



IONA COLLEGE
TRINITY

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Enrolment Policy and Procedure

Approved by the Academic Board on 16 June 2022

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1. Purpose

This Policy and Procedure discuss the domestic and international student enrolment process at Iona Trinity College of Higher Education (**the College**).

2. Scope

This Policy and Procedure applies to all enrolled students.

3. Policy

During the admission and enrolment process, the College will:

- Be open and transparent about the course admission requirements
- Support enrolled students through this process
- Inform students about:
 - All charges associated with the course
 - Rights and obligations under policies relating to:
 - Their eligibility for credit
 - Changing/withdrawing the offer
 - Acceptance of the offer and the enrolment process
 - Tuition protection
 - Entitlement to refunds
 - Any other particular conditions of enrolment and participating in their enrolled course.

The College expects students to maintain continuous enrolment over the duration of their course.

International students holding student visas are expected to:

- Complete their course within the original expected duration as indicated on their Confirmation of Enrolment
- Maintain an equivalent full-time study load, which is 4 units per semester.

Prior to enrolling, students may apply to defer commencement of their course. The maximum period for deferring is up to 1 year.

Following initial enrolment, all students can apply to:

- Vary their study load
- Transfer between courses within the College or to a course offered by another registered provider. Certain restrictions apply to international students, which are set out in the *Student Transfer Policy and Procedure*
- Request a leave of absence
- Withdraw from their candidature

In considering a student's application for a change in enrolment, the College will have regard to:

- The student's general wellbeing
- Availability of places in courses and/or units
- Any outstanding fees and charges owed
- Regulatory requirements.

The College reserves the right to suspend or cancel a student's enrolment:

- If College discovers that the student has provided fraudulent, inaccurate or incomplete information upon which the offer of a place was made
- A decision has been made to exclude a student, and after the appeals process has been exhausted, based on:
 - The outcome of an academic misconduct or non-academic misconduct investigation
 - Unsatisfactory academic progress
 - Non-payment of fees.

4. Procedure

4.1 Enrolment – All Students

A student accepted into a course at the College will be provided with the following documents, which the student must sign to indicate acceptance of the offer and return to the College:

- a Letter of Offer, if the student is a domestic student
- a Letter of Offer **and** Written Agreement if the student is an international student.

4.2 Deferral of Studies

After receiving the Letter of Offer (and Written Agreement for international students) the student may apply to defer commencement of their studies for up to one year after having been issued a Confirmation of Enrolment.

The College may defer the student's enrolment if there are compassionate or compelling circumstances that are beyond the student's control. Examples are listed in the table below (Table 1), along with the documentary evidence the student should provide to support the deferral application.

Table 1. Compassionate and Compelling Circumstances for a Deferral

Compassionate and Compelling Circumstances	Supporting Evidence to provide
Serious illness or injury prohibiting the student's ability to attend classes	Medical certificate
Bereavement of a close member of family (e.g. parents, grandparents)	Death certificate or similar certification
Major political upheaval or natural disaster impacting the student's ability to commence studies	Links to newspaper articles

Compassionate and Compelling Circumstances	Supporting Evidence to provide
	Correspondence from transportation provider (e.g. airline, train company)
A traumatic experience, such as involvement in, or witnessing of a serious accident, or witnessing or being the victim of a serious crime which has impacted the student	Police or psychologist's report
The student's initial registered provider was unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol	Correspondence from the student's initial registered provider

The circumstances above are some examples and the College has discretion to assess other circumstances, as long as supporting documentary evidence is provided.¹

To apply for a Deferral of Studies, students must contact Student Services and complete the relevant forms, which are available at the College and on the website at *itc.edu.au*.

If a student's application for a Deferral of Studies is submitted and approved:

- Before semester commences a new Letter of Offer (and Written Agreement for international students) will be issued.
- After semester commences the unit enrolments will be discontinued without penalty and a new Letter of Offer (and Written Agreement for international students) will be issued.

In both cases above, the student is taken to have withdrawn before the Census Date.

Applications for a Deferral of Studies will not be accepted after semester commences. Students may instead apply for a Leave of Absence as outlined in section 4.3.

4.3 Leave of Absence

4.3.1 All Students

After commencing the course, students may apply for a Leave of Absence from their course under certain conditions, however there are specific additional conditions that apply to students studying under an international student visa (see Section 4.3.2, below).

The maximum Leave of Absence allowable is 2 years.

To apply for a Leave of Absence, students must contact Student Services and complete the relevant forms, which are available at the College and on the website at *itc.edu.au*.

If a student's application for Leave of Absence is submitted and approved:

- On or before the Census Date of the commencing semester, the unit enrolments will be discontinued without penalty

¹ Department of Education, *Standard 7: Overseas Student Transfers*, 19 May 2021 (Link: <https://www.dese.gov.au/esos-framework/resources/standard-7-overseas-student-transfers>), pp. 3-4

- After the Census Date of the commencing semester:
 - A Fail mark will be recorded for the unit(s) **and**
 - The student will still be liable for the full amount of tuition fees associated with the unit.

4.3.2 *International Students*

A Leave of Absence for international students will only be approved under compassionate and/or compelling circumstances, as set out in Table 1, above.

The above are some examples and the College has discretion to assess other circumstances, as long as supporting documentary evidence is provided.²

An initial assessment of the application for Leave of Absence will be undertaken and the student will be notified of the outcome within 10 working days.

If the outcome is approval of the Leave of Absence, the student will be notified, receive a revised Confirmation of Enrolment and advised that:

- their student visa may be affected, and
- they should contact the Department of Home Affairs (DHA) for further information.

Irrespective of the outcome, the student will be marked absent for any leave actually taken. The College will notify DHA via PRISMS of the duration and the reasons for the leave.

4.4 *Withdrawal*

The process for withdrawal from a course is the same for domestic and international students.

To withdraw from a course, students are required to withdraw from all units in which they are currently enrolled.

If a student withdraws:

- On or before the Census Date of the commencing semester they are deemed to have not commenced the course
- After the Census Date of the commencing semester a Fail mark will be recorded for the unit(s)

In regards to international students, the College will notify DHA via PRISMS of the effective date and the reasons for withdrawal.

4.5 *Suspension or Cancellation of Enrolment*

Students may have their enrolment suspended by the College. This is referred to in this Policy and Procedure as a Suspension and is different to a Leave of Absence, explained above. Students may also have their enrolment cancelled.

The College may suspend or cancel a student's enrolment for:

- Misconduct (academic or non-academic), pending the outcome of any appeal lodged by the student

² Department of Education, *Standard 7: Overseas Student Transfers*, 19 May 2021 (Link: <https://www.dese.gov.au/esos-framework/resources/standard-7-overseas-student-transfers>), pp. 3-4

- Non-payment of fees, which the student is required to pay to the College to undertake or continue the course as stated in the Letter of Offer (and Written Agreement if the student is an international student)
- Unsatisfactory course progress

4.5.1 Process for Suspension or Cancellation of Student Enrolment

The College may suspend or cancel a student's enrolment based on a recommendation made to the Student Services Manager for one of the reasons specified above.

Upon receipt of such a recommendation, the Student Services Manager will review the recommendation and consider the case on its individual merits, including:

- Compassionate or compelling circumstances that may impacted on their capacity to pay fees due to the College or achieve satisfactory course progress
- Any policy precedent.

In the event that the Student Services Manager concurs with the recommendation to suspend or cancel the student's enrolment, the student will be notified of the following:

- The intention to suspend or cancel the student's enrolment
- A rationale for the College's decision
- That the student has the right to appeal the decision through the College's internal and external appeals process. A copy of the *Student Appeals Policy and Procedure* will be provided to the student.

For international students, the suspension or cancellation will not take effect until the internal appeals process is completed, unless the international student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

4.6 Appeals

A student may appeal against a decision made under this Policy and Procedure under the provisions of the *Student Appeals Policy and Procedure*.

4.7 Records and Reporting

The College will notify the Department of Education and the Department of Home Affairs of any variation (Deferment, Leave of Absence, Suspension, Cancellation, Withdrawal) of enrolment via PRISMS

The Student Services Manager will ensure appropriate records of enrolment and enrolment variations are maintained and stored confidentially, including:

- Student's requests and any supporting documentation
- Disciplinary processes, recommendations and supporting documentation
- A record of the assessment of applications to vary enrolment, including consultation with staff members or other relevant parties
- A record of decisions as communicated to the student, including advice and related documentation, and
- Records of any further documentation resulting from internal or external appeals processes.

All requests under this Policy and Procedure, supporting documentation, assessment and outcomes will be stored for a period of at least 2 years after the student ceases to become an enrolled student of the College.

5. Responsibilities

Students must:

- Abide by the College's policies, rules and regulations, including the *Student Code of Conduct*, from the point of enrolment
- Plan for, and maintain, continuous enrolment or seek the College's permission to vary their enrolment
- Meet attendance and assessment requirements as prescribed in unit outlines, and
- Ensure their contact details are correct and up to date at all times.

International students must, in addition to the above, satisfy any conditions attached to their visa.

The Student Administration Manager is responsible for:

- Reviewing and approving proposed variations to enrolment
- Maintaining up-to-date, correct, and accurate enrolment records on PRISMS;
- Communicating required notices, information, and advice to students
- Keeping records of requests for variation of enrolment, supporting documentation, assessment by the College, and outcome of reviews, and
- arranging for induction, development and training of staff to maintain adequate knowledge of obligations arising under the ESOS framework and an understanding of the potential implications for students arising from the exercise of these obligations.

The Course Coordinator is responsible for:

- Advising on course structure and recommended study progression
- Assessing whether a variation of enrolment would be detrimental to the educational goals of the student;
- Monitoring the progress of students to ensure they are able to complete the course within the expected duration on their Confirmation of Enrolment.

The Academic Board has a monitoring and oversight role in relation to the quality of teaching and learning at the College.

6. Definitions

For the purposes of this Policy and Procedure, the following terms are defined as follows:

Cancellation of enrolment	The discontinuation of enrolment of a student
Census date	The last day in each study period on which a student may vary their enrolment, including withdrawing, without incurring an

	academic penalty and being liable for the full amount of fees associated with the subject
Deferral	Enrolment into a course is delayed by a student who has received and accepted a Letter of Offer
Domestic student	A student who is an Australian or New Zealand citizen or holds an Australian permanent visa
International student	Any overseas student, including those who have student visas, temporary residency, bridging visas and provisional residency (as falling under the ESOS Act)
Letter of Offer	A document issued by the College to offer a student a place in a course at the College
Leave of absence	Suspension of enrolment as initiated by a student
PRISMS	Is the Provider Registration International Student Management System, a database owned and maintained by the Department of Education for the purposes of administering the ESOS Act
Registered provider	An education institution providing courses to international students as listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
Student visa	An authorisation permitting people who are not Australian citizens or permanent residents to come to Australia for the primary purpose of studying in Australia as defined by the <i>Migration Act 1958</i>
Suspension	Temporarily putting a student's enrolment on hold
Withdrawal	Discontinuation of enrolment as initiated by a student
Written Agreement	A document accompanying the Letter of Offer which is provided to an international student outlining the terms and conditions for enrolment into the College's course and which a student must accept before, or at the same time as, payment of fees relating to the course

7. Version history

Version #	Changes	Approval Body	Approval Date
1.0	Original version	Academic Board	16/06/22
1.1	Clarified information on refunds in cases of deferral.	Academic Board	04/10/22

8. Additional Information

Policy Status	Approved
Policy Owner	Principal
Next Review Date	3 years from Approval Date
Associated Internal Documents	Academic Progression Policy and Procedure Credit Policy and Procedure Student Appeals Policy and Procedure Student Code of Conduct
Higher Education Standards Framework (Threshold Standards) 2021	Standards 1.1.2, 1.1.3, 1.3.1, 7.2.3 and 7.2.4
National Code of Practice for Providers of Education and Training to Overseas Students 2018	Standards 3.1 and 9.1 to 9.6
Other Applicable Legislation and Instruments	Education Services for Overseas Students Act 2000 Higher Education Support Act 2003 Tertiary Education Quality and Standards Agency 2011

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