

ENROLMENT PROCEDURES

PURPOSE

This procedure has been developed in line with requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective July 2007). It outlines the conditions under which students will be considered to have a valid enrolment at the TriSector Pathways, Qualifications or Modules of study or who are currently enrolled in modules of study offered by TriSector toward a full qualification.

ORGANISATIONAL SCOPE

This policy applies to all TriSector students who are intending to enrol in TriSector education pathways, qualifications or modules of study or who are currently enrolled in modules of study offered by TriSector toward a full qualification.

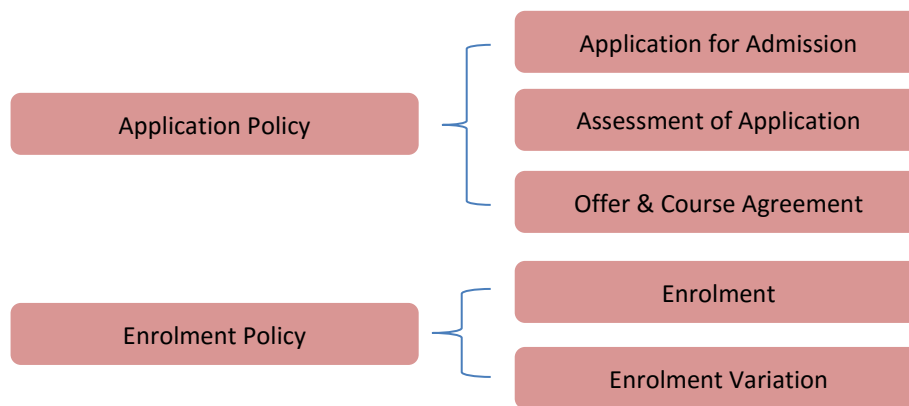
This policy covers processes related to:

- Deferral, Suspension or Cancellation of Enrolment
- Changing to another TriSector Course
- Withdrawing from a Course
- Transferring to another Provider
- Transfer to TriSector

DEFINITIONS

1. **CoE:** Confirmation of Enrolment is a document registered with DIBP to confirm a student's acceptance into a particular course for a specified duration.
2. **Course:** A formal program of education and/or training made up of study components known as qualifications and/or modules.
3. **Deferral:** To delay commencement or continuation of course studies normally for a period of six (6) months.
4. **DIBP:** Department of Immigration and Border Protection: The Australian government agency responsible for issuing students with Visas.
5. **Enrolment in a Course:** Occurs at the point that a Confirmation of Enrolment (CoE) is issued by the Institute.
6. **Enrolment in a Module or Short Course:** Occurs at the point a student selects modules of study and timetable for the current semester or a short course shown on the calendar where the short course is at least 14 days from the date of enrolment.
7. **International Student:** For the purpose of this policy, an International Student is defined as one who is not an Australian or New Zealand citizen or the holder of a permanent residency or humanitarian Visa. For the purposes of this policy, students who are in Australia, as a result of their parents/legal guardians being on a temporary business visa (e.g. visa subclass 457), are regarded as International Students.
8. **Local Student:** For the purpose of this policy, a local student is anyone who is a permanent resident of Australia, citizen of Australia or New Zealand or the holder of a permanent humanitarian visa who will be resident in Australia for the duration of a course of study.
9. **National Code:** The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective July 2007).
10. **Pre-requisite:** This is a minimum requirement a student must satisfy in order to be considered for entry to a particular module or course.
11. **PRISMS:** The Provider Registration and International Student Management System is the database system used to process information given to the Secretary of DEST and DIBP by registered providers.
12. **Principal Course:** In regards to packaged offers, the principal course is normally the course entered following the completion of bridging or qualifying course(s). i.e. final course of study
13. **Provider:** Any Registered Training Organisation (RTO) or Higher Education Provider within Australia.
14. **Module:** A discrete component of study within a course
15. **Valid Enrolment:** Is an enrolment that is carried out in accordance with TriSector's Terms of Offer, Policies and Procedures, Course Requirements, and any other criteria the student is required to meet.
16. **Institute:** TriSector Pty Ltd

Application and Enrolment workflow



ENROLLING

When enrolling:

1. Students are expected to use approved forms of communication to add and/or change their enrolment or enrolment status. Forms of communication may include:
 - Application forms completed on the TriSector website and submitted via the Student Portal; or
 - Where no form is available on the website, students must email their request for a form to student.services@trisector.edu.au
 - Students are expected to enrol in the correct course as outlined in the TriSector prospectus or as advised by the appropriate staff. Note: Courses are subject to change.
 - All students must submit a valid enrolment for each education service by the specified due date using the prescribed enrolment systems available. Students who enrol after the due date must do so by contacting student.services@trisector.edu.au directly. Late applicants may be charged a late enrolment fee. TriSector may reject an enrolment that is attempted after the due date.
 - A student may only enrol in a Pathway, qualification, module or Short Course which has specified pre-requisite where they have met those requirements.

DEFERRAL, SUSPENSION OR CANCELLATION OF STUDY

Where a current student applies in writing to defer, suspend or cancel their study. The following procedures will be followed:

1. TriSector will only suspend, defer or cancel enrolment on the grounds of –
 - Compassionate and/ or compelling circumstances (defer)
 - Misbehaviour by the student (suspend or cancel)
 - Attendance (cancel)
 - Non Payment of Fees (cancel)
2. The Student has to pay deferral application fee of \$100 and the Tuition fee of the Term must be settled before submitting the application.
3. Once the deferral is approved and then if the student seeks withdrawal, any refund, if applicable will be based on the start date of the original enrolment.

DEFERMENT PROCESS

TriSector Staff must:

1. Respond to each request for course study deferment by requiring a written request with documented evidence from the student that identifies the reason for which they require a course of study deferment.
2. On receiving a request for course study deferment, ensure that the student is aware of TriSector's appeals process.
3. Notify the TriSector management staff of the pending application, providing a copy of the written request for consideration in the next TriSector management meeting.
4. The TriSector Management meeting shall ensure that the deferment request is considered on the grounds of the written request and ensuring that compassionate and compelling circumstances (which are beyond control of the student) are assessed where evidence of their validity is provided. These circumstances may include:
 - Serious illness or injury, where a medical certificate states that the student was unable to attend classes.

- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided).
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these cases should be supported by police or psychologists' reports).
- Where the registered provider was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student Visa.

Deferment Request Responses

Following TriSector's management meeting where the student's request is considered TriSector Staff shall:

1. Ensure that the student is informed of the resulting decision of the TriSector Management meeting in a timely manner.
2. Ensure that all records of the request and supporting evidence are copied and placed in the students file.
3. Maintain the enrolment of the student should the student seek an appeal through the internal or independent adjudicator appeals process.
4. Ensure that the student is advised to contact the office of DIBP so that the student is informed as to the consequences of their deferment on their existing student visa.
5. Ensure that the student is advised that their course fees may also be affected by a deferment.
6. Report the student's change of enrolment to DIBP via PRISMS as soon as practicable after a decision on deferment has been finalised and recorded by TriSector management.
7. Respond to advice from DIBP concerning the issuance of a new COE through PRISMS.

SUSPENSION OR CANCELLATION PROCESS

Where a student's conduct, attendance or fee payment (here on referred to as 'action') has been found to violate TriSector's rules of enrolment and where warning has been provided TriSector staff shall:

1. Inform the student that their 'action' has resulted in a report being made to TriSector management.
2. Ensure that the student is aware that they may access TriSector's internal appeals process and independent adjudicator.
3. Inform the student should a decision to suspend or cancel their enrolment is made by TriSector management, that they have 20 working days to appeal following the decision. (TriSector management has 10 days to commence the process after the appeal is received).
4. Provide a written report to the next TriSector management meeting detailing the 'action' and the manner in which their 'action' has been dealt with so far (the report should detail dates, times and persons involved).

Suspension or Cancellation Responses

In receiving a report TriSector management shall:

1. Validate the actions of all staff involved seeking further advice, verbal or written.
2. Where necessary, seek further advice from the student or students involved maintaining an unbiased approach to the student or students involved.
3. Decide whether an enrolment suspension or enrolment cancellation is warranted.
4. Ensure that in upholding the decision to suspend or cancel the student's enrolment, the student is informed in writing, stating the reason for TriSector Managements' decision and reaffirming the students right to the internal appeals process and independent adjudicator within 20 working days.
5. Maintain the student's enrolment if the student chooses to access TriSector's internal appeals process except in the case of extenuating circumstances (definition follows).
6. Only report the student's change in enrolment to DIBP via PRISMS if the student does not appeal the decision or if the student requests an independent adjudicator,
7. If extenuating circumstances exist, report the student's change in enrolment to DIBP via PRISMS before the outcome of any internal/external appeals process.
8. Extenuating circumstances' relating to the welfare of the student may include, but are not limited to the following;
 - The Student is missing
 - 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.

CHANGING TO ANOTHER COURSE

1. A student is required to undertake the course for which they received an offer of admission. Where a student wishes to change to another course on arrival, they will need to seek permission from the Director of Operations (VET) (or nominee).
2. Where an ongoing student wishes to change to another course offered by TriSector they will need to discuss the matter with the Director of Operations (VET) (or nominee). Student's wishing to change courses at the beginning of their education service must apply 2 weeks before term commencement.
3. The appointed decision-maker will consider each application before approving a transfer. In some instances it may not be possible / viable to transfer to another course for reasons of timing, visa conditions, course availability, current academic performance or not meeting entry requirements.

WITHDRAWING FROM A COURSE

1. Where a new student wishes to withdraw prior to course commencement they need to notify TriSector in writing. TriSector will credit any fees paid according to the Refunds Policy. TriSector will then cancel the Confirmation(s) of Enrolment (CoE) via PRISMS which may or may not result in the cancellation of the student's visa and the student should contact DIBP.
2. Where a current (continuing) student wishes to withdraw, they must discuss the matter with the Director of Operations (VET) the Director or Research and Compliance. The Manager will inform the student that there may be visa implications and to seek advice from the DIBP on 131881. If the student decides to withdraw, TriSector will cancel the student's CoE(s) via PRISMS.

TRANSFERRING TO ANOTHER PROVIDER

Where TriSector is the provider of the Principal Course of Study, it is an Australian regulatory requirement that students must complete six months of their "principal course of study" before changing or transferring between providers. All requests for Transfer shall be assessed and a written response shall be provided to the Students within 30 Days of receipt of a written request.

1. A student is permitted under standard 7 of the National Code to apply for a transfer prior to completing 6 months of their principal course, provided they have compassionate and compelling circumstances: Refer to clause 12.4 and 12.5 for clarification of Standard 7.
2. Circumstances in which TriSector will grant approval for a transfer are as follows:
 - TriSector is unable to continue to provide the course;
 - The student has successfully withdrawn from the course;
 - The student demonstrates he/she is experiencing threat to physical or mental health or safety by remaining at TriSector and demonstrates clearly how this will be alleviated through a transfer;
 - The course of study is not consistent with the documented course requested on their application;
 - Any government sponsor of the student considers the change to be in the student's best interest and has provided written, authorised support for that change.
3. TriSector deems the following circumstances reasonable grounds to decline a request for transfer prior to completing the first six months of the principal course of study:
 - The transfer may jeopardise the student's progression through a package of courses;
 - The student has unpaid fees for the current study period. The current study period is the study period in which the student applies for a letter of release;
 - If this occurs during holiday time, the application for release is to be counted as being during the previous study period.
 - Any unpaid fees for subsequent study periods of the course should not prevent the issuing of a letter of release;
 - The student has a change of mind;
 - The student expresses difficulty with course material but has not availed themselves of the Study Assistance services;
 - The student has been warned for non-attendance;
 - The student is experiencing accommodation problems;
 - The student is experiencing course schedule conflict with personal, work, or other non- study commitments;
 - TriSector forms the view that the student is trying to avoid being reported to DIBP for failure to meet the provider's attendance or academic progress requirements;
 - TriSector believes that the course detailed in the letter of offer for the other provider will not provide adequate preparation for further study – e.g. the other Provider's course does not articulate into the principal course.

4. A transfer cannot be considered unless a letter from another registered provider confirming that a valid enrolment offer has been made is supplied to TriSector, and TriSector forms the view that the student is genuinely intending to study with that provider.
5. Students who are unsuccessful in their request to transfer prior to completing 6 months of their principal course may appeal that decision. For further advice students should refer to TriSector's Complaints and Appeals Section in the Student Handbook

TRANSFER TO TRISECTOR

International students, who seek to transfer to TriSector prior to completion of the first 6 calendar months of their principal course, will be issued with a CoE only if:

1. The student provides a Release Letter from the existing Provider or, if a Government sponsored student, provides written approval for the change from the sponsor; and

All requests for Transfer shall be assessed within 30 Days of receipt of a written request.

ADMINISTRATIVE PROCESSES

1. Academic notes via the student management system to be updated with any changes made to a student's enrolment.
2. Completed forms to be placed on student's file once all actions have been completed.
3. The Student Portal shall be used as the primary means of notification of any change to the Student's enrolment, attendance or progress. Email and SMS alerts shall advise students when applicable notifications are available for review, download or where action by the student is required (example: a scheduled Nonattendance Performance Review).

APPLICABLE FORMS

- Application for Admission
- Application for Recognition of Prior Learning
- Enrolment Variation
- Letter of Offer and Acceptance Form