

Enrolment Variation Procedure

1. Contents

1.	Contents.....	2
2.	Preamble.....	3
3.	Purpose.....	3
4.	Scope.....	3
5.	Definitions.....	3
6.	Procedure.....	4
7.	Relevant Legislation.....	9
8.	Relevant HEA Policies and Procedures.....	10
9.	Document and Version Details.....	10
10.	Procedure Inquiries.....	10

2. Preamble

HEA will administer enrolment variations in compliance with the *Higher Education Standards Framework (Threshold Standards) 2021*, the *Education Services for Overseas Students Act 2000 (ESOS Act)*, the *Higher Education Support (Transitional Provisions and Consequential Amendments) Act 2003* and the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

3. Purpose

This procedure implements the *Enrolment Variation Policy*.

4. Scope

This procedure applies to all prospective and currently enrolled students at HEA and relevant staff involved in the administration and management of student deferrals, suspensions, transfers between registered providers and withdrawals.

5. Definitions

Please refer to the Glossary of Terms.

6. Procedure

Staff must promptly and effectively process any requests in accordance with this procedure.

6.1 Grounds for Deferral

- 6.1.1 Prospective students can make a deferral request only before the commencement of a course.
- 6.1.2 The request will only be approved if there are compelling or compassionate reasons (For international students, compelling or compassionate circumstances are defined and applied in accordance with National Code Standard 9.) such as, or similar to, the following:
 - a) Major illness or injury, where a medical certificate states that a student is unable to attend classes;
 - b) Bereavement of close family members;
 - c) A natural disaster or significant political unrest in a student's home or country;
 - d) Where HEA cannot offer a prerequisite unit, or a student has failed a pre-requisite unit;
 - e) A traumatic experience such as being involved in or witnessing an accident or a crime or being the victim of a crime.

6.2 International Student-initiated deferral of enrolment

International and domestic students wishing to defer enrolment must submit a completed application form prior to the census date (if applicable).

6.3 Application Form

- 6.3.1 All students must submit their application using the Application to Defer, Suspend or Withdraw Enrolment Form with supporting documentary evidence to the Student Admissions Office via the contact details on the form.
- 6.3.2 An application will only be eligible for assessment when all sections have been completed, the form signed and supporting documentary evidence supplied.
- 6.3.3 Applications with no supporting documentary evidence will not be processed and will be automatically rejected.
- 6.3.4 Where a deferral application has been approved the student will be advised as follows:
 - **International Students** will be informed that they need to contact the Department of Home Affairs, where relevant and seek advice on how any deferral will affect the student's visa. HEA will meet its reporting obligations under the ESOS Act by notifying the Department of Education via PRISMS of the decision to defer enrolment. A new letter of offer and a new CoE will be issued. The new letter of offer will reflect the tuition fees applicable for the new commencement study period.
 - **Domestic students** will be informed by letter and the student issued with a new plan for commencement of enrolment.
 - In the case of a deferral application not being granted, the student will be advised and required to commence their enrolment according to the scheduled date.

6.4 Suspension of enrolment

- 6.4.1 Once students have commenced their course, suspension of enrolment is only granted temporarily on the grounds of compassionate or compelling reasons.
- 6.4.2 Students will be required to complete the Application to Defer, Suspend or Withdraw Enrolment Form with documentary evidence of compassionate or compelling circumstances. The Form must be signed and submitted to the Student Administration Office in accordance with the instructions on the form.
- 6.4.3 A student's enrolment may also be altered, cancelled or suspended for academic misconduct or disciplinary reasons including the provision of fraudulent documents. Any suspension or cancellation will be undertaken in accordance with procedural fairness and relevant HEA policies and procedures.
- 6.4.4 Grounds for suspension may also include student's failure to pay fees, student's failure to undertake or continue the course as required, or a breach of course progression requirements by the student.
- 6.4.5 The student will be informed in writing of the reasons for the decision and their right to seek an appeal or review.
- 6.4.6 A suspended student has 20 business days to lodge a complaint or appeal in accordance with the Student Complaints and Appeals Policy and Student Complaints and Appeals Procedure.
- 6.4.7 At the completion of the suspension period, the student will be contacted about re-enrolling or discontinuing their course.

6.5 Suspension of enrolment by international student

- 6.5.1 Overseas students will be informed that a suspension will affect their progression requirements, their Student Visa and fees.
- 6.5.2 HEA will also meet its ESOS reporting obligations where a suspension affects course duration. In accordance with the ESOS Act, the Department of Education shall be notified via PRISMS of the suspension of enrolment.
- 6.5.3 Students will need to contact the Department of Home Affairs regarding whether they will need to apply for a further Student Visa in order to complete their course of study.
- 6.5.4 International students whose request for suspension is not approved will be required to attend their scheduled classes and complete their assessment tasks and the student will be notified accordingly.

6.6 Withdrawal of Enrolment

- 6.6.1 A student may request to withdraw from their study at any time during the study period.
- 6.6.2 If withdrawal is after the Census date, academic and financial penalties will apply, unless special circumstances exist.
- 6.6.3 Applications must be made on the Application to Defer, Suspend or Withdraw Enrolment Form and be submitted in accordance with the instructions on the form.
- 6.6.4 Grounds for withdrawal may be a loss of interest in studying, or personal or financial circumstance which prevent the student from continuing with their studies.
- 6.6.5 International students should seek advice about the potential impact on their visa if their enrolment is cancelled following withdrawal.
- 6.6.6 International students may forfeit tuition fee deposits when withdrawing from units (See Student Fees and Refund Policy and Procedure)
- 6.6.7 After the Census Date the unit will remain on the student's record with a grade of "W" (Withdrawn).

- 6.6.8 If the student is able to prove that special circumstances or compassionate reasons exist to justify the withdrawal, the student will be deemed to have withdrawn before the Census Date.
- 6.6.9 Students who fail to submit any work but do not formally withdraw will incur an academic penalty of F (Fail) and all payment liabilities remain.

6.7 Discontinuation of enrolment

- 6.7.1 At any time, a student may apply to discontinue their course.
- 6.7.2 Discontinuing students may apply for a refund in accordance with the Student Fees and Refund Policy and Procedure.

6.8 Termination of enrolment

- 6.8.1 HEA reserves the right to terminate a student's enrolment for the same reason as for suspension.
- 6.8.2 Terminated students have 20 working days to lodge an appeal against termination in accordance with the Student Complaints and Appeals Policy and Student Complaints and Appeals Procedure.
- 6.8.3 If the student has not made an application for appeal within the prescribed time, HEA will terminate the student's enrolment. In the case of international students, their Confirmation of Enrolment (CoE) will be cancelled. Cancellation will be reported through PRISMS in accordance with ESOS requirements.
- 6.8.4 Students who are terminated for disciplinary reasons may apply for a refund of advanced tuition payments only (see Student Fees and Refund Policy and Student Fees and Refund Procedure).

6.9 International student transfers to/from alternate providers

- 6.9.1 An international student who wishes to apply to transfer to another provider before completing six months of their primary course at HEA must apply in writing for a release and provide an enrolment offer from another registered provider.
- 6.9.2 International students cannot transfer to another provider until they have completed six (6) months of their primary course at the Institute, unless:
 - there is evidence that the student's expectations about their current course are not being met or evidence that the student was misled by the Institute or an education or migration agent representing the Institute;
 - the Institute is unable to deliver the course in which the student is enrolled as outlined in the Written Agreement;
 - the Institute has provided the student with a release letter;
 - the student has experienced compassionate or compelling circumstances;
 - an appeal by the student results in a decision or recommendation to release the student;
 - the student will be reported for not achieving satisfactory academic progress;
 - the student cannot continue that course because of a sanction imposed on the provider's registration or because the provider has ceased to be registered.
- 6.9.3 HEA will not release an international student before they have completed six (6) months of their primary course if the student:
 - has made unsatisfactory academic progress and is seeking a transfer to avoid being reported to the DHA, where the student failed to engage with HEA;
 - failed to pay all fees owing to HEA.

- 6.9.4 A student who wishes to transfer to another provider after six months of study at HEA can apply to discontinue their course and must explain their reason for applying on the application form.
- 6.9.5 HEA may transfer or release an overseas student prior to completion of six months of their primary course at HEA if:
- HEA has agreed to the overseas student's release and recorded the date of effect and reason for release in PRISMS;
 - any government sponsor of the overseas student considers the change to be in the overseas student's best interests and has provided written support for the change.
- 6.9.6 If a release is granted, it must be at no cost to the overseas student and HEA will advise the overseas student to contact Immigration to seek advice on whether a new student visa is required.
- 6.9.7 A transfer or release application rejection will not be finalised in PRISMS until the end of the appeal process unless the student indicates they do not wish to appeal or withdraws from the process.
- 6.9.8 HEA will maintain records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.
- 6.9.9 Applicants applying to transfer to HEA within six (6) months of commencing their principal course with another registered provider must meet the requirements under Standard 7 of the National Code of Practice for Providers of Education and Training to Overseas Students (ESOS Act). A Confirmation of Enrolment (CoE) will only be issued where an eligible basis for transfer exists, which may include:
- a valid Letter of Release from the current provider;
 - closure or loss of registration of the provider or course;
 - government sanctions preventing course delivery;
 - written support from a government sponsor (where applicable); or
 - for students under 18 years of age, written parental or legal guardian consent and approved welfare arrangements.

6.10 Administrative Matters

- 6.10.1 This policy will not apply when a variation of enrolment is enacted to correct an administrative error made by HEA.
- 6.10.2 The Dean's decision will be final in respect of any addition of units after the Census Date. This does not limit a student's right to access complaints and appeals processes where applicable.

6.11 Compassionate Withdrawal

- 6.11.1 When a student withdraws from a unit after the withdrawal date and the circumstances warrant special consideration, the student may apply to the Dean for a compassionate withdrawal.
- 6.11.2 Requests for compassionate withdrawal will be assessed as to whether special circumstances apply, for example, they are beyond the student's control (for example, death in the family or serious illness, major political upheaval or natural disaster in student's home country or traumatic experiences); and the circumstances make it impracticable for the student to complete the requirements during the period in which the study was undertaken.
- 6.11.3 A request will be deemed valid if the circumstances did not make their full impact until or after the Census Date.

6.12 Fees and Refunds

In some situations, HEA will refund tuition fees. Students need to refer to the Terms and Conditions attached to their letter of Offer and to the *Student Fees and Refund Policy and Student Fees and Refund Procedure*.

6.13 Records

All Applications and decisions regarding Applications are to be kept on the student's file in accordance with the *Records and Information Management Policy*.

6.14 Delegation and Responsibility

- 6.14.1 The Board of Directors has delegated responsibility of this procedure to the Academic Board.
- 6.14.2 The Academic Board can further delegate their responsibilities in relation to this procedure to relevant staff, in accordance with the Delegations Policy. Operational responsibilities may be delegated; governance accountability remains with the Board of Directors.

6.15 Review and Improvement

- 6.15.1 Updates to this procedure can be made at any time to ensure the implementation of the Enrolment Variation Policy.
- 6.15.2 The Board of Directors will ensure an internal review of this procedure is conducted at least once every two years and will ensure that any improvements identified from the review are implemented, including updates to the procedure itself.
- 6.15.3 The Board of Directors will engage external reviewers at least once every seven years to conduct a review of this procedure and will ensure that recommended improvements are actioned.
- 6.15.4 At their own discretion, the Board of Directors may undertake a review of this procedure as needed.

6.16 Feedback

Feedback, including recommended improvements, is welcomed in relation to this procedure.

7. Relevant Legislation

Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)

<https://www.legislation.gov.au/Details/C2017C00271>

Higher Education Standards Framework (Threshold Standards) 2021

<https://www.legislation.gov.au/Details/F2015L01639>

Education Services for Overseas Students Act 2000 (ESOS Act 2000)

<https://www.legislation.gov.au/Details/C2017C00292>

Education Services for Overseas Students Regulations 2001

<https://www.legislation.gov.au/Details/F2016C00681>

National Code of Practice for Providers of Education and Training to Overseas Students

2018 <https://www.legislation.gov.au/Details/F2017L01182>

Standard 9 of the National Code 2018 Factsheet

<https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%209.pdf>

8. Relevant HEA Policies and Procedures

Admissions Policy

Admissions Procedure

Records and Information Management Policy

Student Complaints and Appeals Policy

Student Complaints and Appeals Procedure

Enrolment Variation Policy

9. Document and Version Details

Approval Authority	Board of Directors
Approval Date	3 July 2026
Review Date	17 March 2029
Version	7.0

10. Procedure Inquiries

For any inquiries about this procedure, please email us. (admissions@heau.edu.au)