of a deferral or suspension that does not affect the end date of the Confirmation of Enrolment, there will be no change to the Confirmation of Enrolment on PRISMS (the student will still be listed as studying) but the notice of deferment or suspension will be recorded in PRISMS
  - d) in the event of a deferral or suspension which will affect the end date of the Confirmation of Enrolment, the original Confirmation of Enrolment will be cancelled in PRISMS and a new Confirmation of Enrolment with a more appropriate end date will be immediately created
  - e) in the event of a cancellation of enrolment, the student's Confirmation of Enrolment status will be cancelled, and the student is free to enrol with another registered provider to maintain enrolment and avoid visa cancellation
  - f) the student should seek advice from the Department of Home Affairs on potential impacts on their student visa
  - g) the student's right to appeal the decision through the Institute's internal appeals process and, for failure to make adequate course progress, both internal and external appeals processes. The student should exercise this right to appeal within 20 working days of receiving the Institute's decision to vary their enrolment
  - h) a copy of the *Student Appeals Policy and Procedure*.
85. The Student Services Manager will maintain a student's enrolment until:
- a) the internal appeals processes have been completed and the Institute's decision has been upheld
  - b) in the case of failure to make adequate course progress, both internal and external appeals processes have been completed and the Institute's decision has been upheld
  - c) the student has chosen not to access the internal or external appeals process within the 20-working day period
  - d) the student withdraws from the internal or external appeals process by notifying the Institute in writing.



86. Where there exist grounds to believe that the wellbeing or health of the student is, or that of others are, at risk, the Student Services Manager will proceed directly with suspending or cancelling the student's enrolment. Such circumstances include those where the student:
- a) is missing
  - b) has medical concerns, severe depression or psychological issues which lead the provider to fear for the international student's wellbeing
  - c) has engaged or threatens to engage in behaviour that is reasonably believed to endanger the international student or others, or
  - d) is at risk of committing a criminal offence.
87. The Student Services Manager will issue a confirmation of the Institute's decision or of a finding in favour of the student as appropriate.
88. Where the duration of enrolment is impacted, the Institute will reissue a Confirmation of Enrolment to the student with the new expected duration for completion of the course. In the event of a termination of the enrolment, the Confirmation of Enrolment will be cancelled.
89. Any changes to PRISMS would be completed within 31 days, as required by Section 19(1A) of the ESOS Act.

### Appeals

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

### Records and reporting

91. The Institute notifies the Department of Education and the Department of Home Affairs of any variation or termination of enrolment and of the Institute's intention to proceed with a variation or termination of enrolment via PRISMS.
92. 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.
93. The Institute maintains records of all documentation relating to variation and termination of enrolment of international students, including requests, assessments, decisions, and supporting documentation, for a period of at least two (2) years until the student ceases to become an accepted student at the Institute.

### Monitoring and improvement

94. 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.
95. The Institute uses the collected data to monitor trends in international students' variation of enrolment.



96. The Institute will improve its enrolment processes based on the collected data.
97. The Institute will benchmark its international student enrolment and attrition rate, both withdrawal or Institute cancellation, against relevant sector data and will establish targets as appropriate.
98. The Governing Council receives an annual report on international student enrolment and attrition and related procedures, including the effectiveness of enrolment procedures.

## Responsibilities

99. 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) satisfy any conditions attached to their visa
  - f) contact a Student Administration Officer for any inquiries or information.
100. 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.
101. The Student Services Manager is responsible for:
  - a) reviewing and approving proposed or recommended variations to enrolment, including deferral, suspension and cancellation
  - b) maintaining up-to-date, correct, and accurate enrolment records on PRISMS
  - c) communicating required notices, information, and advice to students arising from Institute's exercise of its obligations under the ESOS framework
  - d) keeping records of requests for variation of enrolment, supporting documentation, assessment by the Institute, and outcome of reviews
  - e) arranging for induction, development and training of staff to maintain adequate knowledge of obligations arising under the ESOS framework and an understanding of the potential implications for students arising from the exercise of these obligations;
  - f) providing all relevant reports and information to the Course Coordinator.
102. The Course Coordinator is responsible for:
  - a) advising on course structure and recommended study progression
  - b) assessing whether a variation of enrolment would be detrimental to the educational goals of the student
  - c) monitoring the progress of students to ensure they are able to complete the course within the expected duration on their Confirmation of Enrolment
  - d) reporting to the Teaching and Learning Committee to facilitate its task of monitoring and assessing admission processes and outcomes.



## Associated information

<b>Approving body</b>	Academic Board
<b>Date approved</b>	28 May 2020
<b>Date of effect</b>	Commencement of operation
<b>Scheduled review</b>	Two years from when policy commences
<b>Current version approval date</b>	15/07/2024
<b>Next review date</b>	15/07/2026
<b>Policy owner</b>	Student Services Manager
<b>Policy contact</b>	Student Services Manager
<b>Related AIIHE Documents</b>	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 Transfer Between Providers Policy and Procedure
<b>Higher Education Standards Framework (Threshold Standards) 2021 (Cth)</b>	Section 1.1 Standard 1.3, ss 1-2 Standard 7.2, ss 2-3
<b>Other related external instruments/documents</b>	<b>Related Legislation</b> <ul style="list-style-type: none"><li>• Tertiary Education Quality and Standards Agency Act 2011 (Cth)</li><li>• Privacy Act 1988 (Cth)</li></ul> <b>Good Practice Documents</b> <ul style="list-style-type: none"><li>• National Code 2018 Factsheets: Standard 7</li><li>• National Code 2018 Factsheets: Standard 8</li><li>• National Code 2018 Factsheets: Standard 9</li><li>• National Code 2018 Factsheets: Standard 10</li></ul>

## 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](http://www.aiihe.edu.au).*