

## ENROLMENT AND WITHDRAWAL PROCEDURE

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*\* Unless otherwise indicated, this Procedure will still apply beyond the review date.*

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## 1. PURPOSE

1.1 The Enrolment and Withdrawal Procedure explains the requirements and processes for students to enrol in courses and subjects at the Adelaide Institute of Higher Education (AIHE) including:

- the types of enrolment available at AIHE;
- deferring commencement of study at AIHE;
- making changes to enrolment, taking leave or withdrawing from courses and/or subjects;
- specific provisions for international students studying in Australia on a student visa, consistent with the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (the National Code).

## 2. SCOPE

2.1 The Enrolment and Withdrawal Procedure applies to all students and staff at AIHE.

## 3. ENROLLING IN SUBJECTS IN AN AWARD COURSE

3.1 A student admitted to an award course will enrol in subjects in each Study Period by completing and signing the Student Enrolment Form.

3.2 At the time of enrolling in subjects in any given Study Period, students are required to confirm that they have read and accepted the Enrolment Declaration, and to confirm their contact details are correct or to update these.

3.3 Enrolment is administered centrally via the student information management system (SIMS). AIHE will:

- provide students with the Student Enrolment Form for the relevant Study Period;
- support students to enrol, including advising students in relation to their study plan; and
- monitor and manage classes.

3.4 Students will manage their own enrolment.

3.4.1 A student admitted to an award course must enrol in the subjects that he or she intends to study in accordance with published first and last dates to enrol.

3.4.2 The first day to enrol in each Study Period is four (4) weeks before the commencement date; and the last day to enrol is two (2) weeks after the commencement date of the Study Period. (Refer to Academic Calendar for specific dates at <https://aihe.sa.edu.au/future-students/important-dates-and-timetables>).

3.4.3 **Late Enrolment Fee** – A student who enrolls after the published last day to enrol will incur a fee (refer to AIHE Schedule of Fees and Charges accessible at Operational Policies and Procedures section on AIHE Policy and Procedure Directory page at <https://aihe.sa.edu.au/pages/policy-and-procedure-directory>). Students must pay their late enrolment fee before being able to commence their enrolled subjects.

3.4.4 The selected subjects must conform to the course rule requirements for the course. Any enrolment outside of the course requirements may only be undertaken as non-award study (see Section 4).

3.4.5 Concurrent enrolment in two or more award courses is permitted subject to the student fulfilling the admission requirements of each course and any restrictions that may be specified in a course rule.

### **3.5 Study load**

3.5.1 A standard full-time load is defined as 20 credit points per Study Period. The minimum study load allowed is 5 credit points per Study Period.

3.5.2 International students must comply with the study load requirements specified in their Confirmation of Enrolment (CoE).

3.5.3 The structure of award courses and the calculation of student tuition fees and the student services and amenities fee are based on the principle that 40 credit units represents a standard full-time load (1.0 EFTSL).

3.5.4 Where a student enrolls in a combination of subjects that amounts to more than 20 credit points in any Study Period, this corresponds to an overload.

3.5.5 A student who wishes to enrol in more than 20 credit points in a single Study Period must seek approval from the Head of School. In their request, the student must indicate the subjects in which they seek enrolment and the reasons for wishing to take the overload.

3.5.6 In assessing a request for an overload the Head of School will:

- determine whether the overload will unduly prejudice the student's chances of successfully completing the subjects to be studied during the period of overload; and
- consider the reasons submitted by the student, the student's previous academic record, and any other relevant matters.

3.5.7 Students must pay any fees and charges associated with the additional load.

## **4. ENROLLING IN NON-AWARD STUDY**

4.1 An application for non-award study is subject to approval by the Head of School. Approval to enrol in a subject on a non-award basis will only be given where: the applicant meets any academic entry standards and other eligibility criteria as specified by the Head of School; and the Head of School is, within their absolute discretion, willing to accept the applicant; and places are available in the subject concerned.

4.2 A non-award student must:

- apply for non-award studies on the approved application form.
- must pay tuition fees, the student services and amenities fee and incidental fees; and
- meet assessment and attendance requirements as applicable to award students to successfully complete the subject.

4.3 Certification of completion of non-award studies will be a transcript of academic record.

4.4 Students who are enrolled on a non-award basis are subject to AIHE's policies and procedures.

## **5. CROSS-INSTITUTIONAL STUDY**

### **5.1 Incoming cross-institutional study**

5.1.1 Where the applicant is enrolled at another institution and applies to undertake cross-institutional study at AIHE he or she will only be admitted if a place is available in the subject concerned, the Head of School accepts the student and documented approval is provided from the other institution.

5.1.2 Students undertaking cross-institutional study will incur liability for payment of fees and charges as follows: the relevant tuition fee; student services and amenities fee; and any incidental fees.

5.1.3 Certification of completion of cross-institutional study will be a transcript of academic record.

5.1.4 Students who are enrolled as cross-institutional students are subject to AIHE's policies and procedures.

## **5.2 Outgoing cross-institutional study**

5.2.1 A student enrolled in an award course of AIHE who wishes to undertake cross-institutional study at another institution and have the subject or subjects at the other institution count towards his or her AIHE award must obtain approval from the Head of School (or nominee) and the person with delegated approval at the other institution.

5.2.2 In assessing an application for cross-institutional study, the Head of School (or nominee) will consider: the reasons submitted by the student; whether the requested cross-institutional subject(s) will count as a core, option or elective subject in the AIHE course; the availability of AIHE's subjects with equivalent learning outcomes to the proposed cross-institutional study; and whether the completion of the cross-institutional study would assist the student to meet course requirements.

5.2.3 Where cross-institutional study has been approved, a student may then seek approval from the other institution to formally enrol in the subject(s) at that institution. The student is responsible for meeting the enrolment requirements at the other institution, including the payment of tuition fees and any student services and amenities fees at that institution.

5.2.4 Certification of out-going cross-institutional study will be an official statement of results or academic transcript from the other institution and will be recorded as credit on the Academic Transcript at AIHE. The student is responsible for providing a copy of the results for credit to be granted toward their course at AIHE. Cross-institutional study is not graded and does not contribute to a student's Grade Point Average (GPA).

## **6. EXCHANGE AND STUDY ABROAD**

6.1 Exchange and study abroad activities are defined by the International Students Policy and related Procedure.

6.2 Inbound and outbound exchange and study abroad students are subject to AIHE's policies and procedures.

6.3 Enrolment requirements are defined by the conditions of the offer to the student and must be adhered to for the offer to remain valid.

6.4 Exchange students must apply on the nominated form and be accepted to undertake an international student exchange.

6.5 Inbound study abroad students must: apply on the nominated form and seek written approval from the Head of School.

6.6 Outbound study abroad students must satisfy any eligibility requirements for participating in study abroad, seek written permission from the Head of School, and formally apply for transfer of credit.

## 7. ENROLMENT CONDITIONS AND RESTRICTIONS

7.1 Prerequisites, concurrent prerequisites, corequisites, prior assumed knowledge, incompatible (enrolment not permitted) and restricted subjects (special approval required) will be specified as enrolment requirements of the subject and published on the AIHE website.

7.2 Prerequisites, concurrent prerequisites and corequisites may be placed on subjects for one or more of the following reasons:

- to limit the availability of a subject to a specific cohort of students undertaking a designated course or program of study;
- to provide students with an appropriate knowledge and skill base for progression to more complex and advanced subjects;
- or to comply with an educational or academic requirement approved by the Academic Board or nominee on the recommendation of the Head of School.

Unless otherwise specified the minimum grade required to satisfy a prerequisite condition is a Pass (P), or where applicable a Non-Graded Pass for satisfactory performance (NGP).

7.3 Students will be permitted to enrol in subjects for which prerequisites apply provided they have met or have the potential to meet the specified prerequisites, i.e., they are enrolled for the required prerequisite(s) pending final subject results.

If a student fails any prerequisite subject, it is their responsibility to check that they still meet the prerequisites for their enrolled subjects, obtain approval for a prerequisite waiver, or change their enrolment.

7.4 The Head of School may waive a prerequisite or corequisite condition on application from a student, provided the student is able to satisfy the requirements of the prerequisite or corequisite through an alternative mechanism (e.g. completion of prior study in a subject assessed as providing equivalent learning outcomes as the designated prerequisite subject).

### 7.5 Assumed knowledge

7.5.1 Assumed knowledge is not a formal prerequisite and students may enrol in a subject without having previously mastered or acquired the assumed knowledge.

7.5.2 Students who enrol in a subject without having previously mastered or acquired the assumed knowledge may experience difficulty in successfully passing the subject and are encouraged to consult with the relevant subject coordinator prior to enrolment.

7.5.3 Students who enrol in a subject without having previously mastered or acquired the assumed knowledge cannot expect more than ordinary academic and other support while studying that subject and accept the risk of not passing that subject.

7.6 Special approval for subject enrolment may be required for one or more of the following reasons:

- the subject has prerequisite requirements that can only be assessed on an individual basis, e.g., through demonstration of performance, presentation of portfolio or other evidence;
- the course rule makes provision for alternative elective subjects not specifically listed in the rule, subject to the approval of the course coordinator; or
- the course rule requires demonstration of satisfactory academic performance, to a specified level, prior to progressing in the course.

## **7.7 Subject quotas**

7.7.1 AIHE may specify a quota on a subject under special circumstances due to the availability of resources or on educational grounds.

7.7.2 Any such quota must not prevent a student from meeting the course requirements.

7.7.3 All subject quotas will be subject to the approval of the Academic Board.

## **7.8 Other restrictions to enrolment**

7.8.1 The enrolment or re-enrolment of a student or former student with a restriction arising from an outstanding debt will be subject to the requirements and conditions specified in the Fees and Refunds Policy.

7.8.2 A student or former student with a restriction preventing them from enrolling or re-enrolling in a course or subject arising from a determination made under the provisions of the Academic Progress, Enrolment and Graduation Policy or Student Code of Conduct will not be permitted to enrol or re-enrol until any time period associated with the restriction has elapsed, or the matter leading to the restriction is resolved, or the relevant approval authority has authorised the restriction to be lifted.

## **8. DEFERMENT**

8.1 Deferment provides a mechanism for students who have been admitted to a course to delay the commencement of their program of study for up to one year to enable them to respond to various external circumstances that may affect their capacity to commence their studies. AIHE will hold the student's place in the course for the duration of an approved deferment.

8.2 Students must apply for a deferment using the approved Deferment of a Course form (accessible at Student Forms section on AIHE Policy and Procedure Directory page at <https://aihe.sa.edu.au/pages/policy-and-procedure-directory>). Requests for deferment must be completed prior to the census date of the commencing Study Period.

8.3 A student may apply for a deferment for a period of up to twelve (12) months, except where there are course specific requirements.

8.4 At the end of the period of deferment the student is required to enrol in their course.

8.5 Applicants and students who defer are subject to the policies, fee rates and other arrangements in place at the time they first enrol in their course, i.e. after the period of deferment.

8.6 A student may forfeit their place in their course if they fail to enrol by the due date following an approved period of deferment.

8.7 In most cases a student can defer their studies for a maximum period of one year, however in exceptional circumstances a student can request deferment for a further one year, taking the maximum period of deferment to two years.

8.8 Students must apply for a further period of deferment on the Deferment of a Course Form prior to the census date of the scheduled commencing Study Period.

8.9 Deferment for international students on a student visa – Deferment of study may have ramifications for an international student's visa. International students may only defer studies through formal agreement in certain limited circumstances (refer International Students Procedure).

8.10 Deferment fee – All approved deferment will incur a fee (refer to AIHE Schedule of Fees and Charges). Students must pay their deferment fee any time before the commencement of their course.

### **8.11 Deferment process**

8.11.1 On receipt of the application, the General Manager will consider the request and approve the application if it satisfies the specified criteria.

8.11.2 If the application is not approved, the student is advised of this and is also given access to the URL of AIHE's documented complaints and appeals procedures.

8.11.3 The General Manager advises Student Services that the application has been approved or denied and Student Services enters the appropriate information into the Student Information Management System and PRISMS for international students. Student Services then records that this has been done, and when, in the student's file.

## **9. CHANGES TO ENROLMENT BY THE STUDENT**

### **9.1 Adding or changing subjects**

9.1.1 A student may enrol for additional subjects up to the published last date to enrol for that subject or subjects.

9.1.2 Changing from one subject to another, which requires first withdrawing from a subject and then enrolling for the alternative subject, is subject to the same deadline as prescribed in clause 9.1.1.

9.1.3 In special or exceptional circumstances a student may be given approval by the Head of School to enrol in a subject after the last date for adding subjects. Approval will not be given where it is impracticable for a student to complete the requirements of the subject.

### **9.2 Withdrawal from subject/s**

9.2.1 A student may withdraw from a subject up to the last day to withdraw published in the Academic Calendar. The effect of any such withdrawal on the student's academic record and official transcript, the grade recorded, GPA calculations, and incurred tuition fee, student services and amenities fee and any other fees will depend on the date that the withdrawal is effected.

The key enrolment dates are published on the AIHE website.

9.2.2 Withdrawal on or before census date - subjects withdrawn by this date will not appear on the student's academic record or official transcript and will not incur tuition fees and student services and amenities fees.

9.2.3 Withdrawal after the census date and on or before the last day to withdraw without failure – subjects withdrawn between these dates will result in a 'WN' grade (Withdraw, Not Fail) being recorded on the student's academic record and official transcript, and will incur tuition fees and student services and amenities fees. A 'WN' grade does not contribute to the GPA.

9.2.4 Withdrawal after the last day to withdraw without failure and on or before the last day to withdraw – subjects withdrawn between these dates will result in a 'WF' grade (Withdraw, Fail) being recorded on the student's academic record and official transcript and will incur tuition fees and student services and amenities fees. A 'WF' grade is assigned a value of '0' for the calculation of GPA.

### 9.3 Withdrawal from a course

9.3.1 A student may withdraw from their course by completing the AIHE Course Withdrawal Form.

9.3.2 International students on a student visa need to complete the first 6 calendar months in their course at AIHE before they can transfer to another institution (see Section 6 of the International Students Procedure).

9.3.3 An international student on a student visa student who fails to enrol in subjects in a compulsory study period or does not return after an approved suspension or deferment will be deemed to have withdrawn from their course.

9.3.4 An international student on a student visa student who fails to commence their course as per their Confirmation of Enrolment (CoE) and is not granted an approved suspension or deferment will be deemed to have withdrawn from their course.

### 9.4 Refunds

9.4.1 A student who withdraws from subject/s or their course may be entitled to a refund. Details can be found in the Fees and Refunds Policy and related Fees and Refunds Procedure.

9.4.2 In exceptional circumstances, where a student withdraws from subject/s after the relevant census date, the student can apply for a refund of tuition fees in accordance with the Fees and Refunds Policy.

### 9.5 Changing Campuses

9.5.1 A student may change the campus for their course by completing the AIHE Campus Transfer Form.

9.5.2 Campus transfers are specific to a course and any request to change campuses will be subject to the availability of the course at the intended/receiving campus.

9.5.3 Consideration of campus transfers may take into account academic performance and the availability of places in the course. There can be no outstanding fees owed by a student. All outstanding debts must be cleared from the student account before applying for a transfer.

9.5.4 Students cannot change campuses during a Study Period, unless extenuating circumstances apply and the request is approved by the Head of School.

9.5.5 International students on a student visa need to complete the first Study Period in their course at AIHE before they can transfer to another campus.

## 10. LEAVE OF ABSENCE

10.1 Leave of absence provides a mechanism for students to respond to various external circumstances that may affect their capacity to undertake their studies. Students who wish to take a leave of absence from their studies must apply using the approved form [accessible at Student Forms section on <https://aihe.sa.edu.au/pages/forms/student-forms> page].

10.2 **Leave of absence for international students on a student visa** – In accordance with the ESOS National Code 2018, international students are not permitted to take leave of absence, except on compassionate or compelling grounds, which are supported by documentary evidence (refer International Students Procedure accessible at Academic Policies and Procedures section on <https://aihe.sa.edu.au/pages/policy-and-procedure-directory> page).

10.3 A student who is suspended, expelled or excluded, or whose enrolment is cancelled, is not eligible for leave of absence. After any appeal process, a decision to suspend, expel or exclude a student overrides any previously approved leave of absence.

10.4 A student may apply for leave of absence for a period of up to twelve (12) months in a calendar year, except where there are course specific requirements.

10.5 A student may apply for an extension to his or her leave of absence for a period of up to a further twelve (12) months, subject to the approval of the Head of School and any course specific requirements.

10.6 At the end of the period of leave of absence the student is required to re-enrol in their course.

10.7 A student may forfeit their place in their course if they:

- fail to apply for formal leave of absence in their course;
- do not re-enrol by the due date following an approved period of leave of absence;
- fail to apply for an extension to leave of absence; or are not granted leave of absence or an extension to leave of absence as applicable.

10.8 The Head of School is authorised to approve re-admission of a student into an award course where their enrolment has lapsed as described in clause 10.6.

## **11. CHANGES TO ENROLMENT BY AIHE – ADMINISTRATIVE CORRECTION**

11.1 An administrative correction of enrolment is only applicable to circumstances where AIHE has made an administrative error resulting in a student's enrolment being incorrect at the relevant key date.

11.2 A student, academic staff member or administrative unit of AIHE, may request an administrative correction of an enrolment error if they believe AIHE has made an error and the enrolment was not correct at the relevant key date.

11.3 The following will be treated as administrative errors for the purpose of this Procedure:

- requests for resolution of incorrect enrolment lodged prior to a key date, but not able to be actioned prior to the key date;
- an error made in processing any aspect of a student's enrolment;
- documented evidence of academic or administrative advice that has resulted in a negative impact on a student's ability to enrol, withdraw, undertake or complete a subject;
- an application for credit for prior learning that was received before commencement of the Study Period but was only approved and processed after the student enrolled; and
- subject to the approval of the Head of School, any other reason consistent with applicable Australian Government legislation.

11.4 Requests for administrative correction of enrolment, based on a claim of an error on the part of AIHE, must be lodged with the General Manager. To be considered, the application must meet at least one of the criteria outlined under clause 11.3.

11.5 The decision to approve an administrative correction of enrolment is determined by the General Manager or nominee.

## 12. CANCELLATION OF ENROLMENT BY AIHE – ADMINISTRATIVE WITHDRAWAL

12.1 AIHE may cancel a student's enrolment (i.e., withdraw a student from a course or subject) for the following reasons:

- a. admission to a course based on inaccurate or incomplete information in accordance with the Admissions Policy;
- b. failure to meet, or obtain a waiver from, subject prerequisites;
- c. non-payment of fees or charges, in accordance with the Fees and Refunds Policy and the International Students Policy;
- d. unsatisfactory academic performance, in accordance with the Academic Progress, Enrolment and Graduation Policy and Academic Progress Procedure;
- e. student misconduct, in accordance with the Student Code of Conduct and Student Misconduct Procedure;
- f. cancellation of a subject or subjects due to low subject enrolment or because of the unavailability of staff and other AIHE resources or 'acts of god' as defined by AIHE's insurance. In such cases, AIHE will first make reasonable endeavours to provide alternative arrangements, including offering alternative subject(s). Where alternative arrangements are not possible, a student's fees and academic record will be amended as appropriate;
- g. where a student is not able to withdraw in a timely fashion (such as a serious medical condition or death) AIHE may act in the best interests of the student, to mitigate financial or academic risk;
- h. where Council, on the advice of the Student Misconduct Board under the Student Code of Conduct, rejects or terminates the enrolment of a student; and
- i. where a School withdraws a student from a placement, in accordance with the Work-Integrated Learning Procedure.

12.2 Students will be notified in writing within five (5) working days of AIHE's decision to cancel their enrolment and their avenues to appeal the decision. Cancellation of enrolment cannot take effect until the appeals process is completed unless extenuating circumstances relating to the welfare of the student or of other students apply.

12.2.1 The written notification to the student will:

- inform the student of AIHE's intention to cancel their enrolment and the reasons for doing so;
- advise the student that they may appeal the decision and they have 20 working days to lodge an appeal as governed by the provisions of the Student Appeals, Complaints and Grievances Policy and related Procedure;
- advise the student that cancellation of enrolment cannot take effect until the appeals process is complete; and
- for international students on a student visa, advise the student that cancellation of enrolment may impact on the student's visa and inform them to seek advice from the Department of Home Affairs on the potential impact on their student visa.

12.3 For international students studying in Australia on a student visa, once the appeal process is completed AIHE will report the cancellation of enrolment to the Department of Home Affairs via the Provider Registration and International Students Management System (PRISMS).

12.3.1 AIHE will advise the Department of Home Affairs via PRISMS of any change to an accepted student's enrolment using student course variations. Variations will be reported within 14 days after the event occurs, with the exception of reporting unsatisfactory course progress, in which case this variation will be reported as soon as practicable after the completion of all of the internal and external appeals processing.

12.3.2 Reporting the cancellation of enrolment may result in the international student's visa being cancelled and may have the effect that the international student must leave Australia while they are not enrolled.

### 13. STUDENT APPEALS AND COMPLAINTS

13.1 A student who wishes to appeal against an enrolment related decision by AIHE or make a complaint about the implementation of the Academic Progress, Enrolment and Graduation Policy or Enrolment and Withdrawal Procedure may do so in accordance with the Student Appeals, Complaints and Grievances Policy and related Procedures.

13.2 All matters relevant to an appeal or complaint will be governed by the provisions of the Student Appeals, Complaints and Grievances Policy and related Procedure.

### 14. DEFINITIONS

14.1 See the AIHE Glossary of Terms for definitions.

#### Document Control

Version #	Date	Key changes
1.0	30/1/2018	Draft procedure considered by Academic Board
1.1	20/2/2018	Procedure approved by General Manager
1.2	26/03/2019	Revision to Section 12 to clarify processes in accordance with ESOS National Code requirements
1.3	12/06/2020	Reviewed; added specifics about enrolment period and late enrolment fee; amended 3.3 to enrol using Form
1.4	10/11/2020	Revised: Section 3 to reflect current enrolment processes; sub-section 9.2 withdrawal revised for clarity re withdrawal from subject/s vs course
1.5	29/03/2021	All webpages linked to AIHE website are updated to the new AIHE website.
1.6	26/07/2022	Inclusion of Sections 9.3.4, 9.3.5 and 9.5 (International students failing to enrol in compulsory study periods or non-commencement of course, Changing Campuses) and updated reference to 2021 HES Framework. Additionally, reference to 'semesters' were replaced by 'Study Period'.