

Student Enrolment and Completion Policy and Procedure

Approving body	Academic Board
Date approved	20 Jan 2025
Date of effect	Commencement of operation
Next scheduled review	Two years from when policy commences
Policy owner	Academic Dean
Policy contact	Academic Dean
Related Documents	Academic Progression and Students at Risk Policy and Procedure Admission Policy and Procedure Credit and Recognition of Prior Learning Policy and Procedure Student Appeals Policy and Procedure Student Code of Conduct Student Grievance Policy and Procedure
Higher Education Standards Framework (HESF) 2021 (Cth)	Standard 1.1.2-3 Standard 1.3 Standard 2.2.3 Standard 4.2 Standard 5.3.4 Standard 5.3.7 Standard 6.1 Standard 7.2.3-4
National Code of Practice for Providers of Education and Training to Overseas Students 2018	Standard 3.1 Standard 9.1-6

Purpose

1. This Policy and Procedure outlines the domestic and international student enrolment process and the requirements for course completion at Zenith Innovation Institute (**Zenith / the Institute**).

Scope

2. This Policy and Procedure applies to all enrolled students.

Policy

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

Load, progression and completion considerations

4. All students are expected to demonstrate satisfactory course progress by attaining the minimum requirements as prescribed in the Academic Progression and Students At Risk Policy and Procedure.
5. Students' academic progress will be reviewed each semester.
6. Students are required to respond to any correspondence regarding academic progress within 2 weeks.

Domestic students

7. The maximum course duration for domestic students to complete their course and receive their award is 10 (ten) years.
8. Domestic students may apply for a case-by-case basis review by the relevant Course Coordinator to grant a variation of the student's maximum course duration. The Course Coordinator needs to be satisfied that exceptional circumstances affected the student's progress in the course and that the student has an expectation of completing the course within a reasonable period.

International students

9. International students holding student visas are expected to:
 - (a) complete their course within the original expected duration as indicated on their Confirmation of Enrolment; and
 - (b) maintain an equivalent full-time study load, which is 4 units per semester.
10. The Institute will monitor international students' ability to complete their course within the duration registered on CRICOS and specified on their CoE. This monitoring will occur in conjunction with formal processes for monitoring all students' academic progress in each compulsory study period.

Informed decision making | link to admissions

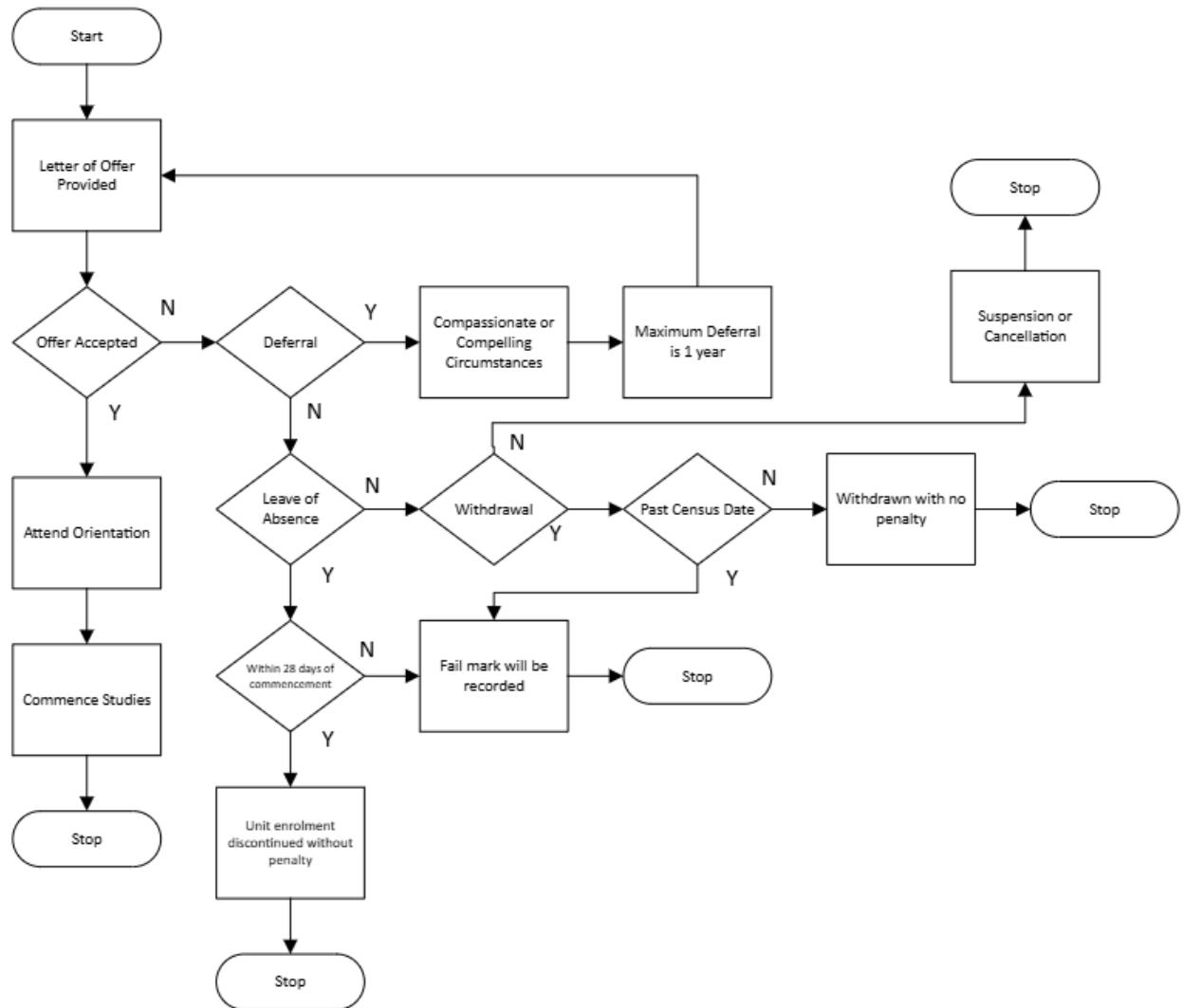
11. During the application, admission and enrolment process (refer to Students Admission Policy and Procedure), the Institute will:
 - (a) be open and transparent about the course admission requirements, including adherence to English language requirements;
 - (b) support enrolled students through this process and inform students about:
 - (i) all charges associated with the course and enrolling at Zenith;
 - (ii) rights and obligations under policies relating to:
 - (A) eligibility for credit;
 - (B) changing/withdrawing the offer;
 - (C) acceptance of the offer and the enrolment process;
 - (D) tuition protection; and
 - (E) entitlement to refunds; and
 - (iii) any other particular conditions of enrolment.

Changes or variations to enrolment

12. Prior to enrolling, students may apply to defer commencement of their course. The maximum period for deferring is up to 1 year.
13. Following initial enrolment, all students can apply to:
 - (a) vary their study load;
 - (b) transfer between courses within the Institute 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;
 - (c) request a leave of absence; and
 - (d) withdraw from their candidature.
14. In considering a student's application for a change in enrolment, the Institute will have regard to:
 - (a) the student's general wellbeing;
 - (b) availability of places in courses and/or units;
 - (c) any outstanding fees and charges owed as per the Student Refunds Policy and Procedure;
 - (d) load and progression (as outlined above); and
 - (e) regulatory requirements.
15. The Institute reserves the right to suspend or cancel a student's enrolment:
 - (a) if any information provided is fraudulent, inaccurate or incomplete during the admission process;
 - (b) where a decision to exclude the student has been made and appeals processes exhausted based on:
 - (i) academic misconduct or non-academic misconduct;
 - (ii) unsatisfactory academic progress; and
 - (iii) non-payment of fees as per the Student Refunds Policy and Procedure.



Procedure



Enrolment – All Students

16. A student accepted into a course at the Institute will be provided with the following documents, which the student must sign to indicate acceptance of the offer and return to the Institute:
 - (a) a Letter of Offer if the student is a domestic student; and
 - (b) a Letter of Offer and Written Agreement if the student is an international student.
17. Students accepted into a course at the Institute will be invited to attend an orientation program tailored to the needs of student cohorts, including assisting international students adjust to living and studying in Australia. Orientation is compulsory for international students.

Deferral of Studies – all students

18. 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.
19. The Institute 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 Deferral¹

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 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

20. The circumstances above are some examples and the Institute has discretion to assess other circumstances, as long as supporting documentary evidence is provided.²
21. Any outstanding fees and charges owed will be calculated as per the Student Refunds Policy and Procedure.

Leave of Absence

All Students (note additional requirements for international students below)

22. 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.
23. The maximum Leave of Absence allowable is 2 years.
24. To apply for a Leave of Absence, students must contact Student Services and complete relevant forms.

¹ Department of Education Standard 7: Overseas Student Transfers, <https://www.education.gov.au/esos-framework/resources/standard-7-overseas-student-transfers>, pp. 3-4

² Department of Education, Standard 7: Overseas Student Transfers, <https://www.education.gov.au/esos-framework/resources/standard-7-overseas-student-transfers>, pp. 3-4

25. If a student's application for Leave of Absence is submitted and approved:
 - (a) within 28 days of the semester commencing, the unit enrolments will be discontinued without penalty;
 - (b) 28 days or more after the commencement of semester:
 - (i) a Fail mark will be recorded for the unit(s); and
 - (ii) the student will still be liable for the full amount of tuition fees associated with the unit.

International Students

26. A Leave of Absence for international students will only be approved under compassionate and/or compelling circumstances, as set out in Table 1, above.
27. The above are some examples and the Institute has discretion to assess other circumstances, as long as supporting documentary evidence is provided.³
28. 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.
29. If the outcome is approval of the Leave of Absence, the student will be notified, receive a revised Confirmation of Enrolment and advised that:
 - (a) their student visa may be affected; and
 - (b) they should contact the [Department of Home Affairs \(DHA\)](#) for further information.
30. The student will be marked absent for any leave actually taken. The Institute will notify [DHA](#) via PRISMS of the duration and the reasons for the leave.

Withdrawal

31. The process for withdrawal from a course is the same for domestic and international students.
32. To withdraw from a course, students are required to withdraw from all units in which they are currently enrolled.
33. If a student withdraws (ie when Zenith receives their full application with evidence):
 - (a) Prior to census date of the semester, they are deemed to have not commenced the course;
 - (b) Post census date of the commencing semester, a student will be recorded as an unsuccessful attempt for the unit(s); and
 - (c) in regards to international students, the Institute will notify [DHA](#) via PRISMS of the effective date and the reasons for withdrawal.

Suspension or Cancellation of Enrolment

34. Students may have their enrolment suspended by the Institute. 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.
35. The Institute may suspend or cancel a student's enrolment for:
 - (a) misconduct (academic or non-academic), pending the outcome of any appeal lodged by the student;

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

- (b) non-payment of fees, which the student is required to pay to the Institute to undertake or continue the course as stated in the Letter of Offer (and Written Agreement if the student is an international student); and
- (c) unsatisfactory course progress.

Process for Suspension or Cancellation of Student Enrolment

36. The Institute may suspend or cancel a student's enrolment based on a recommendation made to the Registrar for one of the reasons specified above. If the student has just commenced, the enrolment will be cancelled after 20 working days. If the suspension or cancellation occurs before the start of a new semester, it will take effect before the student re-enrols for the upcoming semester.
37. Upon receipt of such a recommendation, the Student Services Manager will review the recommendation and consider the case on its individual merits, including:
 - (a) compassionate or compelling circumstances that may impacted on their capacity to pay fees due to the Institute or achieve satisfactory course progress; and
 - (b) any policy precedent.
38. If the Registrar concurs with the recommendation to suspend or cancel the student's enrolment, the student will be notified of the following:
 - (a) the intention to suspend or cancel the student's enrolment;
 - (b) a rationale for the Institute's decision; and
 - (c) that the student has the right to appeal the decision through the Institute's internal and external appeals process. A copy of the Student Grievance Policy and Procedure and Student Appeals Policy and Procedure will be provided to the student.
39. 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.
40. Students who appeal must have their enrolment maintained in their course until the appeals process is finalised.
41. Any outstanding fees and charges owed will be calculated as per the Student Refunds Policy and Procedure

Appeals

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

Records and Reporting

43. The Institute will notify the Department of Education, Skills and Employment and the Department of Home Affairs of any variation (Deferment, Leave of Absence, Suspension, Cancellation, Withdrawal) of enrolment via PRISMS.
44. The Registrar will ensure appropriate records of enrolment and enrolment variations are maintained and stored confidentially, including:
 - (a) student's requests and any supporting documentation;
 - (b) disciplinary processes, recommendations and supporting documentation;
 - (c) a record of the assessment of applications to vary enrolment, including consultation with staff members or other relevant parties;

- (d) a record of decisions as communicated to the student, including advice and related documentation; and
- (e) records of any further documentation resulting from internal or external appeals processes.

45. 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 Institute.

Responsibilities

46. Students must:

- (a) abide by the Institute's policies, rules and regulations, including the Student Code of Conduct, from the point of enrolment;
- (b) plan for, and maintain, continuous enrolment or seek the Institute's permission to vary their enrolment;
- (c) meet attendance and assessment requirements as prescribed in unit outlines; and
- (d) ensure their contact details are correct and up to date at all times.

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

48. The Student Administration Manager is responsible for:

- (a) reviewing and approving proposed variations to enrolment;
- (b) maintaining up-to-date, correct, and accurate enrolment records on PRISMS;
- (c) communicating required notices, information, and advice to students;
- (d) keeping records of requests for variation of enrolment, supporting documentation, assessment by the Institute, and outcome of reviews; and
- (e) 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.

49. The Course Coordinator is responsible for:

- (a) advising on course structure and recommended study progression;
- (b) assessing whether a variation of enrolment would be detrimental to the educational goals of the student;
- (c) monitoring the progress of students to ensure they are able to complete the course within the expected duration on their Confirmation of Enrolment; and
- (d) considering applications from domestic students for extension of the maximum course completion time.

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

Definitions

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

Term	Definition
Cancellation of enrolment	The discontinuation of enrolment of a student by Zenith
Confirmation of Enrolment (CoE)	The CoE is required by the Department of Home Affairs for the purpose of applying for a student visa (sub-class 500). It is issued by registered educational providers to international students and lists the requirements and duration of study in Australia.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students
Deferral	Enrolment into a course is delayed by a student who has received and accepted a Letter of Offer
DEWR	Department of Work Relations; Department of Employment, Skills, Small and Family Business
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)
Leave of absence	Suspension of enrolment as initiated by a student
Letter of Offer	A document issued by the Institute to offer a student a place in a course at the Institute.
Office of the Commonwealth Ombudsman	The Office of the Commonwealth Ombudsman investigates complaints that international students have with private education providers. A private education provider can be a school, college or university in Australia.
PRISMS	Is the Provider Registration International Student Management System, a database owned and maintained by the Department of Education, Skills and Employment 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 by Zenith
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 Institute's course and which a student must accept before, or at the same time as, payment of fees relating to the course

Version control

Version	Changes	Approval Body	Approval Date
1.0	New Policy	Academic Board (AB)	
1.1	<p>Changed DESE to Department of Employment, Skills, Small and Family Business – DEWR</p> <p>33 to replace the 28-day period with the census date.</p> <p>Point 33 a): "Prior to census date of the semester, they are deemed to have not commenced the course."</p> <p>Point 33 b): "Post census date of the commencing semester, a student would be recorded as an unsuccessful attempt for the unit.</p> <p>DHA – Website linked</p> <p>Flowchart added above Point 17 for Procedure overview.</p>	Academic Board (AB)	27 Sep 2024
1.2	<p>Changed "Student Services Manager" to "Registrar"</p> <p>Point 6 added "within 2 weeks"</p> <p>Point 36 added "If the student has just commenced, the enrolment will be cancelled after 20 working days. If the suspension or cancellation occurs before the start of a new semester, it will take effect before the student re-enrols for the upcoming semester."</p> <p>Point 14 c) added "Student Refunds Policy and Procedure"</p> <p>Point 15 iii) added "as per the Student Refunds Policy and Procedure"</p> <p>Added Point 21 "Any outstanding fees and charges owed will be calculated as per the Student Refunds Policy and Procedure."</p> <p>Added Point 41 "Any outstanding fees and charges owed will be calculated as per the Student Refunds Policy and Procedure"</p>	AB	20 Jan 2025