Enrolment Policy

Purpose/objective

This Policy explain how students are enrolled at the Australasian Academy of Higher Education (AAHE) and how their enrolments may be varied or cancelled. The Procedure explains how the Enrolment Policy is implemented.

Scope

This Policy and Procedure apply to all AAHE students and staff.

Definitions

Terms used in this document are defined in the AAHE Glossary.

Policy

1 A AAHE student is a person who has applied for entry to AAHE, has been offered a place, has accepted the offer and any applicable conditions, has acknowledged their obligations as an AAHE student, and is enrolled in an AAHE course.

2 A student may be permitted to defer the commencement of their studies, or to temporarily suspend their studies, in certain circumstances.

3 Once enrolled, students are responsible for managing their continuing enrolments by the published deadlines and in accordance with the course rules, maximum period of study and any applicable visa or other government requirements and conditions.

4 AAHE will provide students with clear and timely course planning and re-enrolment information and advice.

5 A student who does not re-enrol by the prescribed date for a trimester and has not had a deferment or suspension approved will have their enrolment cancelled and must re-apply through the normal admission process if they wish to continue their studies. Re-admission is not guaranteed.

6 A student who is unable to take one or more units in their AAHE course at AAHE may apply to the Course Coordinator to take up to 24 credit points as cross-institutional studies at another institution, as set out in the Credit for Learning Undertaken Elsewhere Procedure.

7 AAHE may amend a student's enrolment when:

- the student is permitted to undertake cross-institutional studies
- the student is granted credit for learning undertaken elsewhere
- the student is placed on an Academic Intervention Plan
- an AAHE decision (for example in relation to the units offered in a particular trimester) means that an amendment is required.

8 AAHE may exclude a student for unsatisfactory progress, as set out in the Academic Progress Procedure.

9 AAHE may suspend or cancel a student's enrolment for any of the following:

- academic misconduct, as set out in the Student Academic Misconduct Procedure
- general misconduct, as set out in the Student General Misconduct Procedure
- non-payment of fees, as set out in the Fees and Charges Procedure

- failure to comply with their visa conditions or to remain enrolled full time.

10 A student will be notified in writing and advised that they have 20 working days to appeal before an exclusion, suspension or cancellation is processed.

11 Student transfer requests will be considered in accordance with Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

12 AAHE may withdraw a student from their course where the student has not engaged with their studies or with AAHE staff by the census date of the first teaching period of their enrolment.

Related documents and relevant legislation

Academic Progress Procedure
Credit for Learning Undertaken Elsewhere Procedure
Fees and Charges Procedure
Student Academic Misconduct Procedure
Student General Misconduct Procedure
National Code of Practice for Providers of Education and Training to Overseas Students 2018

Document information

Document owner: Academic Board

Version	Approved by	Approved on	Implementation date	Changes made
1.0	Academic Board	25/07/2023	01/10/2023	
2.0	Academic Board	30/04/2024	01/05/2024	Addition of section 12 on withdrawal of non-engaged students
2.1	Academic Board	02/07/2024	01/01/2025	Change from semester to trimester terminology

Enrolment Procedure

1. Enrolment and re-enrolment

1.1 In accordance with the AAHE Admissions Policy, after a student has returned their Student Offer and Acceptance Agreement including all requested personal information and a Unique Student Identifier (USI), an AAHE staff member will enrol them in the units they are expected to take in their first year and will send them a Confirmation of Enrolment (CoE).

1.2 Students are responsible for maintaining accurate contact information, re-enrolling themselves, and for amending their enrolments where necessary, by the deadlines set by the Registrar each trimester and in accordance with the course rules and any visa or other government requirements and conditions.

1.3 New enrolments into a course will only be accepted up to the end of Week 2 of classes in the trimester of commencement, unless exceptional circumstances apply as approved by the Dean.

1.4 Students must plan their enrolments so they can complete their course within the required timeframe (which for a domestic student is the maximum period of study set for the course and for an international student is the course duration on the CoE).

1.5 AAHE may extend an international student's enrolment and CoE when:

- compassionate or compelling circumstances have affected the student's progress
- AAHE has placed the student on an Academic Intervention Plan
- AAHE has approved the student's application to defer or suspend their enrolment
- the student fails a unit in their final trimester that they must repeat
- a unit the student must complete is not available until the next trimester.

1.6 Where an international student's visa will expire before they complete their course, AAHE will instruct the student in writing to contact the relevant government department for advice regarding the impact on their visa.

1.7 Students will be notified in advance of the deadlines for adding or withdrawing from units.

1.8 A student may be permitted to add a unit until the end of Week 2 in a trimester with the approval of the Unit Coordinator if there is space in a class.

1.9 A student may withdraw from a unit before the census date for the trimester if the Dean is satisfied that the student can complete their course within the required timeframe.

1.10 A withdrawn fail (WF) will apply where a student withdraws after the census date and the student will be liable for the full cost of the unit. The Registrar may approve a later withdrawal without failure (AW) in special or compassionate circumstances.

1.11 A student who wishes to discontinue their AAHE course must apply before the start of the trimester. A student who applies after the census date will be liable for that trimester's fees.

1.12 Refunds will be paid in accordance with the Fees and Charges Policy and Procedure.

2. Enrolment load

2.1 A full-time student normally enrols in 24 credit points (four standard units) per trimester and a part-time student normally enrols in 12 credit points (two standard units) per trimester.

2.2 International students studying on campus on a student visa must enrol in standard full-time study load equivalent to 48 credit points across all teaching periods in the calendar year, except where they receive approval under clause 2.3 below.

2.3 An international student may apply to the Dean to take fewer than 24 credit points per trimester where:

- compassionate and compelling circumstances are deemed to apply

- an Academic Intervention Plan has been implemented to support the student's academic progress
- the student's overall enrolment across the calendar year is equivalent to 48 credit points
- the student is unable to enrol in 24 credit points in each trimester due to course structure, progression rules and/or unit availability

and the student's application is approved subject to clauses 1.6 and 1.9 above.

2.4 Students may not enrol in more than 24 credit points (normally four units) in any one trimester except with the permission of the Dean and may not repeat a unit that they have already passed. Commencing students will not be permitted to enrol in more than 24 credit points in their first trimester.

2.5 To be eligible for the Dean's approval to enrol in more than 24 credit points in any one trimester, a student must have, in the most recent 6 months of study:

- completed at least 24 credit points
- maintained satisfactory attendance
- achieved a Credit average or higher.

2.6 A student approved by the Dean to enrol in more than 24 credit points in a trimester will be allocated to classes for their extra unit/s according to unit availability and if spaces are available; continuing and new students enrolled in the standard study load will receive priority in class allocation.

2.7 A student seeking to enrol in more than 24 credit points in a trimester in order to complete their course in a shorter timeframe than the expected course duration may be asked for additional information in support of their request.

2.8 Applications to enrol in more than 24 credit points in a trimester will be considered on a case-by-case basis with regard to the eligibility criteria in 2.5 above, but a student will not normally be permitted to enrol in more than 24 credit points in more than one trimester of their course.

3. Deferment and suspension

3.1 After they are enrolled, a student will only be permitted to defer their course commencement where there are compassionate or compelling circumstances, or where there is a delay in granting an international student's visa. Deferments will be approved for a maximum of one year.

3.2 After having commenced their course, a student may be permitted to suspend their studies in compassionate or compelling circumstances for the remainder of the current trimester and a maximum of one additional trimester.

3.3 Where a course is being phased out, suspensions may not be possible.

3.4 A student who wishes to defer or suspend their enrolment must apply in writing to the Registrar, providing documentary evidence in support of their application.

3.5 The Registrar will consider the application and may request additional evidence or interview the student regarding their request, before making a decision.

3.6 The Registrar will notify the student in writing within 5 working days.

3.7 Where the application is approved, the Registrar will ensure that:

- the student is withdrawn from all their units, but their enrolment remains active
- the student is advised of the revised course dates
- international students are reminded of the potential impact on their visa and are issued with a new CoE as appropriate, and the relevant government departments are notified
- the student's enrolment and financial records and their IT and Library access rights are adjusted as required

- a reminder is set to be issued to the student in anticipation of their return.

3.8 A student who is on approved suspension must provide AAHE with their new contact details within 7 days of arrival or change of address, must keep their contact details up to date, and must confirm their intention to return to studies by the deadline specified when their suspension was approved.

3.9 Where the application is not approved, the Registrar will notify the student of the reason for the decision and the process and deadline for lodging an appeal.

3.10 Where the student advises the Registrar that they intend to appeal, their enrolment will be maintained and AAHE will not notify the relevant government departments until the end of the appeal process.

4. International student course transfers

4.1 In accordance with the National Code of Practice for Providers of Education and Training to Overseas Students 2018, AAHE will not enrol a transferring international student before they have completed 6 months of study in their principal course with another provider unless:

- the student cannot continue that course because of a sanction imposed on the provider's registration or because the provider has ceased to be registered
- the provider has agreed to the overseas student's release
- a government sponsor has confirmed in writing that the change is in the student's best interests.

4.2 A AAHE student who wishes to transfer to another provider after 6 months of study with AAHE should apply to discontinue their AAHE course and explain their reason for applying on the application form.

4.3 A AAHE student who wishes to transfer to another provider before they have completed 6 months of study at AAHE must apply in writing to the Registrar for a release and supply supporting evidence including an enrolment offer from another registered provider that is valid for at least 10 working days.

4.4 The Registrar may ask for additional evidence to complete the application.

4.5 The Registrar will grant the transfer request if they consider it to be in the student's best interests; for example when:

- the student is unable to make satisfactory progress at the level of their current course at AAHE, even after they participated in an intervention strategy
- there are compassionate or compelling circumstances that affect the student's progress or wellbeing
- the student had reasonable expectations about their AAHE course that cannot be met, or AAHE fails to deliver the course as described in the written agreement
- there is evidence that the student was misled by AAHE or an education or migration agent, so the course does not meet the student's needs or study objectives
- an appeal on another matter results in a recommendation to release the student.

4.6 The Registrar will reject a transfer application where they do not consider the transfer to be in the student's best interests or the circumstances to be compassionate or compelling.

4.7 Students will be advised of the outcome of their application within 5 working days after receipt of the complete application.

4.8 Where the student's application is approved, it will be at no cost to the student and the student will be advised to contact Immigration to ascertain whether they need a new student visa.

4.9 Where the student's application is rejected, the Registrar will notify the student in writing and will advise them of:

- the reasons for the decision
- the process and deadline for appealing the decision.

4.10 AAHE's rejection of the transfer/release application and finalisation of the student's refusal status in PRISMS will not be processed until the end of the appeal process, unless the student indicates that they do not wish to appeal or withdraws from the process.

5. Non-award enrolments

5.1 A person may apply to the Dean to enrol in an AAHE unit or units on a non-award basis.
5.2 The Dean will notify the person of the outcome of their application before the start of the relevant trimester.
5.3 If the student successfully completes the unit, they will be awarded credit for the unit if they are subsequently admitted to an AAHE course of which the unit is a component.

6. Course withdrawal

6.1 A student who wishes to withdraw from their course should seek advice from a Student Support Officer before proceeding with the application.
6.2 Applications must be made on the required form and lodged with the Student Support Officer, who will process the application and confirm the outcome within 5 working days.
6.3 A student who applies to withdraw after the census date for the trimester is liable for the whole trimester's fees.
6.4 AAHE will notify the relevant government department when an international student withdraws from their course without applying to do so, and so is considered to have abandoned their studies.

7. Appeals

7.1 A student who wishes to appeal a decision or proposed action taken under this Policy and Procedure must do so on the prescribed form within 20 working days after AAHE notifies them of the decision or proposed action.
7.2 Appeals are reviewed by the Chief Operating Officer (COO) or nominee within 10 working days of their being made and the COO will invite the student to present their case if they wish, at no cost and with the assistance of a support person who is not an Australian legal practitioner), and may:

- dismiss the appeal if he or she considers it to be lacking in substance and confirm the initial decision or proposed action
- overturn the decision or proposed action.

7.3 Students are notified of the outcome of their appeal within 10 working days.
7.4 The Registrar will write to any student who does not lodge an appeal within 20 working days or who withdraws their appeal, to confirm the initial decision or proposed action.

8. Records and reporting

8.1 All records relating to student enrolments must be stored securely and retained in accordance with the Records Management Policy.

Document information

Document owner: Registrar

Version	Approved by	Approved on	Implementation date	Changes made
1.0	Academic Board	25/07/2023	01/10/2023	

1.1	Academic Board	02/07/2024	01/01/2025	Change from semester to trimester terminology
2.0	Academic Board	09/09/2025	30/09/2025	New sections on requirement for student information, late enrolment and enrolment load variations; minor correction to appeals section