

Enrolment Procedure

Purpose

1. This Procedure gives effect to the Enrolment Policy and outlines processes and conditions for the variation of a student's enrolment at Global Higher Education (GHE) through Leave of Absence, withdrawal from candidature, transfer between courses or providers, or exclusion.

Scope

2. This Procedure applies to all GHE courses.

Definitions

3. Definitions for key terms are presented in the Glossary of Terms which may be accessed on the GHE website at <https://www.globalhe.edu.au/policy>

Suite documents

4. This Procedure is linked to the Enrolment Policy.

Procedure

Enrolment

5. GHE seeks to identify, and give admitted students the opportunity to self-identify, any needs students may have for additional support during the process of enrolment.
6. These processes, and the corresponding support provided to students, are outlined in the following policies and associated procedures:
 - a) the **Academic Progress Policy**;
 - b) the **Student Wellbeing, Orientation and Support Policy**;
 - c) the **Student Disability Policy**;
 - d) the **English Language Proficiency Policy**.
7. This Procedure outlines the conditions that apply when students need to vary their enrolment under a range of circumstances. The arrangements for the refund of any applicable tuition fees for a variation to enrolment are outlined in the **Student Fees, Charges and Refunds Policy**.

Leave of Absence

All students

8. All students may apply for a Leave of Absence from their course under certain conditions; however specific additional conditions apply to students studying under an international student visa (see section below).
9. The maximum Leave of Absence allowable is two years.
10. To apply for a Leave of Absence students must contact the office of the Registrar and complete the relevant online form.
11. If a student's application for Leave of Absence is approved on or before the Census Date in each Semester, the unit enrolments will be discontinued without penalty.

12. After one-third of the Semester has elapsed, results will be given as follows:
 - a) W (discontinued studies with financial penalty, not to count as fail), for units discontinued on or before the Withdrawal Without Academic Penalty Date; or
 - b) WF (discontinued studies with financial penalty, to count as fail), for units discontinued after the Withdrawal Without Academic Penalty Date.

International students

13. A Leave of Absence for international students will only be approved under compassionate and/or compelling circumstances as outlined in the [National Code 2018](#), such as:
 - a) where a student does not receive their student visa in time to arrive for the commencement of the Semester;
 - b) in cases of serious illness or injury where a medical certificate states the student is unable to attend classes;
 - c) bereavement involving close family members such as parents, siblings or grandparents;
 - d) major political upheaval, natural disaster or pandemic in the student's home country, requiring emergency travel impacting on the student's studies, or preventing travel to resume studies;
 - e) a traumatic experience, such as involvement in or witnessing of a serious crime or accident that has impacted on the student;
 - f) maternity or paternity leave;
 - g) where GHE is unable to offer the course.
14. Applicants must attach a copy/copies of supporting documentation, such as a death certificate, or police, medical or psychologists' reports, in relation to any application for a Leave of Absence under compassionate or compelling circumstances.
15. The Registrar will make a preliminary assessment of the grounds for Leave of Absence applications in accordance with the [National Code 2018](#) and make a recommendation to the Academic Director for approval or rejection.
16. The Registrar will notify the student of the outcome of their application. If approved, this notification will include:
 - a) advice that the student visa may be affected;
 - b) advice to contact the Department of Home Affairs (DHA) for further information;
 - c) a copy of a revised electronic Confirmation of Enrolment (eCoE).
17. Whether the application is approved or not approved, the student will be marked absent for any leave actually taken. GHE will notify DHA via PRISMS of the duration and the reasons for the leave.

Withdrawal from candidature

Domestic students

18. To withdraw from a course completely, students are required to withdraw from all units in which they are currently enrolled and complete a course withdrawal form.
19. If a student withdraws prior to or on the Census Date in their first Semester they are deemed to have not commenced the course and are required to apply for a deferral under the provisions of the **Admissions Policy**.

International students

20. International students are required under the conditions of their visa to complete the first six months of their course before applying to transfer between courses offered by different providers.
21. Under specific conditions, students may submit an application to transfer between registered providers in the first six months of enrolment (see section on **Transfers** below).
22. Students who do seek to withdraw must contact the office of the Registrar before applying for withdrawal.
23. Applicants must complete the Withdrawal from Studies Application Form and attach copy/ies of all supporting documentation before lodging their application.
24. The Registrar will assess the application and make a recommendation to the Academic Director for approval or rejection, subject to financial and other administrative checks.
25. The Registrar will notify the student of the outcome of their application. If approved, this notification includes a copy/ies of the revised eCoE, advice that their student visa may be affected and advice to contact DHA for further information.
26. If the application for withdrawal is approved, GHE will notify DHA via PRISMS of the effective date and the reasons for withdrawal.

Transfers

Internal transfer

27. A student who has been enrolled in an GHE course may apply to transfer to another GHE course by internal transfer via the online transfer form.
28. Transfer is subject to the student being approved for admission to the new course.

Transfer between Registered Providers (international students during first six months)

29. GHE will only consider an application to transfer between registered education providers within the first six months of the student's study where:
 - a) the student will be reported because they are unable to achieve satisfactory progress at the level they are studying, even after engaging with the support offered via GHE's **Academic Progress** and **Student Wellbeing, Orientation and Support** policies;
 - b) there is evidence of compassionate or compelling circumstances;
 - c) GHE fails to deliver the course as outlined in the Letter of Offer;
 - d) there is evidence that the student's reasonable expectations about their current course are not being met;
 - e) there is evidence that the student was misled by a staff member of GHE or an education or migration agent contracted by GHE about GHE in general and/or its course to the extent that continued study at GHE is unsuited to the student's needs and/or study objectives;
 - f) an appeal (internal or external) on another matter results in a decision or recommendation to release the student.
30. A transfer will not be granted where:
 - a) the student is not making satisfactory progress at the level they are studying, but has not exhausted the support offered via GHE's **Academic Progress** and **Student Wellbeing, Orientation and Support** policies;
 - b) the new course would be detrimental to the student's future study (including being unsuited to the student's academic abilities), wellbeing and/ or career objectives as evidenced by the student academic progress to date and responses to the 'Getting Started Tool' (see **Academic Progress Policy**);
 - c) the transfer may jeopardise the student's progression through a package of courses;

- d) based on the evidence before it, GHE forms the view that the student is trying to avoid being reported to the DHA for failure to meet the academic progress requirements of their enrolled course;
 - e) the student is applying to transfer to a course at a lower level qualification without consultation with his or her Course Coordinator and Student Support Officer;
 - f) the student has outstanding debts to GHE;
 - g) the documents provided by the student do not, in GHE's view, provide adequate grounds to justify the transfer.
31. GHE reserves the right to take into consideration other circumstances which may not have been specified in this Policy or Procedure, but which are relevant to the well-being of an individual student.
 32. Students wishing to obtain a Transfer between Registered Providers within the first six months of their study must lodge the *Application for Transfer between Registered Providers Form* along with supporting documentation including:
 - a) a letter detailing the reasons for the request to transfer to another provider and how the student will benefit from the transfer;
 - b) a copy of the offer letter from the proposed new provider, confirming that a valid enrolment offer has been made unconditionally at that institution;
 - c) evidence from an appropriately qualified medical practitioner, psychologist or counsellor where the application is being made on medical grounds;
 - d) written approval for the change from the scholarship body if a sponsor is paying the tuition fees.
 33. The Registrar will assess the application and supporting documentation. If deemed appropriate, the Registrar may interview the student to determine:
 - a) the circumstances surrounding the release application;
 - b) how the student may benefit from a transfer to another education provider;
 - c) whether the transfer would be detrimental to the student in his or her future studies, wellbeing and / or career objectives; and
 - d) options for referring the student to appropriate GHE support services.
 34. The Registrar will reach a determination as to whether a transfer would be detrimental to the student or his or her future studies, wellbeing and / or career objectives and formally notify the Academic Director of their recommendation.
 35. The Academic Director will consider the application and recommendation and direct the Registrar to issue a formal written reply to the student within 10 working days of official receipt of the application.
 36. Where the Academic Director approves the transfer, the letter sent to the student is to be issued at no cost to the student and must include:
 - a) a withdrawal form;
 - b) advice that the student's eCoE will be cancelled and the requirement to contact DHA to seek advice on whether a new student visa is required;
 - c) advice that if applicable the student may apply for a refund in accordance with GHE's **Student Fees, Charges and Refunds Policy**.
 37. Where the Academic Director decides not to approve the transfer, the letter sent to the student must include:
 - a) the reasons for the decision not to grant a Transfer between Registered Providers;

- b) advice that he or she may freely transfer after completion of six calendar months of his or her Principal Course;
 - c) information on the student's right to appeal the decision in accordance with GHE's **Student Complaints, Grievances and Appeals Policy** within 20 days of the letter.
38. GHE will maintain records of all requests from students for a transfer and outcomes in accordance with the **Records and Data Management Policy**.

Exclusion of students

- 39. Students may be excluded from GHE as a result of academic or non-academic misconduct, unsatisfactory attendance, unsatisfactory academic progress, or non-payment of fees.
- 40. Students will be notified in writing of GHE's decision to cancel/suspend their enrolment.
- 41. For international students, the advice must include the reason for doing so, that cancellation/suspension may impact their student visa and that the student may seek to appeal the decision up to 20 working days from the date of the official advice.
- 42. Students who successfully apply for readmission will be admitted to a course under the current rules for that course.
- 43. A student who has been excluded from GHE as a result of misconduct and applies for readmission after the exclusion period shall be readmitted subject to the approval of the Academic Director whose decision is final.
- 44. An applicant who has been excluded from another higher education provider will only be considered for admission if the period of exclusion from the original provider has been served. An applicant may present a case for their exclusion to be put aside and their application for admission to be considered on its merits. Such applications are subject to the approval of the Academic Director, whose decision is final.

Reporting

- 45. When there is any suspension or exclusion action taken in relation to an international student under this procedure, the Registrar must:
 - a) inform the student of the need to seek advice from DHA on the potential impact on their student visa;
 - b) advise the Manager, Quality and Compliance to report the change to the international student's enrolment under Sections 19 and 20 of the *ESOS Act*.

Summary reporting

- 46. The Office of the Registrar will provide an annual report on any incidents, trends and/or improvements made in enrolment practices to the Operations Director for reporting to the Board of Directors.

Complaints and appeals

- 47. Appeals in relation to the administration of this procedure are administered under the **Student Complaints, Grievances and Appeals Policy**.
- 48. Where a decision may impact on an international student's status on PRISMS, GHE will not finalise the student's status in PRISMS until:
 - a) the appeal finds in favour of GHE;
 - b) the student has chosen not to access the complaints and appeals process within the 20-working day period; or
 - c) the student withdraws from the process.

Roles and responsibilities

49. The Board of Directors is responsible for overall governance of this Procedure.
50. The Registrar is responsible for:
 - a) the receipt and preliminary assessment of all applications for variations to enrolment and communicating outcomes to students;
 - b) providing an annual report on any incidents, trends and/or improvements made in enrolment practices to the Operations Director for reporting to the Board of Directors;
 - c) all records management arising from this Policy and Procedure.
51. The Academic Director is responsible for approving all recommendations in relation to a student's variation of enrolment or exclusion.
52. The Manager, Quality and Compliance is responsible for:
 - a) ensuring compliance with this Policy and Procedure;
 - b) benchmarking GHE policy and standards with those adopted elsewhere in the tertiary sector;
 - c) the monitoring of information available from the review of records relating to the implementation of this Procedure;
53. All staff are responsible for becoming familiar and complying with this Policy and Procedure.

Associated information

Related Internal Documents	Enrolment Policy Admissions Policy Academic Progress Policy Communication and Marketing Policy Credit and Recognition of Prior Learning Policy English Language Proficiency Policy Privacy Policy Quality Assurance Policy Records and Data Management Policy Student Academic Integrity and Academic Misconduct Policy Student Complaints, Grievances and Appeals Policy Student Disability Policy Student Diversity and Equity Policy Student Fees, Charges and Refunds Policy Student Non-Academic Conduct and Misconduct Policy Student Wellbeing, Orientation and Support Policy Glossary of Terms
Related Legislation, Standards and Codes	<i>Tertiary Education and Quality Standards Agency Act 2011</i> <i>Higher Education Standards Framework (Threshold Standards) 2021</i> <i>Education Services for Overseas Students Act 2000</i> <i>National Code of Practice for Providers of Education and Training to Overseas Students 2018</i>
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	5-Mar-20	V1.1 revised version including minor amendments requested by BoD 21-Feb-20 (added cl. 13f, 51a) plus administrative updates
	20-Jul-20	V1.2 administrative updates
	9-Dec-20	V1.3 revised for HESF 2021 and administrative updates
	8-Jul-2023	V1.4 administrative updates following TEQSA registration

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