

Changes to Enrolment Policy

Scope

This policy applies to all prospective Kaplan Higher Education Pty Ltd, (KHE) pathway college (College) students and to individuals currently enrolled in College Programs.

Purpose

The purpose of the Changes to Enrolment Policy is to provide information on:

- options students have in varying their Enrolment patterns
- processes students need to follow to vary their Enrolment
- situations where the College may vary the student's Enrolment

Policy Statement

It is intended that each Program delivered by the College will be undertaken continuously to completion. However, the College recognises that unforeseen circumstances may necessitate temporary interruption or termination of a student's study.

In the case where a deferral, suspension or withdrawal is required, the College will ensure its decisions are made in accordance with the assessment process outlined in this policy.

Definitions

Cancellation	means the termination of a student's Enrolment(s) with the College that is initiated by the College
Compassionate and Compelling Circumstances	means circumstances that may negatively impact a student's study, including but not limited to serious illness or injury, bereavement of close family members, major political upheaval or national disaster in their home country, or a traumatic experience such as a serious accident or crime.
Confirmation of Enrolment (CoE)	means a document issued by education providers to verify the international applicant's Enrolment in a specified Program.
Course	means a subject of study a student enrolls in as part of their Program.
Course Fees	means the total tuition and non-tuition fees paid by or on behalf of a student and may apply to a current or future Study Period.
Deferral	means postponing commencement of a Program for a specific period of time. It may be initiated by the student (e.g., Compassionate and Compelling Circumstances) or by the provider.
Domestic Student	means a student who is an Australian or New Zealand citizen, a permanent resident of Australia or the holder of a permanent Australian humanitarian visa.
Enrolment	means acceptance by the provider that the student is now progressing toward the completion of the Program requirements. The period of Enrolment includes scheduled breaks between Study Periods.
International Student	means a person who holds or intends to hold a student visa with rights to study in Australia.

Misconduct	means any behaviour by a student which is in breach of the College's Student Code of Conduct or as set out in the Academic Integrity and Misconduct Policy.
NAATI	means National Accreditation Authority for Translators and Interpreters which accredits and certifies translators and interpreters in Australia.
PRISMS	means the Provider Registration International Student Management System (PRISMS) is an Australian Government secure online system that allows providers to issue Confirmations of Enrolment (CoEs), and that government agencies use to monitor student compliance with visa conditions and educator provider compliance with the ESOS Act 2000.
Program	means a sequence of courses required to achieve stated learning outcomes.
Study Period	means a discrete period of study within a Program, namely term, semester, trimester, short course or similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months.
Student Management System (SMS)	means the system used to record a student's personal information and results.
Suspension	means pausing a commenced Program for a specific period of time. It may be initiated by the student (e.g., suspension of studies) or by the provider (e.g., misconduct).
Withdrawal	means terminating a Program Enrolment that is initiated by the student

Leave of Absence

While it is not advised, in some situations students may be required to, or may request to, take leave of absence during a trimester of study.

Students should contact the College Student Services staff if they:

- wish to take leave of absence from class for 5 or more consecutive days; or
- expect to miss the start of any trimester of study

To apply for leave, students must complete the *Leave of Absence* Form, attaching all supporting documents to ensure the approval process runs smoothly, and be approved by the College Student Services Team.

If a student needs to be absent for an extended period and is unable to maintain their academic progress, they should discuss suspending their studies with the College Student Services staff and complete the *Application for Deferral & Suspension of Studies* Form, attaching all supporting documents. Course suspension may impact the student's visa and students are advised to seek advice from the Department of Home Affairs on the potential impact to their visa.

Course Transfer

Students enrolled at the College can apply to transfer their study from one College Program to another College Program. Normal admissions requirements apply, and students are advised to refer to the *Admission Policy* for more information. Students are advised to speak to the College Student Services staff about this process.

International Students who have their Program transfer application approved by the College, will be issued with a new Confirmation of Enrolment (COE) showing the new Program details.

Deferral or Suspension of Enrolment by the Student

Students wishing to apply for their studies to be deferred or temporarily suspended must submit an *Application for Deferral & Suspension of Studies* Form to the College, together with documentary evidence



verifying the reason(s) for their request (for example, a medical certificate where the reason is related to the student's health or a copy of a death certificate where the reason is related to family death).

The College will assess the application and advise the student of its decision within ten (10) business days.

A maximum of up to two (2) consecutive Study Periods may be granted as an approved Deferral or Suspension of studies by the College. Extensions beyond this time will only be granted in exceptional circumstances.

New students may defer their Enrolment only once, subject to the College's prior approval. The College will generally allow new students to defer the start of their Program to the following Study Period. Students should note that tuition fees and administrative fees may change if, and when, a new offer of Enrolment is provided.

International Students

In accordance with Standard 9 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018* (National Code). International Students wishing to defer or temporarily suspend their Enrolment may only do so where they can demonstrate Compassionate and Compelling Circumstances, such as:

- Serious illness or injury to the student
- Serious illness or death of a close family member necessitating a return to the student's home country
- Compelling personal reasons, such as a period of bereavement for close family members or other circumstances significantly impacting the student's personal wellbeing
- Natural disaster or a major political upheaval in the student's home country requiring emergency travel which has impacted on the student's studies; or
- A traumatic experience impacting the student including involvement (or witnessing) a serious accident or serious crime.

A Deferral or Suspension of Enrolment may also be granted where the College has been unable to offer a Program pre-requisite Course or if the student has failed a pre-requisite Course and therefore has an insufficient number of Courses to be able to enrol.

If a student is under the age of 18 years, evidence of a parent or legal guardian supporting the request must be provided, in accordance with the Under 18 Policy which can be found on the College's website. In addition, student's sponsored by a government sponsor must provide evidence that the sponsor supports the request.

Please note: *All supporting documents must be written in English or translated into English by a NAATI accredited translator.*

Students should seek advice from the Department of Home Affairs on the potential impact on their student visa. The College will notify the relevant government departments of this change to Enrolment, via the Provider Registration and International Student Management System (PRISMS).

Program Withdrawal and Enrolment Cancellation

Students wishing to withdraw from a Program should first speak to the College Services staff and before submitting a withdrawal request via the Student Management System (SMS).

Students must ensure that all outstanding fees have been paid to the College at the time of making a request to withdraw from their Program. International Students should note that Program withdrawal will lead to cancellation of their COE, which may impact the student's visa.

The College will notify the relevant government departments of this change to Enrolment, via the Provider Registration and International Student Management System (PRISMS).

Students should seek advice from the Department of Home Affairs on the potential impact to their visa via <https://www.homeaffairs.gov.au/>.

Deferral, Suspension or Cancellation of Enrolment by the College

The College may also defer, suspend or cancel a student's Enrolment where the student has behaved inappropriately, failed to pay the Course Fees owed to the College or failed to maintain satisfactory attendance or course progress.

If the College suspends or cancels a student's Enrolment, the student will be informed in writing of the College's intention to do so and the reason(s) for the decision. The student will be entitled to access the College's internal complaints and appeals process, in accordance with the Grievances, Complaints and Appeals Policy which can be found on the College website.

If the student accesses the College's internal appeals process, suspension or Cancellation of the student's Enrolment and CoE(s) cannot take effect until the College complaints and appeals process is completed, unless the extenuating circumstances relating to the welfare of the student apply.

The extenuating circumstances include, but are not limited to the following, if the student: refuses to maintain approved care arrangements (only for students under the age of 18 years);

- is missing;
- has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- Is at risk of committing a criminal offence. The relevant Australian Government departments will also be informed of the Suspension or Cancellation at this stage.

For more information and detail, students should contact the College Services team and refer to the College's *Grievances, Complaints and Appeals Policy*, located on the College website.

Domestic Students

Domestic students wishing to defer or temporarily suspend their Enrolment must return to study and complete their Program within the maximum program duration, specified within the *Academic Success Policy*.

Returning after an Approved Suspension of Studies

All students returning after an approved suspension of studies should contact the College to confirm their re-Enrolment no later than 10 business days before commencement of the semester/trimester.

Complaints and Appeals

The College is committed to resolving any student complaint or grievance promptly, equitably and in a professional manner that respects the privacy of all parties involved.

The internal student complaint process, which is confidential and can be accessed free of charge, involves an informal discussion, a formal complaint and review, and an appeal. This process will not affect a student's outcome, academic or otherwise. If the student is not satisfied with the decision, then the student can appeal externally.

For more information and detail, students should contact the College Services team and refer to the College's *Grievances, Complaints and Appeals Policy*, located on the College website.

Relevant Legislation

As a registered education provider, KHE operates under strict laws and regulations. Policies and procedures are in place to ensure compliance with the legislative instruments referenced below:

- Education Services for Overseas Students Act 2000 (ESOS Act)
- Education Services for Overseas Students (Foundation Program Standards) Instrument 2021
- Education Services for Overseas Students Regulations 2019
- ELICOS Standards 2018
- Higher Education Standards Framework (Threshold Standards) 2021
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Privacy Act 1988
- Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)

Related Policies

This Policy should be read in conjunction with the following College policies:

- Academic Integrity and Misconduct Policy
- Admissions Policy
- Attendance Monitoring and Intervention Policy
- Course Progress Policy
- Grievances, Complaints and Appeals Policy
- International Student Transfer Policy
- Refund Policy
- Under 18 Policy

Version Control and Accountable Officers

It is the joint responsibility of the Implementation Officer and Responsible Officer to ensure compliance with this policy.

Policy Category		Academic		
Responsible Officer		Vice President, Academic		
Implementation Officer		College Director		
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Approved by				
Vice-President, Academic under a standing delegation from the KHE Academic Board				
Version	Authored by	Brief Description of the changes	Date Approved	Effective Date
1.0	Quality, Regulations and Standards team	New Policy	13.10.2022	13.10.2022
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