

Enrolment Policy

Policy Category			
Document Owner			
Responsible Officer	Registrar		
Review Date			
Related Documents	<i>Admissions Policy</i> <i>Admissions Procedure</i> <i>Letter of Offer and Written Agreement</i> <i>National Code Compliance</i> <i>Student Support Framework</i> <i>Student Fees Policy</i> <i>Student Refund Policy</i> <i>Student Refund Procedure</i>		
Version	Authorised by	Approved	Effective Date
1.2			

1. Context

This Policy supports Waratah Institute's (the 'Institute') commitment to having engaged students and a supportive learning environment.

2. Definitions

Cancellation of enrolment: the discontinuation of enrolment of a student in a program initiated by Waratah Institute, for example due to the student being permanently excluded from the program.

Census date: the date on which student enrolment is finalised, after which students are liable for all associated program and tuition fees. Census date is Friday of week 3 each trimester.

Commencement date: the first day of a trimester.

Commencing student: a student who has accepted an offer of a place at Waratah Institute who has yet to commence their studies at Waratah Institute.

Compelling or compassionate circumstances: circumstances beyond the control of the student and which will have an impact upon the student's progress or wellbeing.

Confirmation of Enrolment (CoE): a document registered with the Department of Home Affairs to confirm an overseas student's acceptance into a particular program for a specified duration and that they are bona fide students when applying for a visa.

Continuing student: a student who has completed at least a trimester of study and is eligible to remain enrolled in the program.

Deferral: a delayed commencement by an applicant who has received an offer of a place in a Waratah Institute program.

Enrolment: the period during which he or she is considered a student of Waratah Institute, is progressing towards the completion of the course requirements, and goes through to completion of program requirements, including scheduled breaks between study periods.

Intervention strategy: any method that identifies students who are at risk of failure and attempts to mitigate that risk through counselling, academic assistance and/or amended study plan.

Leave of absence: an approved period during which a student is not enrolled in any subject.

Letter of Offer and Written Agreement: an official document offering an applicant a place in a Waratah Institute program.

Overseas student: a student who is not a domestic student and who may hold a student visa and is protected by the *Education Services for Overseas Students Act 2000* legislative framework.

Principal program: the main program of study to be undertaken by an overseas student where a student visa has been issued for multiple programs of study – it would normally be the final program of study where the overseas student arrives in Australia with a student visa that covers multiple programs.

Program: a set of units of study for which successful completion results in the awarding of a qualification (also “course of study”).

Provider Registration International Student Management System (PRISMS): a secure database owned and maintained by the Department of Education and Training for the purposes of administering the *Education Services for Overseas Students Act 2000*.

Tertiary Education Quality and Standards Agency (TEQSA): Australia’s independent national quality assurance and regulatory agency for higher education.

Unit: a separate subject of study, and a combination of units make up a program.

Withdrawal: the discontinuation of enrolment in a unit or program by a student.

3. Scope

This Policy applies to Waratah Institute students and staff.

4. Policy Principles

The key principles informing this Policy are:

- a consistent, transparent and equitable process for enrolment and varying enrolment;
- ongoing monitoring and recording of student attendance; and
- effective support to students to meet enrolment and attendance requirements.

5. Policy Details

5.1. Program Enrolment, Variations, Withdrawal and Cancellation

5.1.1. Program enrolment

To enrol, a commencing student must have met all admission requirements, have been provided with a *Letter of Offer and Written Agreement*, accepted it and returned a signed copy to Waratah Institute.

Students are expected to undertake the program indicated on their *Letter of Offer and Written Agreement*.

Students must be enrolled by the Friday of week 2 each trimester to be considered a student at Waratah Institute.

Students may be prevented from enrolling due to a number of reasons (e.g. outstanding fees, disciplinary action or unavailability of the unit). Students should contact Student Services to discuss alternatives and solutions.

Commencing or continuing students who fail to enrol into any units by the enrolment date of that trimester will be contacted by Waratah Institute to determine their intentions for ongoing enrolment. The Institute will advise students regarding options for leave of absence, withdrawal, and support services if required. Overseas students will also be advised of visa requirements and obligations to report students in breach of these requirements to the Department of Home Affairs.

Waratah Institute may permit students to enrol in more than one program at a time subject to study load requirements and limits.

Students who wish to transfer between Waratah Institute programs are required to submit a written request to the Registrar outlining the reasons for the transfer. Internal program transfers are only permitted prior to the enrolment date and subject to program admission requirements (refer to Waratah Institute's *Admissions Policy* for further information on these requirements).

5.1.2. Variations to program enrolment

When requesting a variation to their enrolment, students are responsible for ascertaining the impact of the change on their enrolment (e.g. study load, fees or student visa). Students should refer to Waratah Institute's *Student Refund Policy* for more information on fees refunds. Overseas students can confirm any potential impact of enrolment variation on their student visa with the Department of Home Affairs.

Deferral

Students may apply to defer the commencement of study by submitting a request in writing to the Registrar at any time before census date.

Waratah Institute will only grant a deferral to overseas students based on compelling or compassionate circumstances. If granted, Waratah Institute will notify the Department of Education and Training via PRISMS of any changes in the student's enrolment. The student should also seek advice from the Department of Home Affairs on any potential impacts on his or her student visa.

Leave of absence

Student may apply for leave of absence at any time during the trimester by lodging a written request to the Registrar outlining the circumstances and reasons for the leave.

Waratah Institute may grant leave of absence to overseas students only in the presence of compelling or compassionate circumstances. If the request is accepted, the Institute will notify the Department of Education and Training via PRISMS of the change in the student's enrolment. The student should also seek advice from the Department of Home Affairs on any potential impacts on his or her student visa.

Extension of program duration

Overseas students are expected to complete their program within the duration indicated on their Confirmation of Enrolment. Students who believe they will not be able to complete the program in which they are enrolled within the specified duration should contact Student Services for assistance.

Waratah Institute will only extend an overseas student's enrolment if:

- the student is unable to complete the course within the expected duration; and
- there are compelling or compassionate circumstances; or
- an intervention strategy is or has been implemented; or
- there is an approved deferral or suspension of the student's enrolment.

If an overseas student's enrolment duration is extended, Waratah Institute will notify the Department of Education and Training of the change through PRISMS. The student should also seek advice from the Department of Home Affairs on any potential impacts on his or her student visa.

5.1.3. Withdrawal

Students may apply to withdraw from a program at any time by communicating it in writing to the Registrar.

Waratah Institute will only grant a withdrawal from a program to overseas students based on compelling or compassionate circumstances. If the withdrawal is granted, the Institute will notify the Department of Education and Training of the change in the student's enrolment through PRISMS. The student should also seek advice from the Department of Home Affairs on any potential impacts on his or her student visa.

5.1.4. Suspension and cancellation initiated by Waratah Institute

Waratah Institute may suspend or cancel a student's enrolment at any time in case of:

- misconduct;
- failure to pay due fees as per written agreement; or
- a breach of progress or attendance requirements.

Overseas Students

Waratah Institute is required to notify the Department of Home Affairs when overseas students have breached their student visa conditions, such as by failing to maintain satisfactory program progress.

Where Waratah Institute decides to defer, suspend or cancel an overseas student's enrolment, the Institute will notify the student of its intention and will provide information on his or her right to access the Institute's complaints and appeals process within 20 working days. If Waratah Institute believes that the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk, a suspension or cancellation of enrolment may take effect before the completion of any internal appeals process.

Where Waratah Institute decides to defer, suspend or cancel a student's enrolment for any reason other than unsatisfactory progress, the Institute will report the student to the Department of Education and Training and the Department of Home Affairs as soon as the internal appeals process has been

completed and the student will be informed to seek advice from the Department of Home Affairs on any potential impact on his or her student visa. Waratah Institute will notify the Department of Education and Training through PRISMS of the variation in the student's enrolment.

5.2. Unit Enrolment and Variations

Students are expected to enrol into units before each trimester of study in accordance with program requirements, fee payment schedules, and other relevant Waratah Institute policies and procedures.

Students are not permitted to attend classes or participate in educational activities of units in which they are not enrolled, unless they have been granted specific permission by the Program Coordinator.

Students may add or change a unit until the final enrolment date in any trimester, subject to program requirements.

Students may withdraw from a unit until census date in any trimester. Any withdrawal after census date, without approved compelling or compassionate circumstances, will have an impact on the student's academic record, i.e. a Fail grade.

When requesting a variation to, or withdrawal, from a unit, students are responsible for ascertaining the financial implications of the change. Students should refer to Waratah Institute's *Student Refund Policy* for more information on fees refunds.

5.3. Transfer between providers

This information on transfers between providers is only applicable to overseas students.

5.3.1. Transfer from another provider to Waratah Institute

Overseas students who are undertaking a program at another provider may apply to be transferred to Waratah Institute by submitting a written request to the Registrar with a valid letter of release from the provider.

Waratah Institute will only enrol an overseas student from another provider:

- after the student has completed at least six months of the principal program in which he or she was enrolled;
- if the student is unable to continue their principal program due to the provider being deregistered or under a sanction from TEQSA;
- if the provider agreed to a release as recorded on PRISMS; or
- any government sponsor of the student considers the change to be in the student's best interests and has provided written support for the transfer.

5.3.2. Transfer from Waratah Institute to another provider

Overseas students who are undertaking their principal program at Waratah Institute may apply to be transferred to another provider by submitting a written request to the Registrar outlining the reasons for the transfer.

Overseas students should refer to the *Student Refund Policy* for more information on potential impact on fees from the transfer to another provider.

Overseas students will need to seek Waratah Institute's permission to transfer to another provider if they haven't completed six months of their principal program.

A student may apply for a transfer from the Institute prior to having completed 6 months of the principal program he or she was enrolled for by lodging a written request to the Registrar with a copy of a valid enrolment offer from another provider.

Waratah Institute will acknowledge reception of the request and will commence assessment of the transfer request promptly.

Waratah Institute will respond to the request within 10 working days. Waratah Institute will advise the student immediately of any delay in reaching a decision.

Overseas students may normally only apply for a transfer to another provider after having completed 6 months of the principal program they are enrolled in however Waratah Institute will grant an overseas student's transfer in the following circumstances:

- the student has demonstrated unsatisfactory progress in the enrolled program after engaging with Waratah Institute's intervention strategy;
- the presence of compelling or compassionate circumstances;
- Waratah Institute's failure to deliver the program as agreed with the student in the *Letter of Offer and Written Agreement*;
- the program is failing to meet the student's reasonable expectations;
- the student was misled about Waratah Institute or the program in a way that the program is no longer suitable to the student's needs or study objectives; or
- an internal or external appeals process has resulted in the release of the student.

If Waratah Institute grants the transfer, there will be no charge to the student. The student should contact the Department of Home Affairs to seek advice on any impact the transfer may have on his or her student visa.

Waratah Institute will refuse a transfer in the following circumstances:

- the student has not completed 6 months of study with Waratah Institute and cannot produce an enrolment offer from another provider;
- the student cannot provide evidence of compassionate or compelling circumstances;
- the student has changed his mind with regard to Waratah Institute or the program;
- the student is not genuinely engaging with an intervention strategy with the intention of failing and being released;
- the student has outstanding fees with Waratah Institute;
- the transfer would not be in the student's best interests, e.g. the transfer is detrimental to the student's progression, attendance requirements, likely completion of program requirements.

If Waratah Institute refuses the transfer, a letter will be sent to the student outlining the reasons for the refusal and his or her right to access the Institute's complaints and appeals process within 20 working days. Waratah Institute will notify the Department of Education and Training through PRISMS of the outcome of the transfer request only after:

- completion of any internal appeal process;
- the student failing to initiate an external appeals process within 20 working days from notification of Waratah Institute's decision;

- upon the student's withdrawing his or her transfer request.

5.4. Study load

A full-time study load at Waratah Institute is 80 credit points per year. Most units of study at the Institute are 10 credit points, therefore in a year most students will be taking 8 units spread over the 3 trimesters.

Students who wish to take more than a full-time study load are to seek the advice of their Program Coordinator.

Overseas students

Overseas students are required to:

- maintain a full-time study load to meet the conditions of their study visa; and
- enrol in at least two unit of study per trimester for the duration of their enrolment.

Overseas students may be permitted to enrol in less than two unit of study due to compassionate or compelling circumstances, to support academic progression (intervention strategy) or program completion, or unit availability.

5.5. Attendance

To support academic achievement and progression, students are encouraged to attend all scheduled classes in which they are enrolled. Waratah Institute will maintain attendance records and notify students regarding poor attendance and available support services (refer to the *Academic Progression Policy* for further details). Students should seek assistance from Student Services where external circumstances are affecting their ability to attend classes.

Students should arrive in class at the scheduled time and attend the full duration of each class.

5.6. Compelling or Compassionate Circumstances

Prior to submitting a request for variation invoking compelling or compassionate circumstances, students should ensure they understand what Waratah Institute considers to be compelling or compassionate circumstances. These include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- a traumatic experience, which could include:
 - o involvement in, or witnessing of a serious accident; or
 - o 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);
- where Waratah Institute was unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

Students are required to provide evidence of the presence of compassionate or compelling circumstances. For further details on evidence requirements, refer to the Waratah Institute's *Assessment Policy*.

5.7. Records

Waratah Institute will store and maintain records of enrolment, enrolment variations, attendance, complaints and appeals in the Student Management System, including documentary evidence of compassionate or compelling circumstances.

Overseas students

Waratah Institute will record overseas student enrolment information, transfer request outcomes, complaints and appeals, and other relevant information impacting on enrolment in PRISMS.

Should a change in enrolment affect the end date specified on the Confirmation of Enrolment, the Department of Education and Training will cancel the original Confirmation of Enrolment and Waratah Institute will issue a new Confirmation of Enrolment to the overseas student.

1. Breaches

If a student or staff member is found to be in breach of this Policy, she or he may be subject to disciplinary action in accordance with the relevant *Code of Conduct* and *Misconduct Procedure*, which can be accessed from the Waratah Institute's website.

2. Appeals

Appeals concerning any decision taken in relation to this Policy should be made under the relevant *Complaints and Appeals Policy*, which can be accessed from the Waratah Institute's website. Overseas students may lodge an appeal with the Overseas Students Ombudsman.

6. References

Education Services for Overseas Students Act 2000

National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standards 2, 6, 7, 8, 10

Higher Education Standards Framework (Threshold Standards) 2015, Standards 7.2 and 7.3

Privacy Act 1988 (Cth)

7. Acknowledgements

In developing this policy, Waratah Institute acknowledges:

- *Department of Education and Training, National Code 2018 Factsheet: Standard 9: Deferring, suspending or cancels the overseas student's enrolment;*
- *Department of Education and Training, National Code 2018 Factsheet: Standard 7: Overseas student transfers;*

- *Department of Education and Training, National Code 2018 Factsheet: Standard 10: Complaints and appeals;*
- *Think: Colleges, Enrolment and Attendance Policy;*
- *Macquarie University, Attendance & Study Load Policy;*
- *Western Sydney University, Enrolment Policy;*
- *Deakin College, Attendance Policy;*
- *Deakin College, Enrolment, Fees and Charges Policy;*
- *Department of Education and Training, Provider Registration and International Student Management System (PRISMS): Provider User Guide;*
- *Department of Education and Training, Factsheet: International education: ensuring quality and protecting students.*

Document History:

Version	Date	Author	Reason	Sections
0.1		Julien Marechal	First draft to satisfy TESQA registration requirements	All
1.0		Julien Marechal	Amended as requested by the Academic Board at its 23/07/18 meeting	Definitions
1.1	16/7/19	Stephen Andrews	EMC decision 11/7/19 re timing of census date, and identification that Assessment Policy does not include 'Academic Withdrawal' grade.	Definition of 'census date', 5.1.1, 5.2.
1.2	30/12/2019	Philippa Ryan	Amended to reflect new trading name 'Waratah Institute'.	All