

**These Procedures support the *Enrolment Policy***

**Procedures Owner:** Academic Director

**Keywords:** Enrolment, Registration, Study Load, Confirmation of Enrolment (CoE), Transfer of Provider

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## 1. INTENT

- 1.1 These Procedures outline the processes to be applied to all Enrolment-related activities at Edith Cowan College ('ECC' or the 'College').
- 1.2 These Procedures support the *Enrolment Policy*.

## 2. ORGANISATIONAL SCOPE

- 2.1 These Procedures apply to all applications for Enrolment in a Course and Registration in a Unit of Study at ECC and its Partner Providers.

## 3. DEFINITIONS:

- 3.1 The *Glossary of Policy Terms* applies to these Procedures.

### 4. PROCEDURES CONTENT:

#### Enrolment in a Course

- 4.1 Subject to the directions of the Board of Directors and the Academic Council, Student and Academic Services may specify the procedures, forms and opening and closing dates, for each period during which Students may Enrol in Courses.
- 4.2 Students are required to communicate with ECC in writing about changing their Course Enrolment.
- 4.3 A Student will not be Enrolled in more than one Course at the same time except with the prior written approval of the Academic Director.
- 4.4 Subject to any Student Appeal rights, a Student will continue to be Enrolled until the date the Student:
- a) completes their Course, as determined by the Board of Examiners;
  - b) with the requisite approval, Withdraws from a Course;
  - c) is Excluded, Expelled, or has all of their Unit Registrations Cancelled; or
  - d) allows their Course Enrolment to lapse:
    - i. without providing notice under Clauses 4.52-4.57 to Withdraw; or
    - ii. without obtaining approval under Clause 4.44 to Defer.
- 4.5 Notwithstanding any other Clause, a Student will not obtain Credit towards the completion of a Course during any period between an event in Clauses 4.75-4.77 occurring (Student Appeal) and the Student being re-Enrolled.
- 4.6 Students are required to communicate with ECC in writing about adding or changing their Enrolment.
- 4.7 Students are required to Register in the correct Units for their Course as outlined in the Student Portal and in the relevant Course planners or as advised by the appropriate Staff.

#### Registration in a Unit

- 4.8 Subject to the directions of the Board of Directors and the Academic Council, Student and Academic Services may specify the procedures, forms and opening and closing dates, for each period during which Students may Register in Units.
- 4.9 All Students will submit a valid Registration for each Study Period by the specified due date.
- 4.10 New Students must Register for Units by the Friday of Week Two; however, this does not apply to Diploma of Health Science Nursing Stream Students – see Clause 4.11.
- 4.11 Returning Students and new Diploma of Health Science Nursing Stream Students must Register before Week One. Returning Students who Register after close of business on Friday before Week One may be charged a late Registration fee.
- 4.12 ECC may reject a Unit Registration that is attempted after the due date.

- 4.13 Subject to Clauses 4.35-4.37 (Refusal of Enrolment), a Student is deemed to be Registered in a Unit if the Academic Director is satisfied that:
- the Student has applied to be Registered in the time and manner specified by the Academic Director;
  - the Unit constitutes part of the Course requirements, unless the Student has written approval of the Academic Director to Register in a Unit outside of their current Course;
  - any specified Pre-requisite, Co-requisite, and Unit requirements have been met, unless a Student has written approval to waive the requirements from the Academic Director;
  - all prescribed costs and charges have been paid by the due date(s);
  - the Student's Academic Progression Status, or any other academic or Progression determination, does not preclude the Student from Registering in that Unit; and
  - if the Student holds a Commonwealth Government issued student visa to study in Australia, the Student is enrolled in accordance with Clauses 4.27-4.34 covering Enrolment conditions for International Students.
- 4.14 Where a Unit has specified Pre-Requisite or Co-Requisite requirements, a Student may only Register in that Unit when they have met those requirements or have had the requirements waived by the Academic Program Coordinator.
- 4.15 A Student may add a Unit or change their Unit Registration until the close of business on Friday, Week One of the Study Period.
- 4.16 In Exceptional Circumstances and subject to approval by the Academic Program Coordinator, a Student may have a Unit added to their Registration after the due date.

### **Withdrawal from a Unit**

- 4.17 A student may Withdraw from a Unit of Study by completing the *Add/Swap/Withdrawal Form* and providing it to Student and Academic Services (SAS) Staff at any time in the Study Period. The Withdrawal is subject to the approval of the Academic Program Coordinator.
- 4.18 The following Academic Penalties will be applied according to the date the Student's *Add/Swap/Withdrawal Form* is received:
- Withdrawal from a Unit before Close of Business on Friday, Week 4 – the Unit is removed from the Academic record and no Academic Penalty is incurred;
  - Withdrawal after Close of Business on Friday, Week 4 and before Close of Business on Friday, Week 10 – the action will be noted on the Academic Record with a Grade of Withdrawal [W]; and
  - Withdrawal after Close of Business on Friday, Week 10 – the action will be noted on the Academic Record with a grade of Fail [N].
- 4.19 The effect of Withdrawal from a Unit on a Student's financial liability and the process to Withdraw without financial penalty is prescribed in the *Refunds Policy*.

- 4.20 A Student may apply to Withdraw without Academic Penalty after the relevant Academic Penalty Date, provided that the Student applies to the Academic Director using the Prescribed Process.
- 4.21 Where there are reasonable grounds for doing so, the Academic Director may, in their absolute discretion, extend the time required for an application.
- 4.22 In determining a Student's application for Withdrawal without Academic Penalty, the Academic Director will consider whether the Student can demonstrate there are Special Circumstances that:
- were beyond the Student's control;
  - did not make their full impact on the Student until on or after the relevant Academic Penalty Date; and
  - made it impracticable for the Student to complete the Unit requirements during the Study Period in which the Student undertook, or was due to undertake, the Unit.

### Study Load

- 4.23 Domestic Students may vary their Study Load via the ECC Portal or by notifying Student and Academic Services Staff. Diploma of Health Science has a minimum of 50% Study Load for all Students unless otherwise approved by the Academic Program Coordinator.
- 4.24 Domestic Students will be responsible for the implications of Study Load on Commonwealth or State financial support.
- 4.25 International Students are required to Register in a Full-time Study Load, according to their study plan, unless approved under Clause 4.31.
- 4.26 Students may, in certain circumstances, apply for an overload subject to approval from the Academic Director.

### International Student Confirmation of Enrolment (CoE)

- 4.27 International Students will be issued with a Confirmation of Enrolment (CoE) that allows them to complete their Course of Study within the Registered Duration of that Course, taking into account any approved Credit awarded under the *Credit and Recognition of Prior Learning (RPL) Policy*.
- 4.28 Students who are At Risk of not completing within the time limits defined by their CoE will be contacted by the College and provided with advice and, where necessary, an Intervention Strategy that will enable satisfactory completion of their Course within an approved duration. See the *Academic Progression Policy*.
- 4.29 Students who are At Risk of not completing within the time limits defined by their CoE due to poor Academic Progression, and who cannot complete their Course within the approved duration, even with an Intervention Strategy as described in Clause 4.28, will have their CoE extended by ECC.
- 4.30 If a Student does not complete within the Registered Duration of the Course, the College may be restricted from issuing an extended CoE to allow the Student to complete their studies.

- 4.31 An International Student may only Register at less than the required level under the following circumstances:
- a) Compassionate or Compelling Circumstances as recorded on their Student record;
  - b) as part of a documented Intervention Strategy, which has been implemented where a Student is at risk of not meeting satisfactory Course Progress requirements as outlined in the *Academic Progression Policy*; or
  - c) an opportunity exists within the Course structure and available Units to complete the Course in the Registered Duration.
- 4.32 The College will consider extending an International Student's Confirmation of Enrolment (CoE) on the following grounds:
- a) there are Compassionate or Compelling Circumstances;
  - b) where the College has implemented, or is in the process of implementing, an Intervention Strategy for a Student who is at risk of not meeting satisfactory Course progress under the *Academic Progression Policy*; or
  - c) an approved Deferment or Suspension of Study has been granted under Standard 9 of the National Code.
- 4.33 Extensions of CoEs will be assessed on a case-by-case basis and will be assessed on individual merit.
- 4.34 If the College extends a CoE, it will advise the Student to contact Immigration to seek advice on any potential visa impacts.

### Refusal of Enrolment

- 4.35 The Academic Director may Refuse an application for Enrolment / Registration, or Suspend or Cancel an existing Enrolment / Registration, where:
- a) the Enrolment/Registration does not comply with the conditions set out in Clause 4.2;
  - b) the applicant or Student does not fulfil the requirements for Enrolment/Registration, including circumstances where the applicant does not meet the requirements of, or has otherwise not complied with a provision of an ECC Policy or Procedure;
  - c) the Course or Unit in which the applicant seeks to Enrol/Register will not be offered in the relevant Study Period;
  - d) the Cancellation is required to correct a clear error;
  - e) the applicant or Student has failed to return any College property;
  - f) the applicant or Student has failed to pay any amount owed by them to the College by the due date;
  - g) the Enrolment is in breach of state or federal legislation; or
  - h) the applicant or Student has gained, or seeks to gain, Enrolment by misrepresentation, falsification of documents or other dishonest or fraudulent means.

- 4.36 Any Credit obtained by a Student whose Enrolment is Cancelled under Clauses 4.35(a), (g) or (h), will be deemed not to have been awarded.
- 4.37 A Student whose application for Enrolment or Registration has been refused under these Procedures will be notified in writing of the decisions and the reason(s) for the refusal.

### Suspension or Cancellation of Enrolment

- 4.38 The Academic Director may Suspend or Cancel a Student's existing Enrolment/Registration where they are satisfied that the Student cannot, or is unlikely to be able to, meet the Inherent Requirements of the Unit or Course.
- 4.39 The Academic Director may Suspend or Cancel a Student's Enrolment/Registration due to a Fitness to Study concern, as outlined in the *Fitness to Study Policy*.
- 4.40 The Academic Director may Suspend or Cancel a Student's Enrolment/Registration due to Student behaviour, as outlined in the *Student Conduct Policy*.
- 4.41 A Student whose application for Enrolment/Registration has been Suspended or Cancelled under these Procedures will be notified in writing of the decisions and the reason(s) for the Suspension or Cancellation.
- 4.42 A Cancellation of Enrolment is not the same as a *Letter of Release*; an International Student who Cancels their Enrolment or Withdraws from a Course without a *Letter of Release* may risk having their visa cancelled by the Australian government and may be refused entry into Australia for up to three years.
- 4.43 Any decision to Cancel an International Student's Enrolment requires ECC to inform the student of its intention to Cancel Enrolment and the requirement to report the Student to the Department of Home Affairs. Such students will be informed of their right to appeal the decision within twenty-eight (28) Calendar Days before being reported.

### Course Deferral

- 4.44 Where a current Student applies in writing for Deferral of their Course after Enrolment and within the first four weeks of the Study Period, (subject to approval), ECC will hold all fees paid and credit these towards the Student's subsequent Course at ECC. If the Student subsequently withdraws, the terms of the *Refunds Policy* apply from the date ECC received the Deferral request.
- 4.45 If the student applies for Deferral after the first four weeks of the Study Period, their place will be held, but all tuition fees applicable to that Study Period will be forfeited.

### Re-instatement of Enrolment

- 4.46 Where a Student's Enrolment has been Cancelled under Clause 4.35(e), the Student's Enrolment and previous Academic Progression Status may be reinstated by the Academic Director, effective for the current Study Period or subsequent Study Period, on return in good order of the College's property.
- 4.47 Where a Student's Enrolment has been Cancelled under Clause 4.35(f), the Student's Enrolment and previous Academic Progression Status may be reinstated by the Academic Director, effective for the current Study Period or the subsequent Study Period at the Academic Director's absolute discretion:

- a) upon payment of all outstanding charges and other money; or
  - b) on the agreement to pay outstanding amounts by instalments.
- 4.48 If a Student's Enrolment is reinstated under Clause 4.47(b), and the Student defaults in paying an installment, the Student's Enrolment may be Cancelled.

### Changing to Another Course

- 4.49 A Student is required to undertake the Course for which they received an offer of Admission. Where a new Student wishes to change to another Course on arrival, they will need to:
- a) contact ECC Admissions; and
  - b) apply before close of business on Friday, Week 1.
- 4.50 Where a Continuing Student wishes to change to another Course offered by ECC they will need to:
- a) discuss the matter with the Academic Program Coordinator of the intended Course;
  - b) submit the *Change of Course / Change of Stream Form* to Student and Academic Services.
- 4.51 In some instances, it may not be possible or viable to change to another Course for reasons of timing, visa conditions, Course availability, current academic performance or not meeting entry requirements.

### Withdrawing from a Course

- 4.52 Where a continuing Student wishes to Withdraw from a Course, they must discuss the matter with Student and Academic Services (SAS) staff. The SAS staff will provide information on the consequences of Withdrawing to allow the Student to make an informed decision. For International Students, once the Withdrawal is confirmed, ECC will cancel their CoE(s) via PRISMS which will in turn result in the Cancellation of the Student's visa.
- 4.53 A Student who wishes to Withdraw from their Course must submit a *Withdrawal (all ECC Courses) Request Form* via the Student and Academic Services team.
- 4.54 Withdrawing from a Course will not affect a Student's Academic Progression Status provided the notification is given before the Academic Penalty Date.
- 4.55 A Student who Withdraws from all Units during a Study Period and has not applied to Defer will be deemed to have Withdrawn from their Course.
- 4.56 A Student who has Withdrawn from their Course, and later wishes to resume their Course, must re-submit their application online and meet current Admission requirements and conditions; see the *Admissions Policy*. The Student may be required to complete the Course under a modified structure if the Course has been modified.
- 4.57 ECC will credit any fees paid according to the *Refunds Policy*. For International Students, ECC will then cancel the Confirmation of Enrolment (CoE) via PRISMS which may or may not result in the cancellation of the Student's visa.

### Transferring Provider

- 4.58 Domestic students may Transfer to another higher education provider if they choose.
- 4.59 It is an Australian regulatory requirement that International Students complete six (6) months of their Principal Course of Study before Transferring between Providers.
- 4.60 International Students who have not yet completed six months of their Principal Course of Study must submit a Transfer of Provider Request to ECC, which will be assessed and reviewed by the Admissions Manager and the Student and Academic Services Manager (or Nominees) according to the Enrolment Policy and these Procedures.

### Transfers to ECC

- 4.61 ECC will only assess requests to Transfer from another registered Provider to ECC within the first six months of their Principal program where the:
- original registered Provider has ceased to be registered or the Course in which the Student is Enrolled has ceased to be Registered;
  - original registered Provider has agreed to the Student's release and recorded the date of effect and reason for release in PRISMS;
  - original registered Provider has had a sanction imposed on its registration that prevents the Student from continuing their Principal Course; or
  - government sponsor of the Student considers the change to be in the Student's best interest and has provided written evidence to support that change.

### Transfers from ECC

- 4.62 Students who apply to Transfer after accepting their offer but before starting classes will not be approved except where:
- the Student is unable to obtain an Australian visa; or
  - there are Compassionate and Compelling Circumstances.
- 4.63 Students who wish to Transfer to another Provider must complete the *Transfer of Provider Form* and outline the reasons for their transfer, together with documentary evidence to support the application.
- 4.64 ECC cannot consider any request for Transfer unless:
- the Student has a valid unconditional Enrolment offer from the receiving Provider; and
  - if the student is under 18 years of age:
    - written evidence that Student's parent/legal guardian supports the Transfer; and
    - written confirmation that the new Provider will accept responsibility for approving the Student's accommodation, support and general welfare arrangements as specified in Standard 5 of the National Code; and
- if the student is a Sponsored Student:
- written evidence that the Sponsor supports the transfer, or

- d) financial evidence that the Student is able to pay their own fees.

### ***Grounds for Transfer***

- 4.65 Students must provide sufficient evidence to satisfy ECC that they have a genuine case for Transferring Provider.
- 4.66 In addition to the criteria listed in Clauses 4.62 – 4.65, circumstances in which ECC may grant approval for a Transfer are as follows;
  - a) ECC is unable to deliver the Course as outlined in the written agreement;
  - b) there is evidence that the Student’s reasonable expectations about their current Course are not being met;
  - c) there is evidence that the Student was misled by ECC or an education agent regarding ECC and/or its Courses and therefore the Course is unsuitable to their needs and/or study objectives;
  - d) there is evidence of Compassionate and Compelling Circumstances that suggests transferring to another Provider is in the Student’s best interest.
  - e) the Student will be reported because they are unable to achieve satisfactory Course Progress at the level they are studying, even after engaging with ECC’s Intervention Strategies; and/or
- 4.67 ECC also deems the following circumstances to be reasonable grounds to decline an International Student’s request to Transfer Provider prior to completing the first six months of the Principal Course of Study:
  - a) the Student changes their mind about the Course;
  - b) the Student expresses difficulty with Course material but has not:
    - i. availed themselves of any Intervention Strategy;
    - ii. submitted Assessments that would have provided formative feedback to support the Student;
  - c) the Student is experiencing accommodation problems;
  - d) the Student is experiencing homesickness or adjustment difficulties moving to Australia; and
  - e) where the student’s application included information that is inconsistent with the claim made in a Transfer of Provider application.

### ***Request to Transfer Provider Approved by ECC***

- 4.68 Where an application for Transfer to another Provider is approved by the College, a recommendation to release the Student will be sent to ECU for a final decision on the request to Transfer Provider.
- 4.69 If an International Student with a Packaged offer with ECU is given a Letter of Release by ECU, ECC will cancel the Student’s Enrolment and undertake its regulatory obligations in PRISMS.

- 4.70 Any Cancellation fees/penalties will be applied in accordance with the *Refunds Policy*.
- 4.71 Students take full responsibility for contacting the Department of Home Affairs in relation to their Student visa.

### ***Request to Transfer Provider is Denied***

- 4.72 Where an application for Transfer to another Provider is denied, the Student's Enrolment will remain current and the Student will be advised of the decision and the reason for the refusal in writing within fifteen (15) Calendar Days.
- 4.73 ECC will not undertake its reporting requirements in PRISMS until the timeframe for Student Appeal have expired.

### **Student Appeal**

- 4.74 Students may Appeal decisions made by ECC in relation to the following Clauses in these Procedures:
  - a) 4.4 – Enrolment Status;
  - b) 4.35(a) or (g) – Refusal of Enrolment;
  - c) 4.38 – Suspension or Cancellation of Enrolment due to not meeting Inherent Requirements;
  - d) 4.39 - Suspension or Cancellation of Enrolment due to Fitness to Study;
  - e) 4.40 - Suspension or Cancellation of Enrolment due to Student Misconduct; and
  - f) 4.73 – Denied application to Transfer Provider.
- 4.75 The existence of any of the circumstances in Clauses 4.62 – 4.64 or Clause 4.66 does not in itself mean that a Student Appeal will be successful, or that a Student will be allowed to Enrol where this is not permitted by Policy or Procedure.
- 4.76 A request for a Student Appeal under these Procedures must be lodged according to the *Student Appeals Policy* and *Student Appeals Procedures*.

## **5. RELATED DOCUMENTS:**

- 5.1. These Procedures support the *Enrolment Policy*.
- 5.2. Relevant to these Procedures are the following:
  - Admissions Policy*
  - Credit and Recognition of Prior Learning (RPL) Policy*
  - Academic Progression Policy*
  - Student Appeals Policy*
- 5.3 These Procedures were written to meet the requirements of the following:
  - [\*National Code of Practice for Providers of Education and Training to Overseas Students\*](#)
  - [\*Higher Education Standards Framework \(HESF\)\*](#)
  - [\*Australian Qualifications Framework \(AQF\)\*](#)
  - [\*AQF Qualifications Pathway Policy\*](#)

**6. CONTACT INFORMATION:**

For queries relating to this document please contact:

<b>PROCEDURES OWNER</b>	Academic Director
<b>ALL ENQUIRIES CONTACT:</b>	Quality and Compliance Manager
<b>TELEPHONE:</b>	08 6279 1133
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**7. APPROVAL HISTORY:**

<b>PROCEDURES APPROVED BY:</b>	Academic Director
<b>DATE PROCESSES FIRST APPROVED:</b>	November 2007
<b>DATE LAST MODIFIED:</b>	March 2022
<b>REVISION HISTORY:</b>	January 2022. Adoption of a principle-based approach to policy. March 2022. Correction to Transfer of Provider process to clarify that ECU is the provider of the Principle Course of Study for International Students in Packaged Courses.
<b>NEXT REVISION DUE:</b>	March 2024