

Enrolment and Fees Procedure

Section 1 - Purpose

(1) This procedure supports the [Enrolment and Fees Policy](#) by stating detailed requirements for enrolment and fees processes.

Scope

(2) This procedure applies to:

- a. all students enrolling or re-enrolling in all courses and subjects offered by Charles Sturt University (the University), including those delivered by the University's partner education providers (both in Australia and overseas), and
- b. all staff involved in the management and processing of enrolment and fees operations for students.

Section 2 - Policy

(3) This procedure supports the [Enrolment and Fees Policy](#) and should be read alongside that policy.

Section 3 - Procedure

Student records and information

Maintaining contact details

(4) Students are responsible for maintaining their contact details on University systems throughout their enrolment, and must ensure that the following information is updated and correct at all times:

- a. home/postal address, both in Australia and overseas (where relevant)
- b. email account
- c. phone number, and
- d. emergency contact (name and details).

(5) All students must notify the University of any change to their above contact details within seven days, by updating the information contained in their student record using the [online self-enrolment system](#). The University regularly sends important notifications, reminders, and messages to students throughout the year and will not relax deadlines where a student did not receive this information because they had not updated their contact details.

(6) To ensure this information is maintained and correct, the University will contact current international students every six months to confirm their contact details in writing, as required under the [Education Services for Overseas Students \(ESOS\) Act](#).

Change of name, date of birth, visa, or residency status

(7) Legal documentation is required when notifying the University of a change of name, date of birth, visa, or residency status.

(8) Students are responsible for checking to ensure that all personal details on their enrolment record are correct and complete, and must advise the University of any changes that may be required to their name, date of birth, visa, or residency status as soon as they occur by submitting an [online request](#) through the [student portal](#) with the required evidence and [supporting documentation](#).

Student number and USI

(9) All students are issued with their own student identification number by the University, which must be quoted in all correspondence throughout their studies. This student number is different to the Unique Student Identifier number issued by the government which is known as the 'USI', and the student number will be stated on the offer letter provided to each student as part of their admission to study with this University.

(10) All commencing students must provide their Unique Student Identifier (USI) to the University before their first census date. Students can apply for a USI if they do not have one by following the steps on the [Commonwealth Government USI website](#).

(11) All students who commenced enrolment in their current course prior to 1 January 2021 must provide the University with their USI before they will be eligible to graduate with an award, unless they will have completed their course and their graduation process by 31 December 2022.

(12) Students who are applying for Commonwealth assistance in the form of a Commonwealth supported place (CSP) and/or a HELP loan via the Higher Education Loan Program (including both HECS-HELP and FEE-HELP) must include their USI when completing their Commonwealth assistance form (CAF). The CAF must be submitted by each student before the first census date of enrolment in their course.

(13) Students seeking Commonwealth assistance who have not provided their USI to the University before their first census date will have their enrolment cancelled.

Student card (Charles Sturt Card)

(14) It is mandatory for all students to hold a Charles Sturt Card throughout their enrolment with the University.

(15) New students must obtain a Charles Sturt Card as part of their initial enrolment with the University before they are able to access various services and facilities that are available to students unless they already have a Charles Sturt Card from prior study or employment at this University. Existing staff who have a staff Charles Sturt Card will not need to get a second Charles Sturt Card as a student, as their staff card will be activated for student use on their admission to the University.

(16) Students can apply for their Charles Sturt Card online via the student portal or in person at any SX Service Centre office on campus.

(17) To apply for a Charles Sturt Card in person, students must provide photo identification containing their name and date of birth (such as a driver's licence or passport) to the Student Central office and have their photo taken, after which a Charles Sturt Card can be provided to them on the spot.

(18) To apply for a Charles Sturt Card online, students must submit a photo of themselves through the Student Self Service Portal. Once students have submitted their photo through the portal, a student identification card will be created which can be either:

- a. collected by the student in person, on presentation of photo identification containing their name and date of birth (such as a driver's licence or passport), or
- b. sent to the student by mail, after submitting a certified copy of photo identification of themselves online as part of the process of applying for their student card.

(19) The University reserves the right to request additional identification documentation to corroborate a student's identity.

(20) The University will charge a fee to issue a student with a replacement Charles Sturt Card.

Student authority to access information

(21) Students may complete the [Authority to access student information form](#) to appoint their own authorised third party or representative to act on their behalf in communications with the University and have access to their student record, personal details, and information.

(22) A student may appoint an authorised third party to act for them and to make decisions on their behalf, which will be binding on the student, in relation to their enrolment or subsequent studies. An authorised third party cannot, however:

- a. perform assessment tasks on behalf of the student
- b. deal with financial matters and make arrangements regarding fees with the University on behalf of the student, or
- c. act for the student in matters where other rules or policies of the University specify that the student cannot be represented by an authorised third party.

(23) Unlike authorised third parties, representatives are not able to make decisions on a student's behalf, but may be appointed by a student to:

- a. be an advocate to the University on their behalf, and
- b. convey information and decisions of the student to the University.

(24) To formally appoint an authorised third party or representative, students must complete the student authority form and submit this online via the student portal.

Commencement of studies (International students)

(25) An international student who fails to commence their studies by the start date of their Confirmation of Enrolment (COE) is in breach of their enrolment conditions, unless:

- a. the student asks the provider for a later starting day, and
- b. the request is made on the basis of compassionate or compelling circumstances, and
- c. the University agrees to a later starting day for the student.

(26) Where an international student fails to arrive on campus by the first day of their first term of study and/or fails to engage in their subjects without permission, the University will:

- a. notify the student of its intention to report this to the Department of Home Affairs, and
- b. provide the student with an appropriate appeal period in which to rectify the issue or submit an appeal.

(27) If the student fails to submit an appeal within the appropriate appeal period, or if their appeal is denied, the University will cancel the student's enrolment in the course and report this to the government by cancelling their

Confirmation of Enrolment (COE), which may lead to the cancellation of their visa. If the student's health or wellbeing, or the wellbeing of others, is likely to be at risk, the cancellation may occur before the end of the appeal period.

(28) International students will need to contact the Department of Home Affairs directly to discuss any impact this will have on their student visa.

Adding subjects for enrolment

Adding subjects before the teaching period begins

(29) Students can self-enrol into each teaching period by adding subjects to their enrolment up to the relevant census date, using the [online self-enrolment system](#). However, many subjects will not accept late enrolment after midnight on Sunday at the end of the first week of each teaching period.

Adding subjects after the first week of each teaching period

(30) Student enrolment in all subjects added after midnight on Sunday at the end of the first week of each teaching period is provisional until recommended by the Subject Coordinator and approved by the Course Director. This is to ensure that the student has not missed significant content or an early assessment, that space still remains in the subject, and that the subject is compatible with the student's course structure.

(31) If the Course Director does not approve the student's late subject enrolment, they will notify Student Administration who will remove the subject from the student's enrolment in the current teaching period.

(32) Where a provisional late subject enrolment is not approved, the student will be notified of this outcome within five working days of the date that they added the subject online.

Adding subjects after census date

(33) Students cannot enrol in a subject after midnight on the census date of each teaching period, unless:

- a. the subject does not prohibit late enrolments after census date
- b. they submit a late enrolment form which is then recommended by the Subject Coordinator and approved by the Course Director (see next clause for details)
- c. they pay the late enrolment fee for each subject added after census date where required, and
- d. they pay their tuition fees upfront and in full for each subject added after census date, as a full fee place (FFP) enrolment. Under the [Higher Education Support Act \(HESA\)](#), tuition fees for subjects added after census date cannot be deferred through HECS-HELP or FEE-HELP.

(34) Students must submit an online application form to request late subject enrolment after census date, after which:

- a. Student Administration will escalate to the Subject Coordinator for their recommendation.
- b. If the Subject Coordinator supports the enrolment, they will forward the request with their recommendation to the Course Director.
- c. The Course Director will only approve the late enrolment if persuaded that there are special circumstances and that the student has a reasonable likelihood of success in the subject.
- d. If the Course Director approves the enrolment, they will instruct Student Administration to enrol the student in the subject.

(35) If approved, the student will be notified of the date by which they must pay the upfront tuition fees for the late subject enrolment to proceed.

Enrolling in extra subjects outside of course requirements

(36) Students are prohibited from enrolling in extra subjects that will result in their undertaking more credit points than required to complete their current course and achieve their current award.

(37) If a student wants to enrol in an extra subject outside of their current course structure requirements, they must apply for separate enrolment into that subject via single subject study, either:

- a. after they have completed their course, or
 - b. concurrently while continuing study in their current course, if they have the approval of their Course Director.
- See the [Enrolment and Fees Policy](#) for more information about concurrent enrolment.

(38) The [Admissions Policy](#) and [Admissions Procedure](#) provide detailed information about the process and requirements for applying for single subject study.

(39) Students may be interested in applying for a course transfer instead of undertaking extra subjects via single subject study. See the [Admissions Policy](#) and [Admissions Procedure](#) for information about course transfers.

Subject substitutions

(40) Subject substitutions occur where a change to a student's course structure as stated in the [University Handbook](#) is approved by the:

- a. Course Director, when the level of the subject remains the same
- b. Associate Dean, Academic of the faculty, when the substituted subject is at a different level to the original subject
- c. Associate Dean, Academic of the faculty, when the number of subject substitutions by point value exceeds 25% of the total number of points in the course.

(41) Subject substitution decisions will be reported to Faculty Board.

(42) Students seeking subject substitution must not enrol in the substituted subject(s) until this has been approved and their course structure has been updated in the graduation planning system (GPS).

(43) Where subject substitution is granted as an outcome of an application for credit, Student Administration will:

- a. record a TCR (transfer credit) grade for the subject on the student's record in the student management system, and
- b. ensure the substituted subject is added to the course structure in GPS as a subject that the student must pass to graduate.

(44) See the [Credit Policy](#) and procedure for more information about applying for credit.

Compulsory teaching periods

(45) Students must be enrolled or have an approved leave of absence in every compulsory teaching period for their course, in order to maintain an active enrolment.

(46) For the majority of courses, compulsory teaching periods are Session 1 (30) and Session 2 (60), while Session 3 (90) is optional. Other courses delivered in other teaching periods may have different compulsory periods, which will be identified in the course structure provided for each program.

(47) Some mainstream session-based courses will have three compulsory teaching periods per year, where their

enrolment pattern includes compulsory study in Session 3 as well as in Sessions 1 and 2. Courses that include compulsory enrolment in Session 3 (as well as in Sessions 1 and 2) are [listed online](#).

Subject prerequisites

(48) Where a subject is stated as having a prerequisite requirement, students must have gained a substantive passing grade or a final credit grade in the prerequisite subject before they can commence study in that subject.

(49) A student may, however, enrol in a subject in advance, if they are enrolled in the relevant prerequisite subject in an earlier teaching period.

(50) Substantive passing grades and final credit grades accepted as meeting the requirements to commence study in the next subject are listed below (and detailed in the [Assessment Policy](#)):

- a. Passing grades are HD, DI, CR, PS, SY, H1, H2a, H2b and H3.
- b. Final credit grades are PCR and TCR.

(51) No grade other than those listed above can meet subject prerequisite requirements to commence study in the next subject. A temporary grade or a review of grade process cannot be used as a means of commencing study in the next subject (with the exception of the TA grade, which will be considered on a case by case basis).

(52) If a student has enrolled in a subject that requires a prerequisite, but fails that prerequisite subject, Student Administration will withdraw them from that subject after results are released for the earlier teaching period.

(53) If a student fails the prerequisite subject but requests a review of their fail grade, Student Administration will withdraw the student's enrolment from the next subject in the following teaching period if there is no passing grade by the time that subject's teaching period commences.

Prerequisite waivers

(54) Students may submit an application to have a subject prerequisite requirement waived using the prerequisite waiver request form.

(55) The Course Director will assess this prerequisite waiver application in consultation with the relevant Subject Coordinator, and may approve student enrolment in the next subject if persuaded that the student:

- a. has passed another subject equivalent to the prerequisite subject, or
- b. has other attainments and/or experience which equip them to undertake the subject with a strong likelihood of success.

Academic suitability

(56) Students are assessed as academically suitable for entry to their course as per the [Admissions Policy](#). Students are also assessed for their academic suitability for each subject they enrol in. In the case of subjects with assumed knowledge and/or a prerequisite requirement, Subject Coordinators must be satisfied the student has a reasonable chance of success to permit a pre-requisite subject waiver.

Withdrawing from subjects

(57) A student may withdraw themselves from a subject using the [online self-enrolment system](#) up until midnight of the census date in each teaching period.

(58) Where a student withdraws from a subject in the current teaching period either on or before census date, they will not be liable for the subject tuition fees and no record of the subject enrolment will appear on their academic

transcript.

Withdrawal after census date

(59) Once the census date has passed, students may withdraw themselves from a subject using a late withdrawal (LW) grade up until:

- a. 2 weeks before the end of a micro session
- b. 4 weeks before the end of a main session or term, and
- c. 8 weeks before the end of a yearlong session

After this date students are unable to withdraw themselves from subjects in the current teaching period.

(60) Where a student does not complete a late withdrawal (LW) within the timeframes listed at clause 59, and does not meet the assessment requirements for that subject, they will receive a fail grade and will be liable for that subject's tuition fees.

(61) An approved withdrawal (AW) may be allowed after the dates stated at clause 59, as an outcome of a special consideration request. See the [Assessment Policy](#) and [Assessment Flexibility Procedure](#) for details about special consideration requests.

(62) The 'Refund of tuition fees' section of this procedure outlines the financial consequences of failing to withdraw from a subject by the census date for domestic and non-resident students, and the process and eligibility criteria by which these students can apply for a refund due to exceptional circumstances.

(63) The [International Student Fee Refund Procedure](#) outlines the financial consequences of course and subject withdrawal for international students and provides information about applying for refunds due to exceptional circumstances.

Withdrawing from all subjects

(64) Where a student withdraws from all of their subjects in the current teaching period by midnight of census date, this will be flagged as a possible course withdrawal.

(65) Student Administration will contact these students as part of the failure to re-enrol process to determine whether they wish to have their course enrolment cancelled or be placed on leave of absence (where they are eligible to do so) so they can return to study in the next teaching period. See the 'Failure to re-enrol' and 'Leave of absence (LOA)' sections of this procedure for more information about this process and the eligibility criteria for leave.

(66) If a student is not eligible for leave of absence and the census date has passed without any subjects being added to their enrolment in the current compulsory teaching period, they may have their course enrolment cancelled due to failing to re-enrol and will need to apply for readmission should they wish to continue their course by enrolling in a future teaching period. The [Admissions Policy](#) and [Admissions Procedure](#) outline the process and requirements for applying for readmission or reinstatement of their enrolment.

Payment of tuition fees

(67) All students (including both FFP and CSP students) must pay their tuition fees upfront and in full each teaching period by the date provided on their invoice/fee statement, unless they are eligible to defer payment of their fees via a HELP loan (including HECS-HELP or FEE-HELP). See the section below for more information about the eligibility requirements for Commonwealth assistance (CSP and/or HELP).

(68) Eligible domestic students who have been made an offer of admission to study their course in a Commonwealth-supported place (CSP) must submit the relevant Commonwealth assistance form (CAF) by their first census date, even

if they intend to pay their tuition fees upfront and in full every teaching period (and not defer payment of their fees via HECS-HELP).

Payment Options

(69) Full fee place (FFP) students may be eligible to request an extension of their payment deadline or to apply for a payment plan. Terms and conditions apply to these options, which will be outlined by the Division of Finance when a student submits a request.

Commonwealth assistance (CSP & HELP) eligibility requirements (Domestic students)

(70) Where a student wishes to enrol in a Commonwealth Supported Place (CSP) and/or defer their tuition fees via HECS-HELP or FEE-HELP, they must:

- a. be a domestic student who is eligible for CSP, HECS-HELP or FEE-HELP
- b. have been offered and accepted a place in a domestic course that is eligible for CSP, HECS-HELP or FEE-HELP
- c. meet the citizenship and residence requirements for CSP and HELP eligibility (see details in the 'Residence requirements' section of this procedure), and
- d. submit the relevant Commonwealth assistance form (CAF) which includes their unique student identifier (USI) and Australian tax file number (TFN) by the census date of the teaching period in which they will commence study.

(71) Where a student seeking assistance via CSP and/or HELP does not complete the process of submitting their CAF with a valid USI and TFN by the relevant census date, Student Administration will cancel their subject enrolments for the current session. The student may then:

- a. submit a request to defer commencement of their course to the next session (if they are eligible to do so) and submit a CAF by the next census date
- b. submit a new application for admission to commence their course in the next available teaching period and submit a CAF by that period's census date, or
- c. withdraw from the course altogether.

(72) To maintain their eligibility for Commonwealth assistance for the duration of their course, all CSP, HECS-HELP and FEE-HELP students must meet the following ongoing conditions that are required by the Commonwealth Government throughout their enrolment under the [Higher Education Support Act 2003 \(HESA\)](#):

- a. meet the genuine student requirements (as defined in the 'Genuine student' section below)
- b. be assessed as academically suitable for admission to their course and subject enrolments (see the above 'Academic suitability' section of this procedure for this information regarding subject enrolments), and
- c. maintain a study load below the limit of 2.0 EFTSL (two years equivalent full time study load) per year, unless they have been granted formal overload approval by the University (as described in the 'Study loads' section of this procedure).

(73) For more information about the eligibility requirements for Commonwealth assistance, see the Government's [Study Assist](#) website.

Residence requirements for CSP and HELP eligibility (Domestic students)

(74) Under the [HESA](#), all domestic students (other than Australian citizens) must reside within Australia while undertaking each subject within their course to be eligible for a Commonwealth Supported Place (CSP) and/or HELP loan (including both HECS-HELP and FEE-HELP), unless they are required to be located overseas for the purpose of

completing part of that course (such as participating in an international exchange program, approved by the University). This includes New Zealand citizens, permanent residents, and permanent humanitarian visa holders, regardless of whether they are studying in online mode or on-campus mode (or mixed mode).

(75) Australian citizen students must complete at least part of their course within Australia to meet the [HESA](#) residency requirements to be eligible for a Commonwealth supported place (CSP) and/or HELP loan (including both HECS-HELP and FEE-HELP). This means that they must undertake a minimum of one 8 point subject for their course while located within Australia, regardless of whether they are studying in online mode or on campus mode (or mixed mode).

Genuine student requirements (CSP & HELP eligibility)

(76) Under the [HESA](#), the University must ensure that each student meets the requirements to be considered as 'genuine' throughout their enrolment, to ensure that they are not incurring debts inappropriately when receiving Commonwealth assistance in the form of CSP and/or a HELP loan. Genuine student eligibility is measured by the following factors, which will be monitored and assessed at the start of each teaching period before the student will be approved to continue receiving CSP and/or HELP financial assistance:

- a. engagement with studies, measured via interaction with online subject content and learning materials using the online learning management system
- b. completion of all subject requirements including the timely submission of assessment tasks and learning requirements
- c. attendance and participation in classes and learning activities (online and/or on campus), including practical work placements and any intensive schools
- d. understanding of course requirements and enrolment responsibilities through engagement with the information provided by the University about course costs and duration, as well as available academic and support services, and
- e. maintenance of student enrolment information including keeping personal contact details up-to-date on their student record.

Student services and amenities fee (SSAF)

(77) All students must pay the student services and amenities fee (SSAF) each teaching period, except for students enrolled with some offshore partner institutions and in some courses as [listed online](#).

(78) HELP eligible domestic students can apply to defer payment of their SSAF to a Student Amenities-Higher Education Loan Program (SA-HELP) loan.

(79) Where a student wishes to defer their student services and amenities fee (SSAF) to an SA-HELP loan, they must:

- a. be eligible for SA-HELP
- b. submit an electronic SA-HELP nomination form by the relevant census date, and
- c. meet the above ongoing eligibility requirements for Commonwealth assistance throughout their enrolment.

(80) Where a student is not eligible for SA-HELP, or does not submit the SA-HELP form by the relevant census date, they must pay the student services and amenities fee upfront for their enrolment in each teaching period by the date specified on their SSAF invoice.

(81) Once the census date has passed, the University will not provide a refund or remission of SSAF fees for the current teaching period under any circumstances.

Refunds before census date

HELP loan refunds (Domestic students)

(82) Domestic students will not incur a HELP debt for any subjects that were withdrawn by the census date in the current teaching period, as any tuition fees that were deferred to a HELP loan (including both HECS-HELP and FEE-HELP students) will be automatically reversed on the date of withdrawal, as long as this withdrawal is completed before midnight of the relevant census date for each period of enrolment.

Refunds of upfront payments (Domestic and non-resident students)

(83) Where a domestic or non-resident student withdraws from one or more subjects in the current teaching period by midnight of the census date, they will receive a full refund of the upfront tuition fees they have paid for those subjects.

(84) These fees will appear as a credit on the student's account with the University at the time of the withdrawal and will be applied to the fees charged for any subjects added to the current teaching period before the census date.

(85) Once the census date has passed, each student account will be processed by the Division of Finance, and any credited amounts will be automatically refunded back to the student's nominated bank account (where the student withdrew from one or more subjects in the current teaching period but did not add a subject back to their enrolment by the census date). This process will take up to four weeks.

International students

(86) The [International Student Fee Refund Procedure](#) states all requirements and processes that apply to tuition fee refunds for international students who withdraw by census date.

(87) Where an international student did not withdraw before the relevant census date and is seeking a refund due to exceptional circumstances, they follow the process outlined below.

Refunds after census date (due to exceptional circumstances)

(88) All students are liable for the tuition fees of any subjects they are currently enrolled in as of midnight on the census date in each teaching period.

(89) Once the census date has passed, students are no longer eligible for a refund of tuition fees for any subjects in the current teaching period (or in previous periods), unless there were special or exceptional circumstances beyond their control that prevented them from continuing or completing their subjects, which arose too late for the student to withdraw before census date.

(90) All students follow the same process regardless of whether they are applying for refund of upfront payments, a recredit of tuition fees they have deferred to a HELP loan, or both.

Eligibility criteria for refunds after census date

(91) To be eligible to apply for refund of the tuition fees incurred for one or more subjects after the census date, each student must be able to demonstrate that they have experienced special or exceptional circumstances which:

- a. were beyond their control
- b. arose too late or did not make their full impact until after the census date had passed, and
- c. prevented them from successfully completing the requirements of the subject(s).

(92) Students must have one of the following grades for each subject that they are seeking a refund for before they can submit their application:

- a. a fail grade (FL, FNS, or FW), or
- b. withdrawal grade (LW or AW).

(93) Any subject that has been completed and passed by the student is not eligible for a refund, as students are not eligible for refund of the tuition fees charged for any subject in which they have received a passing grade.

(94) If a student has no final grade yet for the subjects in which they are seeking a refund, they will need to apply for a

- a. late withdrawal (LW), or
- b. approved withdrawal (AW) by submitting an application for special consideration (or review of grade) before they will be eligible to begin this process.

(95) The [Assessment Policy](#) and its relevant procedures outline the process for requesting an approved withdrawal (AW) grade by either:

- a. submitting a request for special consideration before the subject results have been released, or
- b. submitting a request for review of grade where the subject results have been released, and the student has not received a passing grade.

(96) Notwithstanding clause 94, a student who has received a late Withdrawal (LW) or approved withdrawal (AW) for one or more of their subjects is not automatically granted a refund of the tuition fees incurred for those subjects. Students must apply separately for a refund and meet the eligibility criteria for a refund of tuition fees, which is different to the eligibility criteria for late withdrawal and approved withdrawal.

Refund application process

(97) To apply for a refund of subject tuition fees incurred after the census date has passed, all students use the same application form, regardless of whether they paid their fees upfront or deferred them to a HELP loan (or both). Applications must contain relevant [supporting documentation](#) as evidence of the special or exceptional circumstances that prevented the student from successfully completing their subject(s).

(98) All students must complete the online [remission or reimbursement application form](#) to apply for a refund of their tuition fees after census date, which covers each type of refund listed below:

- a. Reimbursement/refund of upfront payments - for CSP and FFP students who have paid their tuition fees upfront directly to the University (including domestic, non-resident, and international students).
- b. Remission/recredit of HELP debt - for students who have deferred their tuition fees to a HELP loan (including both HECS-HELP and FEE-HELP students).
- c. Combined remission of HELP debt and reimbursement of upfront payments - for students who have deferred part of their tuition fees to a HELP loan and paid part of their tuition fees upfront to the University (including both HECS-HELP and FEE-HELP students).

(99) Refund applications must be submitted within 12 months of the end of the relevant teaching period (in which the subjects were enrolled), or within 12 months of receiving their LW or AW grade(s) as an outcome of applying for special consideration or review of grade.

Late applications for a refund after census date

(100) The Director, Student Administration has discretion to accept a late application for a refund of tuition fees received after the 12 month submission deadline has passed where the student provides satisfactory evidence of exceptional circumstances beyond their control that prevented them from applying in time.

Refund payments to students

(101) The Division of Finance will normally process payments to students within four weeks of:

- a. the census date, for subjects withdrawn by census date where no exceptional circumstances are claimed, or
- b. the date on which an application for a refund after census date was approved (where the student is claiming exceptional circumstances which need to be assessed before the refund payment can be processed).

(102) Tuition fee refunds will be paid to the nominated bank account in Australian dollars.

(103) Late payment and late subject enrolment fees will not be refunded.

Failure to enrol

Domestic and non-resident coursework students

(104) In the lead up to each compulsory teaching period and during the first few weeks of classes until census date, all students who have failed to re-enrol will be contacted by the Division of Student Success (DSS) and provided with instructions to maintain their current enrolment status by adding one or more subjects or by requesting a leave of absence (LOA) from study for the current teaching period.

(105) Where a student has not added subjects to their enrolment or requested leave of absence by the relevant census date, DSS will advise Student Administration who will send a formal notification to each student stating that their course enrolment will be cancelled if they fail to respond within the required timeframe of 10 working days to establish their future enrolment intentions.

(106) The student will have 10 working days to contact Student Administration and confirm that they wish to continue their enrolment in the course. If the student does not respond within this timeframe, Student Administration will cancel their course enrolment.

(107) If the student responds within this timeframe and requests to continue study in their course, Student Administration will take one of the following actions, depending on the student's circumstances:

- a. place the student on leave of absence, if they meet the eligibility requirements for an approved leave of absence, or
- b. refer the matter to the Executive Dean of the teaching faculty, if the student's eligibility needs to be assessed before they can be granted leave of absence. In this case:
 - i. students may be asked to provide evidence to support their reasons for failing to re-enrol by the required deadline before they can be granted leave to return next teaching period, and
 - ii. depending on the decision of the Executive Dean, this may result in approved leave or cancellation of the student's enrolment.

(108) If the student wishes to return to study after being withdrawn from their course for failing to re-enrol, they will have 12 months from the date of their cancellation to apply for readmission or reinstatement of their enrolment.

(109) The [Admissions Policy](#) and [Admissions Procedure](#) outline the process and requirements for readmission or reinstatement of enrolment, where a student has been withdrawn from their course.

International students

(110) The [Enrolment and Fees Policy](#) outlines the process for international students who fail to re-enrol in any compulsory teaching period for their course.

Leave of absence (LOA)

Domestic and non-resident coursework students

(111) Domestic and non-resident coursework students who are seeking leave of absence up to the maximum of four periods of leave within any four-year period must submit their request via the [online self-enrolment system](#) by midnight of the census date in the teaching period in which the leave is to begin.

(112) Where a student needs to take leave of absence beyond this limit of four teaching period, they must submit their online application for approval by the Executive Dean or Deputy Dean of their faculty, and provide supporting evidence of the circumstances that require their additional leave.

International students

(113) All international student applications for leave of absence, together with supporting evidence, must be submitted to the Director, Student Administration or delegate for approval by midnight on the census date of the teaching period in which the leave is to begin.

(114) If an international student's request for leave is approved, this may result in an extension of their confirmation of enrolment (COE). International students will need to contact the [Department of Home Affairs](#) to discuss any impact this may have on their student visa.

Re-enrolment after leave of absence

(115) When an approved leave of absence period is coming to an end, students will be sent re-enrolment instructions advising them to add subjects into the next upcoming teaching period in order to maintain an active place in their course. See the 'Adding subjects for re-enrolment' section of this procedure for information about how to enrol in each teaching period.

(116) However, if students wish to take further time away from study once their current approved period of leave of absence ends, they may submit a new request for an additional leave, if they are eligible to do so, subject to the requirements listed above.

Study load (Full-time and part-time study)

All students

(117) The standard full-time study load for all students is 64 points per year, which may be completed in various enrolment patterns, depending on the structure of the relevant course, including:

- a. enrolment in two teaching periods per year, each with 32 points of subjects (which is the standard full-time enrolment pattern for the majority of courses), or
- b. enrolment in three teaching periods per year, with two periods of 24 points worth of subjects, and one period with 16 points of subject enrolments (which is the next most common full-time enrolment pattern, after the one described above).

(118) Students can check their course structure using the graduation planning system (GPS), together with the [University Handbook](#), and may be provided with a course outline or degree planner by their faculty if they have a non-standard course structure.

Domestic and non-resident coursework students

(119) Domestic and non-resident coursework students may be able to vary their load between part-time and full-time study by changing the number of subjects they enrol in each teaching period, up to the standard maximum of 32

points, without needing to request prior approval.

(120) Domestic and non-resident students who wish to enrol in more than the standard full-time study load of 32 points per teaching period must request overload approval from their Course Director, unless they were instructed to do so as part of a non-standard course structure.

(121) Approval is not required where the course structure requires enrolment in more than the standard full-time study load of 32 points per teaching period.

(122) To maintain eligibility for Commonwealth assistance (CSP, HECS-HELP, and FEE-HELP) under the [Higher Education Support Act \(HESA\)](#), domestic students must not exceed enrolment in an annual combined study load of 2.0 EFTSL per year across all course and subject enrolments they may have with this University and any other education providers (excluding Study Link subjects, which do not count towards study load calculations).

(123) To be considered full-time for some government calculation purposes (including Centrelink and some scholarships), students to whom this is applicable must maintain a minimum study load of 75% or 24 points per teaching period.

International students

(124) Student Administration will not extend an international student's confirmation of enrolment (COE) where they have not met their course duration requirements due to undertaking less than the required full-time study load in any teaching period without prior approval.

(125) International students must request approval from the Director, Student Administration or delegate to enrol in less than the required full-time study load in any compulsory teaching period by submitting an application to reduce their load before the relevant census date.

(126) An application for reduced load will only be approved in the following circumstances:

- a. the student is struggling academically and a reduced study load has been agreed as part of an intervention strategy, or
- b. there are compassionate or compelling circumstances, supported by documentary evidence submitted with their application, or
- c. there aren't enough subjects available in the current teaching period that meet the student's remaining course requirements.

(127) Where a student does not have enough subjects remaining in their course to enrol in a standard full-time load, they do not need to request approval to reduce their study load in their final teaching period.

(128) The study load of international students will be monitored by Student Administration each session. Where a student is identified with less than a full-time study load without approval, Student Administration will contact the student before census date and instruct them to:

- a. add another subject to their enrolment
- b. formally request a reduced load, or
- c. agree to comply with additional enrolment conditions and arrangements, such as undertaking compulsory study in a non-compulsory teaching period.

(129) Where an international student fails to rectify their enrolment or comply with the additional conditions put in place by Student Administration to ensure they will meet the requirements of their confirmation of enrolment (COE), the University will:

- a. notify the student of its intention to report this to the [Department of Home Affairs](#), and
- b. provide the student with an appropriate appeal period in which to rectify the issue or appeal.

(130) If the student fails to submit an appeal within the appropriate appeal period, or if their appeal is denied, the University will cancel the student's enrolment in the course, and report this to the government by cancelling their COE, which may lead to the cancellation of their student visa. International students will need to contact the [Department of Home Affairs](#) directly to discuss the impact this will have on their student visa.

Section 4 - Guidelines

(131) Nil.

Section 5 - Glossary

(132) Most of the terms used in this procedure are defined in the glossary section of the [Enrolment and Fees Policy](#). For the purposes of this procedure, the following additional terms have the definitions stated:

- a. Commonwealth assistance form (CAF) - this form must be completed by eligible domestic students requesting HECS-HELP or FEE-HELP assistance to defer payment of their fees to a HELP loan.
- b. Commonwealth supported place (CSP) - a place in an eligible course for eligible domestic students where their units of study are partly funded by the Commonwealth Government.
- c. Equivalent full-time study load (EFTSL) - the value of each subject as a percentage of the overall standard full-time study load each year.
- d. FEE-HELP (Fee - Higher Education Loan Program) - a loan for eligible domestic full-fee paying students to defer payment of their tuition fees to a later date.
- e. Full fee place (FFP) - a place for students to study in a course without government subsidy, where they must pay their tuition fees upfront and in full for each period of their enrolment. This type of fee place can apply to both domestic and international students.
- f. Graduation planning system (GPS) - a web-based degree planning tool that outlines each student's course structure, assists with subject selection for enrolment in each teaching period, and allows students to monitor their academic progress towards course completion and graduation.
- g. HECS-HELP (Higher Education Contribution Scheme - Higher Education Loan Program) - a loan for eligible Commonwealth supported students to defer payment of their fees to a later date.
- h. HELP (Higher Education Loan Program) - refers to the Commonwealth Government's Higher Education Loan Program, where eligible students can defer payment of their tuition fees for each period via HECS-HELP or FEE-HELP. For more information about HECS-HELP and FEE-HELP, see the Commonwealth Government's [Study Assist](#) website.
- i. Point - A measure of the volume of learning for each subject and course at this University. Sometimes known as 'credit points', 'course points' or 'subject points', each point is equivalent to between 17.5 and 20 learning hours per year, and most standard subjects are worth 8 points, which equates to 0.125 EFTSL or 12.5% of an annual full-time study load.
- j. Study Link subject - a non-credit-bearing subject available for students to help bridge gaps in knowledge, which can be completed alongside a student's formal enrolment in a course or program.
- k. Student number - The Charles Sturt student number is an 8 digit number that is issued to each student by the University, and must be quoted by the student in all correspondence with the University from the commencement of their enrolment onwards. This student number is different to the Unique student identifier (USI).

- I. Unique student identifier (USI) - The USI is a reference number made up of ten numbers and letters that is issued by the Australian Government and acts as a single unique identifier for all students studying within Australia. Each student must obtain a USI and provide this number to the University. The USI is different to the Charles Sturt student number.

Status and Details

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