

# Enrolment Procedure

## Section 1 - Purpose

(1) This procedure supports the [Enrolment Policy](#) by stating detailed requirements for enrolment 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 offered through partner institutions; and
- b. all staff involved in enrolment of students.

(3) Where a student's course enrolment is with a partner institution, although the course leads to a Charles Sturt University award, the University has in some cases tailored the processes for enrolment, payment of fees, and refunds to the needs of different partners. The Office of Global Engagement and Partnerships can provide more information on specific arrangements.

### References

(4) Where a supporting document is referred to in this procedure, it will be listed in the associated information tab.

## Section 2 - Glossary

(5) Most of the terms used in this procedure are defined in the glossary section of the [Enrolment 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. 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.
- d. 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 each session of their enrolment. This type of fee place can apply to both domestic and international students.
- e. 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.
- f. 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 each session via HECS-HELP or FEE-HELP. For more information about HECS-HELP and FEE-HELP, see the Commonwealth Government's Study Assist website.
- g. [Online Administration](#) (system) - the online self-enrolment system that students must use to manage their

enrolment while undertaking study at this University, including adding and removing subjects each session and updating their contact details.

- h. Refund – A repayment of upfront tuition fees that a student paid directly to the university for subjects in the current session that they then withdrew from on or before the relevant census date.
- i. Reimbursement – A repayment of upfront tuition fees that were paid directly to the university for subjects that were not withdrawn by the relevant census date due to special or extenuating circumstances that prevented the student from completing their studies.
- j. Remission – A reversal of HELP debts incurred by students who deferred their tuition fees to a HECS-HELP or FEE-HELP loan for subjects that were not withdrawn by the relevant census date due to special or extenuating circumstances that prevented the student from completing their studies.
- 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).
- l. 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.

## Section 3 - Policy

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

## Section 4 - Procedure

### Student identification and communications

(7) Students are responsible for maintaining their contact details on university systems to ensure that these are kept up to date throughout their enrolment, including their home and postal address, emergency contact details, email account, and phone number.

(8) Students must notify the University of any change to their address and other contact information recorded with the University within seven calendar days of the change, by updating their details using [Online Administration](#). The University will not relax deadlines where a student did not receive important information because they had not updated their contact details.

(9) All students are issued with their own student identification number, which must be quoted in all correspondence with the University. This Charles Sturt student number is different to the number known as the 'USI' (see next clause for USI information) and will be stated on the letter of offer provided to each student as part of the admissions process.

(10) All 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 Australian Government's USI website: <https://www.usi.gov.au/students/how-do-i-create-usi>

(11) Students who are applying for a Commonwealth Supported Place (CSP) and/or assistance 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 the first census date of the course for students to be eligible for CSP and/or HELP.

(12) Students who have not provided their USI to the University before their first census date will have their enrolment cancelled, as required by the Australian Government for all students commencing study in a Higher Education course from 1 January 2021 (including those transferring into a new course who may have commenced study before this date in a previous course enrolment).

(13) 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.

### **Change of name (and other personal details)**

(14) Students are responsible for checking all personal data on their enrolment record is correct and complete, including their name, date of birth and residency status, and must advise the University of any required changes as soon as they occur by writing to [Student Central](#) and attaching supporting documentation with their request.

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

### **Student identification card (Charles Sturt Card)**

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

(17) 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.

(18) Students can apply for their Charles Sturt Card online via the student portal or in person at any Student Central office on campus.

(19) 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.

(20) 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.

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

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

### **Adding subjects for re-enrolment**

(23) Students can self-enrol into each session of study by adding subjects to their enrolment using the [Online Administration](#) system, up to the census date of each session. However, many subjects will not accept late enrolment after the deadline of midnight on Sunday at the end of the first week of classes.

## Multi-session subjects

(24) Students must enrol in all sessions of a multi-session subject at the time of adding the first session of that subject online.

(25) Multi-session subjects vary in length. Students can find information about the duration of each subject in the University Handbook, the subject availability list (SAL), the graduation planning system (GPS), and the online subject outline available in the learning management system, Interact2, as well as from their subject coordinator.

(26) Where a subject covers multiple sessions over multiple years, not all future sessions may be available at the time of enrolling in the first session of that subject, but students must ensure they add these future sessions using [Online Administration once enrolment opens in September for the following year](#).

## Adding subjects after the first week of session

(27) Student enrolment in all subjects added after the deadline of midnight on Sunday at the end of the first week of each session is provisional until approved by the Subject Coordinator, Course Director, and Head of School. 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.

(28) If the Subject Coordinator, Course Director, and/or Head of School do not approve the student's late subject enrolment, they will notify the Division of Student Administration (DSA) who will remove the subject from the student's enrolment in the current session.

(29) Where a provisional late subject enrolment is not approved, the student will be notified of this outcome within 5 working days of the date that they added the subject online.

## Adding subjects after census date

(30) Students cannot enrol in a subject after midnight on the census date of each session, unless:

- a. the subject does not prohibit late enrolments after census date;
- b. they submit a late enrolment form which is then approved by the Subject Coordinator, Course Director, and Head of School (see next clause for details);
- c. they pay the late enrolment fee for each subject added after census date; 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.

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

- a. DSA will seek approval from the Subject Coordinator and Course Director.
- b. If the Subject Coordinator and Course Director support the enrolment, they will forward the form with their recommendation to the head of the teaching school.
- c. The head of the teaching school 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 Head of School approves the enrolment, they will instruct DSA to enrol the student in the subject.

(32) 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

(33) 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.

(34) 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 Policy](#) for more information about concurrent enrolment.

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

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

## Subject substitutions

(37) Subject substitutions occur where a change to a student's course structure as stated in the [University Handbook](#) is approved by their course director, where the overall credit points for the course will remain the same as required for attainment of the award.

(38) Students seeking a subject substitution must not enrol in that subject until the substitution has been approved by their course director via updating the student's course structure in the graduation planning system (GPS).

(39) Where subject substitution is granted as an outcome of an application for credit, the Division of Student Administration (DSA) 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.

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

## Compulsory sessions

(41) Where courses run in the standard sessions (30/60/90), students must either be enrolled in one or more subjects, or be on an approved leave of absence in every compulsory session of study, in order to maintain a current place in that course.

(42) For the majority of courses, these compulsory sessions are Session 1 (30) and Session 2 (60), while Session 3 (90) is optional.

(43) However, some session-based courses have three compulsory sessions, as they have a non-standard enrolment pattern which 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 Sessions 1 and 2, are listed online.](#)

## Subject prerequisites

(44) 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.

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

(46) 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.

(47) 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).

(48) If a student has enrolled in a subject that requires a prerequisite, but fails that prerequisite subject, the Division of Student Administration (DSA) will withdraw them from the subject after results are released for the earlier session.

(49) If a student fails the prerequisite subject but requests a review of their fail grade, DSA will withdraw the student from the next subject as there is no passing grade by the time the subject commences (first Monday of session).

### **Prerequisite waivers**

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

(51) 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.

### **Withdrawing from subjects**

(52) A student may withdraw themselves from a subject using [Online Administration](#) up until midnight of the census date in each session.

(53) Where a student withdraws from a subject in the current session 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.

### **After census date**

(54) Once the census date has passed, students are unable to withdraw themselves from subjects in the current session.

(55) Where a student fails to withdraw from a subject by census date 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.

(56) If there are exceptional circumstances that prevented the student from withdrawing from the subject by census date and/or prevented the student from completing the assessment requirements for passing that subject, they may apply for an approved withdrawal (AW) grade by submitting a special consideration application (if before results are released) or an application for review of grade (if after results have been released). See the [Assessment Policy](#) and [Assessment Flexibility Procedure](#) for details about applying for an approved withdrawal.

(57) 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 overseas students, and the process and eligibility criteria by which these students can apply for a refund due to exceptional circumstances.

(58) 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.

### **Multi-session subjects**

(59) Students enrolled in subsequent sessions of a multi-session subject are not permitted to withdraw from that subject until they have completed it in full across multiple sessions, as these subjects must be completed consecutively in full without a break.

(60) If students withdraw from a partly completed multi-session subject or fail to enrol in a later session of a multi-session subject by the relevant census date, they will receive a fail grade for that subject, unless they apply for special consideration requesting an approved withdrawal (AW) from the entire multi-session subject (including previous sessions) due to exceptional circumstances. See the [Assessment Policy](#) and [Assessment Flexibility Procedure](#) for more information about the process and requirements for applying for special consideration.

(61) Once withdrawn, students seeking to enrol in this multi-session subject in the future would need to return starting from the first session again, in order to complete the subject in full without a break.

(62) There will be no discount for taking the first session(s) of this subject again due to withdrawing from a later session before completing the multi-session subject in full.

### **Withdrawing from all subjects**

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

(64) The Division of Student Administration (DSA) 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 session. 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.

(65) If a student without any current subjects at census date of a compulsory session does not meet the requirements for leave of absence, they may need to apply for readmission should they wish to continue their enrolment in a future session. The [Admissions Policy](#) and [Admissions Procedure](#) outline the process and criteria for applying for readmission or reinstatement of enrolment.

### **Payment of tuition fees**

(66) All students who are not eligible to defer payment of their tuition fees via HELP (HECS-HELP or FEE-HELP), including both full fee place (FFP) students and Commonwealth supported place (CSP) students, must pay their tuition fees upfront and in full each session by the date provided on their invoice/fee statement.

(67) Where a student does not pay or arrange deferment of their tuition fees for one or more of their subjects in the current session, then they are not entitled to attend exams, be assessed, or receive a final grade/result for that subject.

### **Full fee place (FFP) students (domestic, overseas, and international students)**

(68) Full fee place (FFP) students may be eligible for an extension of their payment deadline or apply for a payment

plan to pay their fees. The University will charge a fee for this concession.

(69) Terms and conditions apply to both of these payment options, which are outlined by the Division of Finance when a student requests a payment plan or payment extension.

### **HECS-HELP and FEE-HELP (domestic students)**

(70) Where a student wishes to defer their tuition fees via HECS-HELP or FEE-HELP, they must:

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

(71) Where a student does not complete the process of submitting their CAF with a valid USI and TFN by the relevant census date, the Division of Student Administration (DSA) 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 session and submit a CAF by the next available session census date; or
- c. withdraw from the course altogether.

### **Residence requirements for CSP and HELP eligibility (domestic students)**

(72) Under the [Higher Education Support Act \(HESA\)](#), all domestic students (other than Australian citizens) must be located within Australia for the entire duration of their course to be eligible for a Commonwealth Supported Place (CSP) and/or HELP loan (including both HECS-HELP and FEE-HELP). 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).

(73) 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).

### **Student services and amenities fee (SSAF)**

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

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

(76) 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; and
- b. submit an electronic SA-HELP nomination form by the relevant census date.



(77) 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 session by the date specified on their SSAF invoice.

(78) As required by the [Higher Education Support Act](#) (HESA), the University cannot provide a refund or remission of SSAF fees paid by students under any circumstances once the census date has passed.

## **Refund of tuition fees (due to subject withdrawal before census date)**

### **Deferred tuition fees (domestic students)**

(79) Domestic students will not incur a HELP debt for any subjects that were withdrawn by the census date in the current session, 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 session of enrolment.

### **Upfront tuition fees (domestic and overseas students)**

(80) Where a domestic or overseas student withdraws from one or more subjects in the current session by midnight of the census date, they will receive a full refund of the upfront tuition fees they have paid for those subjects.

(81) 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 session before the census date.

(82) 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 session but did not add a subject back to their enrolment by the census date). This process will take up to four weeks.

### **International students**

(83) 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.

(84) Where an international student has not withdrawn from their subjects before the relevant census date and is requesting a refund due to exceptional circumstances, they follow the process outlined below to apply for a reimbursement of the tuition fees paid upfront for subjects that remain on their enrolment after census date.

## **Reimbursement and remission of tuition fees after census date (due to exceptional circumstances)**

(85) 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 session.

(86) Once the census date has passed, students are no longer eligible for a refund of tuition fees for any subjects in the current session (or in previous sessions), unless they can demonstrate that there were special or exceptional circumstances beyond their control that arose too late to withdraw before census date and that prevented them from continuing their enrolment or from successfully completing the subject requirements.

(87) Refunds requests made under these circumstances after census date are referred to as 'reimbursement' (refund of upfront student payments) or 'remission' (removal of HELP debt).

(88) All students follow the same process regardless of whether they are applying for remission or reimbursement.

## Eligibility criteria

(89) To be eligible to apply for remission and reimbursement of tuition fees after 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; and
- c. prevented the student from successfully completing the requirements of the subject(s).

(90) Each student must have one of the following grades for each of the relevant subjects before they can apply for remission or reimbursement:

- a. A fail grade (FL or FW) if the subject has been completed before the student applies for remission or reimbursement; or
- b. An approved withdrawal grade (AW) if the student has not yet completed the subject and has not yet received a final grade (or if the student has been granted an AW grade as their final grade).

(91) Students are not eligible for remission or reimbursement of the tuition fees for any subject in which they have received a passing grade.

(92) If a student has no final grade for the subjects in which they are seeking remission or reimbursement, they will need to apply for an approved withdrawal (AW grade) via submitting an application for special consideration before they are eligible to begin this process.

(93) Even if a student has been granted approved withdrawal (AW) for their subject(s) as an outcome of special consideration or review of grade, they will not automatically be granted a refund of the tuition fees paid for that subject. Students must apply separately for a refund after being granted an approved withdrawal, as the criteria for an approved withdrawal (AW) is different from the eligibility criteria for a refund of tuition fees.

(94) The [Assessment Policy](#) outlines 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 received a fail grade.

## Application process

(95) To apply for a reversal of their tuition fees after census date, all students use the same application for remission and reimbursement form, regardless of their student type or fee type, to apply for the following options:

- a. Remission of HELP debt - for students who have deferred their tuition fees to a HELP loan (including both HECS-HELP and FEE-HELP students);
- b. Reimbursement of upfront payments - for students who have paid their tuition fees upfront directly to the University (including domestic, overseas, and international students); or
- c. 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 directly to the University (including both HECS-HELP and FEE-HELP students).

(96) This application must be submitted within 12 months of receiving their AW grade if they withdrew early or of the end date of the session in the subjects were enrolled if they received a fail grade, and must contain supporting documentation that provides satisfactory evidence of the special or exceptional circumstances that prevented the student from successfully completing their studies.

## **Late applications for remission and reimbursement of tuition fees**

(97) The Executive Director, Division of Student Administration has discretion to accept an application for reimbursement or remission of tuition fees received after the submission deadline of 12 months after the session has ended where the student provides satisfactory evidence of exceptional circumstances beyond their control that prevented them from applying before this deadline.

## **Payments to students**

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

- a. the census date for eligible refunds of tuition fees for subjects withdrawn by census date where no exceptional circumstances are claimed; or
- b. the date on which an eligible application for reimbursement is approved (where the student is claiming exceptional circumstances which need to be assessed before the repayment can be processed).

(99) Tuition fee refunds and reimbursements will be paid to the student's nominated bank account in Australian dollars.

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

## **Failure to re-enrol**

### **Domestic and overseas coursework students**

(101) In the lead up to each compulsory session 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 session.

(102) Where a student has not added subjects to their enrolment or requested leave of absence by the relevant census date, DSS will advise the Division of Student Administration (DSA) 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.

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

(104) If the student responds within this timeframe and requests to continue study in their course, DSA 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 session; and
  - ii. depending on the decision of the executive dean, this may result in approved leave or cancellation of the student's enrolment.

(105) 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.

(106) 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**

(107) The [Enrolment Policy](#) outlines the process for international students who fail to re-enrol in any compulsory session of study.

## **Student engagement in subjects**

### **Commencing domestic undergraduate students**

(108) The Office of Planning and Analytics (OPA) will monitor commencing domestic student engagement in all of their subjects during their first session of study with the University in an undergraduate course, to check whether they have participated in every subject they are enrolled in (aside from workplace learning subjects, which are excluded from this process).

(109) Student engagement is measured via each student's interaction with their online subject content and learning materials during the first few weeks of session, which will be monitored up to the census date of each student's first session of study using the learning management system, named 'Interact2'.

(110) This process applies to all commencing domestic undergraduate students in their first session of enrolment, whether they are enrolled online, on campus, or in mixed study mode, as all subjects require engagement with online subject materials using Interact2 regardless of their mode of study.

(111) Students who have engaged with some, but not all, of their current session subjects via the learning management system during this time will not be considered for cancellation or deferment of their enrolment.

(112) Where a student has not engaged with any of their subjects via the learning management system during this time, then OPA will notify the executive dean of their teaching faculty of this once the census date has passed.

(113) The executive dean will review each student's engagement data and direct the Division of Student Administration (DSA) to defer or cancel students who have not engaged with all any their current session subjects for their course.

(114) Where DSA has been instructed to defer or cancel a student's enrolment, they will notify the student of this intention before doing so, and provide them with five working days to object.

(115) If there is no objection from the student during this time, DSA will defer or cancel the student's enrolment. This will include cancelling any tuition fees charged for these subjects from the student's account and removing all subjects from their enrolment record.

## **Leave of absence**

### **Multi-session subjects**

(116) Students enrolled in multi-session subjects are not permitted to take leave of absence until they have completed the subject in full across multiple sessions, as these subjects need to be completed consecutively in full without a break.

(117) If students want to take leave from a subsequent session before completing a multi-session subject in full, they will receive a fail grade for that subject unless they apply for special consideration and meet the requirements to be considered for an extension (GP grade) or an approved withdrawal (AW grade) from the entire multi-session subject (including previous sessions) due to exceptional circumstances. See the [Assessment Policy](#) and [Assessment Flexibility](#)

[Procedure](#) for more information about special consideration.

(118) If their leave request is approved, students seeking to enrol in this subject in the future would need to complete the subject in full without a break starting from the first session of the multi-session subject, unless they meet the requirements of their faculty to be granted approval for an extension via a grade pending (GP) grade as an outcome of special consideration.

(119) There will be no discount for taking the first session(s) again due to taking leave from the multi-session subject before completing it in full.

### **Domestic and overseas coursework students**

(120) Domestic and overseas coursework students who are seeking leave of absence up to the maximum of four sessions of leave within any four-year period must submit their request via [Online Administration](#) by midnight of the census date in the session in which the leave is to begin.

(121) Where a student needs to take leave of absence beyond this limit of four sessions, 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**

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

(123) 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.

## **Study load (full-time and part-time study)**

### **All students**

(124) The standard full-time study load for all students is 64 points each year, which equates to either:

- a. two compulsory sessions of 32 points of subjects (which is the full-time enrolment pattern for the majority of courses); or
- b. 24 points for two sessions plus a further 16 points in a third compulsory session each year (which is the full-time enrolment pattern for some non-standard course structures).

(125) To be considered full-time for some government calculation purposes (including Centrelink and some scholarships), students must maintain a minimum study load of 75% or 24 points in each session.

(126) 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.

### **International students**

(127) The Division of Student Administration (DSA) 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 session without prior approval.

(128) International students must request approval from the Executive Director, Division of Student Administration or delegate to enrol in less than the required full-time study load in any compulsory session via submitting an application to reduce their study load by the relevant census date.

(129) 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 (as confirmed by the relevant International Student Liaison Officer); 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 session that meet the student's remaining course requirements.

(130) Where the student has less than a standard full-time load left to complete their course, they do not need to request approval to reduce their study load.

(131) The study load of international students will be monitored by DSA each session. Where a student is identified with less than a full-time study load without approval, DSA 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 session.

(132) Where an international student fails to rectify their enrolment or comply with the additional conditions put in place by DSA 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.

(133) 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 student visa.

(134) International students will need to contact the [Department of Home Affairs](#) directly to discuss the impact this will have on their student visa.

## **Cross-institutional study**

### **Incoming students**

(135) Students may apply for incoming cross-institutional enrolment in one or more subjects by submitting an online application to the Admissions Office by the closing date published on the University website for the session in which they wish to commence study at this University, including:

- a. a statement from their home institution that the subject(s) will be accepted for credit to their home institution course; or
- b. the home institution may provide this statement directly.

(136) If incoming students wish to defer their fees via HECS-HELP or FEE-HELP, they must also provide the University with their most recent Commonwealth Assistance Notice (CAN) from their home institution together with their

application for cross-institutional study.

(137) The subject coordinator will assess applications for incoming cross-institutional study, including checking the student meets the prerequisite subject entry requirements.

(138) If a cross-institutional student is eligible to enrol in a subject at this University, they will be asked to either submit a CAF to defer their fees or pay their tuition fees upfront and in full.

(139) Cross-institutional enrolment students must also pay their student services and amenities fee unless they provide evidence of having paid this for the same period at their home institution.

### **Outgoing students**

(140) For information about applying for outgoing cross-institutional study as a currently enrolled student at this University, see the [Credit Policy](#).

### **International student provider transfer**

(141) The University will not release an international student to transfer to another education provider within the first six months of enrolment in their course at this University, unless:

- a. there are compelling and compassionate reasons; or
- b. the Executive Director, Division of Student Administration has issued a transfer directive permitting such a transfer for a student, or for a specific group of students in a specific period of time.

(142) If approved, DSA will update the student's confirmation of enrolment (COE) within 14 days.

(143) The [International On-Shore Students - Provider Transfer Policy](#) states the application process and eligibility criteria for provider transfers.

(144) The [International Student Fee Refund Procedure](#) states the conditions and requirements for a partial or full refund of tuition fees that apply to transferring international students.

### **Review of enrolment decisions**

(145) The [Enrolment Policy](#) and [International Student Fee Refund Procedure](#) state detailed processes for students to request a review of enrolment and international refund decisions.

## **Section 5 - Guidelines**

(146) Nil.

## Status and Details

|                           |  |
|---------------------------|--|
| <b>Status</b>             | Historic   |
| <b>Effective Date</b>     | 1st February 2021                                |
| <b>Review Date</b>        | 1st June 2023                                    |
| <b>Approval Authority</b> | Deputy Vice-Chancellor (Students)                |
| <b>Approval Date</b>      | 1st February 2021                                |
| <b>Expiry Date</b>        | 1st June 2021                                    |
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