Enrolment and Fees Policy

Section 1 - Purpose

(1) This policy aims to ensure that enrolment and fees operations at Charles Sturt University (the University or Charles Sturt) and its partner providers are:

a. student-centred, equitable, fair and consistent, supporting our student experience principles
b. compliant with the relevant legislative standards and regulatory frameworks, including the Higher Education Standards Framework (HESF), Higher Education Support Act (HESA), Education Services for Overseas Students Act (ESOS), and National Code of Practice for Providers of Education and Training to Overseas Students.

Scope

(2) This policy applies to:

a. student enrolments in award programs, courses and subjects offered by the University and its education partner providers (including those located within Australia and overseas)
b. tuition and non-tuition fees and charges, including payments, deferrals to Commonwealth assistance programs, and refunds or remissions.

> Some partner providers, delivery locations or courses may require processes in addition to or at variance with this policy and its supporting procedures for regulatory or contractual purposes. The University may approve these under the relevant delegations where they are consistent with the University's compliance obligations. Affected students and staff will be directed to the alternative process.

Section 2 - Policy

Part A - General

Enrolment responsibilities

(3) The Director, Student Administration is responsible for overseeing the enrolment of students in all Charles Sturt University courses and subjects.

(4) Students are responsible for:

a. managing their enrolment according to the terms outlined in their letter of offer and acceptance declaration for the duration of their study at the University
b. providing correct and complete information required for enrolment
c. enrolling themselves in the correct subjects each teaching period according to their course structure, and only in subjects that meet the requirements of their current award
d. always keeping their contact information current and up to date on university systems, including their home and postal address, phone number, personal email account, and emergency contact details. International

students must provide their overseas residential address to the University and keep this information current throughout their enrolment, as well as maintain and update their Australian address and contact details within seven days of any change, and they must also notify the University of any changes to their visa or visa conditions immediately

e. payment and/or deferral (where eligible) of all tuition and non-tuition fees
f. ensuring they meet the prerequisite subject requirements and assumed knowledge stated in the University Handbook for each subject in which they enrol
g. meeting any study load requirements, including international students who must maintain full-time enrolment in each compulsory teaching period, and
h. maintaining their enrolment in line with personal priorities and responsibilities, including reducing enrolment when necessary prior to the census date, where eligible. International students should refer to the reduced load application process and criteria outlined in the study load provisions of this policy.

(5) Students are financially liable for all subjects they remain enrolled in past the census date of the teaching period, subject to Part C of this policy.

(6) The University, as a registered primary provider, is accountable for delivery of its programs by partner provider institutions. This includes ensuring the quality and integrity of the award and learning is maintained through regular compliance monitoring of program delivery, student experience, and student learning outcomes, as per the Course and Subject Procedure - Quality Assurance and Review.

Student records, information and personal data

(7) As part of the enrolment process, the University will collect information and data about students that is reasonably necessary to enable the University to administer their studies, provide services, and meet government monitoring and reporting requirements.

(8) Personal information and data gathered throughout each student's enrolment with the University will be kept confidential and handled in accordance with the University's Privacy Management Plan and Records Management Policy.

(9) Students may authorise a third party to access their student information and communicate with the University on their behalf (see the Enrolment and Fees Procedure and Records Management Procedure – Access to Univesity Records for more information).

Part B - Enrolment

Enrolment conditions and requirements

(10) Students are only eligible to enrol in, or remain enrolled in, subjects at this University if they:

a. have been admitted and have accepted their offer (see the Admissions Policy)
b. have no outstanding debts to the University (beyond what is allowed under Part C of this policy)
c. pay or defer (where eligible) all relevant fees and charges for their enrolled subjects (see Part C)
d. for international students (student visa holders), have a current confirmation of enrolment (COE)
e. provide their Unique Student Identifier (USI) to the University, and
f. meet any subject prerequisite entry requirements (where applicable).

(11) To retain their place in a course, students must be enrolled in at least one subject or have an approved leave of absence for every compulsory teaching period of the course (see the Enrolment and Fees Procedure for compulsory teaching periods). Commencing students will not be approved for a leave of absence in their first teaching period and

must enrol in at least one subject, but may defer to a later intake if their course permits deferrals.

(12) International students (student visa holders) who fail to enrol in each compulsory teaching period, or do not maintain an approved study load in each compulsory teaching period, may be in breach of their enrolment conditions and the University may be required to report this to the Department of Home Affairs, as per the Enrolment and Fees Procedure.

(13) Students must follow the course structure provided in the University Handbook for the year they were admitted to the course, except where, as per the Graduation Policy, the student agrees in writing to undertake course requirements for a later year; or the student leaves the course for any reason and is subsequently readmitted; or an alternative structure/subject substitution is approved by the Course Director or other delegated approver.

(14) Students must not enrol in extra subjects that are incompatible with their course structure, cannot contribute towards the completion of their current course, or will result in completing more credit points than required for attaining their current award. This does not prevent students from being admitted to concurrent study (of a second course or single subject) under the Admissions Procedure.

(15) All concurrent study must be approved by the relevant authority (except where one of the courses is a Study Link course). This includes concurrent study with another institution and/or study loads that do not exceed 1.0 EFTSL. Approval authorities are:

a. for coursework students, the Course Director(s)
b. for higher degree by research candidates, the Dean, Graduate Research.

(16) Students will remain enrolled in any subject they are enrolled in after the census date of the teaching period until they either:

a. complete the subject and receive a permanent grade,
b. withdraw themselves from the subject (as a late withdrawal or approved withdrawal), or
c. are withdrawn by the University (for example, under the Support for Students – Early Interventions Procedure or other policy provisions).

(17) The Assessment Policy and Support for Students - Academic Progress Procedure outline the academic consequences of not receiving a passing grade for any subject a student is enrolled in past the census date.

(18) The Enrolment and Fees Procedure and International Student Fee Refund Procedure outlines the financial liabilities that apply to any subject a student is enrolled in past the census date.

(19) Students may be eligible to take leave of absence from their course in accordance with the Enrolment and Fees Procedure. A leave of absence will not extend the maximum time in which a student must complete their course.

Enrolment timelines

(20) All University dates are regulated under local New South Wales time, being either AEST (GMT+10) or AEDT (GMT+11), depending on the time of year.

(21) Enrolment timelines apply to all teaching periods. Students must ensure they are enrolled in all subjects they wish to study by the relevant due dates:

a. Most subjects will allow enrolments until the end of the first week of the teaching period, but individual subjects may restrict this.
b. Enrolments after the end of the first week of the teaching period may be approved in accordance with the

Enrolment and Fees Procedure.

c. Enrolments after the census date are subject to availability and approval, and full tuition fees and late enrolment fees apply.
d. The University will publish important dates for each teaching period on the Important dates webpage.

(22) Students may withdraw from a subject up until 11:59 pm on the census date of the teaching period without incurring financial liability for tuition fees or academic penalty.

(23) Students may apply for a late or approved withdrawal after the census date of the teaching period if eligible under the Enrolment and Fees Procedure.

Study mode

(24) Subjects are delivered in either online or on-campus study mode. Online subjects may require students to attend face to face classes and learning activities, including work-integrated learning and intensive schools; this is identified in subject outlines.

(25) International students (student visa holders) must complete at least two-thirds of their course through on-campus subjects (calculated by the total points required to complete the course through this University). This must include at least one on-campus subject in every compulsory teaching period, unless they have only one subject left to complete their course.

Study load

(26) For coursework courses, an equivalent full time study load at Charles Sturt University (1.0 EFTSL) is calculated on an undertaking of 64 points per academic year. Some courses may prescribe a full-time enrolment pattern that exceeds 1.0 EFTSL.

(27) Minimum study load requirements:

a. International students (student visa holders) must maintain a study load of 1.0 EFTSL with 32 points of subjects in each compulsory teaching period, unless a reduced or varied study load is approved by the Director, Student Administration (or nominee) or they are in their last teaching period of study.
b. Except for clause 11 and sub-clause 27a., there is no minimum study load for other coursework students, however a reduced study load may impact course completion timeframes and government assistance eligibility.

(28) Maximum study load requirements:

a. Students must not exceed the study load recommended for the full-time enrolment pattern in the University Handbook, either in a single teaching period or an academic year, unless approved by the Course Director.
b. Enrolling in more than 2.0 EFTSL, even with approval, may impact students receiving Commonwealth assistance.

(29) The Higher Degree by Research Procedure states requirements for HDR students in relation to full-time and part-time enrolment, and the process for changing study loads during their candidature.

Maximum completion time

(30) A student may be withdrawn from their course if they do not complete the course (as identified by its registered course/program/government code) within the maximum completion time set under the Course and Subject Policy and Course and Subject Procedure - Coursework Design.

Cross-institutional study

(31) Students may be eligible to complete one or more subjects through another tertiary institution and receive credit for the cross-institutional study towards their Charles Sturt course. See the Credit Policy.

(32) A student of another tertiary institution can apply to enrol in subjects at Charles Sturt and may be able to have the subjects recognised as part of their course at their home institution. Further information and instructions are published on the cross-institutional learning website.

Course transfers

(33) The Admissions Procedure provides details about seeking admission to another Charles Sturt course.

International student provider transfers

(34) International students seeking to transfer to another provider within the first twelve months of study at Charles Sturt must apply via the process outlined in the International Students Provider Transfer Procedure.

Part C - Fees

Payment of fees

(35) It is a condition of enrolment that all fees must be paid (or deferred where eligible) by the payment due dates set by the University.

(36) The fees that students must pay in each teaching period and throughout their course include the following:

a. Tuition fees for each subject enrolled in – must be paid upfront, unless the student is eligible to defer their fees through the Higher Education Loan Program (e.g. HECS-HELP or FEE-HELP) and submits a Commonwealth assistance form by the census date, or payment is provided through other means (such as a scholarship arrangement).
b. Student services and amenities fee (SSAF) for each subject enrolled in – must be paid each teaching period, unless the student is eligible to defer these through for a SA-HELP loan and completes an SA-HELP nomination form.
c. Any other fees and charges accrued by the student – such as late payment or late enrolment fees, library fines and other administrative costs.

(37) Fees will not be reduced for any student repeating a subject due to failing it previously (or for any other reason).

(38) Students who do not pay, or defer where eligible, all fees arising from their enrolment by the date stated on their invoice/fee statement may:

a. be charged a late fee
b. have their access to certain services and facilities restricted (including their results, further subject enrolments, graduation, etc.)
c. have their enrolment in current or future subjects withdrawn, and/or
d. be withdrawn from their course.

Refund of tuition fees

(39) Students incur a financial liability for any subjects they are enrolled in at or after midnight of the census date in each teaching period.

(40) If a student withdraws from one or more of their current subjects by 11:59 pm on the census date, their fee liabilities for that subject will be refunded or reversed in accordance with the:

a. Enrolment and Fees Procedure, for domestic and non-resident students
b. International Student Fee Refund Procedure, for international students (student visa holders).

(41) Students who withdraw or are withdrawn from a subject at or after midnight on the census date remain liable for all fees unless a refund (by remission or reimbursement) of their tuition fees is approved, subject to the conditions in the Enrolment and Fees Procedure.

Tuition protection service

(42) The Tuition Protection Service provides assistance to students who have paid their tuition fees upfront or via a HELP loan where the University is unable to fully deliver their course of study. This ensures that students are able to either:

a. complete their studies in another course or with another education provider, or
b. receive a refund of their unused tuition fees and/or a re-credit of the unused remainder of their HECS-HELP or FEE-HELP loan.

Part D - Appeals and complaints

(43) Where a student wishes to appeal a decision that has been made under this policy and its procedures, or if they have a complaint about the quality of service or conduct of University staff, the following policies apply:

a. University Student Appeals Policy and University Student Appeals Procedure
b. Complaints Management Policy and Complaints Management Procedure

(44) If the student is not satisfied with the outcome of their internal appeal/complaint, they have the right to lodge an external appeal/complaint with the National Student Ombudsman.

(45) Where an internal or external complaints or appeals process finds in favour of the student, the University will implement the required actions, recommendations, and directives as specified in the review outcome and findings.

International students

(46) The University will not finalise the withdrawal of an international student (student visa holder) from their course in PRISMS as an outcome of a breach of the conditions outlined in this policy and its procedures unless:

a. the internal appeal period has ended and the student has not submitted an internal appeal, as per the University Student Appeals Procedure, or
b. where an internal appeal is submitted within the prescribed period, either:
    i. the internal appeal process has been completed and the original decision upheld, or
    ii. the student withdraws their internal appeal by notifying the University in writing.

(47) Notwithstanding any other provision within this policy or its procedures, the University will proceed with actioning and reporting a prescribed change of enrolment for an international student when required to meet the timeframe specified under the Education Services for Overseas Students Act 2000.

Section 3 - Procedure

(48) The following procedures support this policy:

a. The Enrolment and Fees Procedure states detailed information about enrolment processes and requirements.
b. The International Student Fee Refund Procedure states the conditions under which international students' tuition fees will or will not be refunded.
c. The International Students Provider Transfer Procedure describes the process and requirements for international students applying to transfer to another provider.

Section 4 - Guidelines

(49) Nil.

Section 5 - Glossary

(50) In this policy:

a. Academic year – means the start of the first teaching period to the end of the last teaching period in the University's annual cycle of teaching. All subjects with the same year in their subject code are considered to be in the same academic year, regardless of their start or end date.
b. Census date – as defined in the policy library glossary.
c. Compulsory teaching period – means a teaching period that students must enrol in to maintain a current place in their course.
d. Concurrent study – means a student is enrolled in more than one course at the same time (including being enrolled in single subject study as well as a course).
e. Confirmation of enrolment (COE) – an official document issued to international students to confirm they have accepted a place and are eligible to enrol in a course at this University. The COE provides information about student enrolment status, course details, expected course duration, and enrolment start and end dates.
f. Coursework course – as defined in the policy library glossary.
g. Cross-institutional study – means an arrangement where a student is enrolled in a course at one university (their home institution) and undertakes approved study in one or more subjects at another university under an agreement for the study to be recognised and applied as credit towards completion of their current course with their home institution.
h. Domestic student – as defined by the policy library glossary.
i. Equivalent full-time study load (EFTSL) – means an equivalent full-time student load for an academic year. It is a measure of the study load for a year of a student undertaking the course of study on a full-time basis (the value of each subject as a percentage of the overall standard full-time study load each year).
j. Higher degree by research (HDR) course – as defined in the policy library glossary.
k. International student (student visa holder) – as defined in the policy library glossary.
l. Non-tuition fees – means any fees and charges required for items that are not directly related to tuition fees. Examples include: Student Services and Amenities Fees (SSAF), library fines, accommodation fees, campus facilities and services, Overseas Student Health Cover (OSHC), and other fees and charges related to additional administrative costs incurred by the University, such as late payment and late enrolment fees.
m. Non-resident student – as defined in the policy library glossary.
n. Partner provider – means an educational institution that has a partnership agreement with the University to

deliver programs and courses on behalf of or in collaboration with the University, where the University remains responsible for quality assurance monitoring to ensure a high standard of academic and student outcomes.

o. Prerequisite subject - means a subject that must be completed before a student can commence study in the next subject for which this is a prerequisite entry requirement.

p. Single subject study – means enrolment in one or more credit-bearing subjects undertaken outside of a formal course or program.

q. Student services and amenities fee (SSAF) - means the fee charged under the Higher Education Support Act 2003 for maintaining and enhancing services and amenities that support a wide range of student needs. This fee is charged per 8 points of subjects that each student is enrolled in each teaching period.

r. Study load – means the number of subjects and/or credit points that a student is enrolled in each teaching period, and can be either full-time or part-time.

s. Study mode – means the delivery mode that each subject is available for enrolment in each teaching period, which can be either online or on-campus.

t. Teaching period – as defined in the policy library glossary.

u. Tuition fees - means the fees charged for each unit of study (subject) that a student is enrolled in.

Status and Details

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Unit Head	Sandra Sharpham Executive Director, Student Experience
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Glossary Terms and Definitions

"Census date" - the deadline by which all students must finalise their subject enrolments for each teaching period, after which they are financially and academically liable for each subject that remains on their enrolment.

"Coursework course" - a course leading to an award/qualification recognised by the Australian Qualifications Framework that is not classified as a higher degree by research.

"Higher degree by research (HDR) course" - means a course leading to a qualification at Australian Qualifications Framework level 9 or level 10 in which a research component makes up 66% or more of the course volume of learning. Higher degree by research courses lead to the award of a master by research, professional doctorate or doctor of philosophy.

"Teaching period" - each formal period of study during which a subject is delivered, including sessions, terms, micro-sessions, year-long periods and ADPP periods.

"Domestic student" - A student who is an Australian citizen or permanent resident, New Zealand citizen, or holds an Australian permanent humanitarian visa.

"International student" - A student who is not a domestic student at the time of the relevant study, and is studying within Australia on a temporary student visa.

"Non-resident student" - All students who are not classified as ‘domestic’ or ‘international/overseas’ in relation to their visa/citizenship and location status. Non-residents include: any student enrolled in a non-domestic course (including Australian domestic students studying overseas in a course delivered by an offshore partner institution); non-domestic students studying on campus within Australia while on any temporary visa other than the student visa; and non-domestic students who are studying in a domestic course that is delivered entirely online, where they do not need a student visa for their enrolment.

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