

POLICIES AND ASSOCIATED PROCEDURES

POLICY NUMBER:	POS091203001
PREVIOUS POLICY NUMBER:	POS051118002 (<i>amended 29/01/10 via review</i>)
POLICY NAME:	Enrolments - Offshore
DATE APPROVED:	7 December 2009
POLICY TYPE AND CATEGORY:	General, Student Services
RESPONSIBLE OFFICER:	Director, Student Connections
POLICY ADVISOR:	Manager, Admissions and Enrolments, Student Connections
FIRST EFFECTIVE DATE:	27 November 2005

Caveat: The business processes associated with this policy are, in some instances, necessarily general in nature. This is because some processes associated with the Callista Student Management System implementation planned for April 2010 have yet to be identified. Generally, it is anticipated that all offshore students will self-enrol using the Internet. However, there may be some cohorts of students, locations or partners where it is identified and approved that a batched enrolment process should continue for a period of time to be determined. This will be negotiated between the Dean of the Faculty concerned and the Director, Student Connections Department.

A training plan for offshore students and teaching and administrative staff at partner institutions forms part of the overall training proposed as part of the Callista implementation.

1.0 PURPOSE

To provide a consistent and clear policy for the management of enrolments for students studying at an offshore site delivering VU programs. The policy identifies roles and responsibilities for the management of offshore enrolments.

2.0 BACKGROUND

The policy reflects University Statute 6.2.2 outlining the general enrolment provisions which apply to both offshore and onshore VU students. It replaces the existing policy which expired in October 2008 and is informed by current practices and procedures and the impending implementation of the Callista Student Management System.

This policy acknowledges the contractual obligations of our offshore partners as articulated in the 5 year General Agreement template, namely to administer the application and enrolment processes and, as soon as practicable after completion of the enrolment process, send all duly completed forms to Victoria University; and to notify Victoria University of student withdrawals.

The policy assumes that, following implementation of the Callista SMS, at least some offshore student cohorts will self-enrol using Callista on-line, but recognises that Faculties and/or offshore partners may continue to require some enrolments to be completed using a batched enrolment process for a period of time to be determined. This will be negotiated between the Dean of the Faculty concerned and the Director, Student Connections Department.

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3.0 DEFINITIONS

AES

Admissions and Enrolments Section is the organisational unit within Student Connections Department charged with the responsibility to manage and co-ordinate all student enrolments on behalf of the University.

BATCHED ENROLMENT

Batched enrolments occur when enrolment forms are collected for centralised processing.

CALLISTA

Student Management System being implemented at Victoria University, planned for April 20101

ENROLMENT

The recording of a student's course(s) and unit(s) of study for a specified enrolment period.

ENROLMENT CONFIRMATION NOTICE

An official enrolment record for an offshore student outlining course and unit(s) of study details for an academic year.

EXCEPTIONAL CIRCUMSTANCES

Exceptional circumstances which may lead to an adjustment to an enrolment record are those articulated within the Universities Australia *Provision of Education to International Students Code of Practice and Guidelines for Australian Universities* and adopted by this policy.

KEY STAKEHOLDERS

Students, University staff, offshore partners, Faculties and Government reporting agencies.

OFFSHORE

Refers to students and teaching programs delivered in international locations.

OFFSHORE PARTNER

Institution or agency with which VU has a formal agreement as approved by the Deputy Vice Chancellor with responsibility for international engagement.

SCD

Student Connections Department

STUDY SITE

The delivery location of a student enrolment

VUI

Victoria University International

VUSIS

Victoria University Student Information System (to be replaced by Callista).

WEBS

Web Enrolment Booking System

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4.0 KEY WORDS

Enrolment, international, offshore, partner, transnational.

5.0 POLICY

The Student Connections Department liaises and communicates with key stakeholders regarding the offshore enrolment processes in order to enhance the student experience of this administrative process.

Victoria University recognises the requirement to ensure that offshore students experience levels of service and support identified within the Universities Australia Provision of Education to International Students, Code of Practice and Guidelines for Australian Universities.

The conduct of offshore enrolments is consistent with legislative requirements and University policies.

The policy facilitates and encourages the flexibility of student selection of units of study within approved academic programs. Students who are aggrieved by an outcome arising of a consequence of the implementation of this policy have the opportunity to seek redress through the provisions of the Student Feedback and Complaints Policy.

6.0 PROCEDURES

SCD embraces the University's Quality Improvement Review (QIR) process of PDRI – Plan, Do, Review, Improve. The enrolment cycle has four broad stages; planning, enrolment event activity, reviewing and identifying improvements. These procedures ensure professional and efficient management of offshore enrolments as transactions which ensure that enrolment-dependant access to IT, library and other learning services is delivered in a timely manner.

An important aspect of the enrolment process is the completion by Faculties of key administration and information activities to support the enrolment process, prior to commencement of data entry. These activities include, but are not limited to, scheduling of sufficient learning events (classes, lectures, tutorials and so on) for the planned load, ensuring approval and publication of units of study, and provision of appropriate information for students to make informed choices about their enrolments.

6.1 Enrolment Activity

Enrolment sessions are conducted offshore in collaboration with the offshore partner. SCD, through AES, manages and co-ordinates offshore enrolment processes; including:

6.1.1 Planning for enrolments

AES liaises with Faculties to prepare for the conduct of offshore enrolments.

6.1.2 Acceptance of Enrolments

There is provision to accommodate extraordinary enrolment requests subject to negotiation between the offshore partner, relevant faculty officer(s) and the Manager, AES. An 'extraordinary' enrolment request is a request where the enrolment period differs from the standard enrolment period for that course, competency or unit of study.

6.1.3 Acceptance of Variation to Enrolments

Students are entitled to vary their enrolment in units or courses up to and including the census date for that unit or course.

After the census date, students may lodge a late variation to enrolment to add units of study subject to Faculty approval. There is provision to accommodate extraordinary enrolment requests subject to negotiation between the offshore partner, relevant Faculty officer(s) and the Manager, AES.

Offshore students are able to withdraw from units of study after the census date of a unit but are subject to the standard academic penalties.

Following the census date of a teaching period, SCD, through the Student Systems and Reporting Section (SSR) reports offshore enrolments to DEEWR.

6.1.4 Batched Enrolments

Coordination of offshore enrolment data entry activities rests with the Coordinator, Enrolments, under the direction of the Manager, AES. Requests to batch enrolments are registered by faculties on WEBS. AES officers liaise with faculties to timetable the data entry of batched enrolments through WEBS to ensure timely data entry of offshore enrolments. To enable appropriate management of enrolments commensurate with available resources, WEBS bookings must be made at least 48 hours in advance consistent with procedures for onshore enrolments.

Hard copies of enrolment forms are forwarded to the Student Records unit for filing.

Note: It is anticipated that, following the implementation of Callista and the training of offshore teaching and administrative staff, offshore students will self-enrol using the Internet, and that 'batching' of enrolments will no longer be necessary. However, there may be some cohorts of students, locations or partners where it is identified and approved that a batched enrolment process should continue for a period of time to be determined. This will be negotiated between the Dean of the Faculty concerned and the Director, Student Connections Department.

A training plan for offshore students and teaching and administrative staff at partner institutions forms part of the overall training proposed as part of the Callista implementation.

6.1.5 Supply of Enrolment Forms

Faculties use WEBS to advise intake data and requirements for pre-printed offshore enrolment forms, where required for batched enrolments. WEBS bookings must be made at least 48 hours in advance. Following the implementation of Callista for offshore enrolments, this requirement will be reviewed.

6.1.6 Enrolment Data Entry

Offshore enrolment forms are accepted for batched enrolment data entry by AES in accordance with timelines negotiated through WEBS. Batched data entry of offshore enrolment forms is performed by SCD staff. Data entry of offshore enrolment forms is privileged over other enrolment data entry and will normally occur within two (2) working days. Whilst data entry of offshore enrolments are privileged ahead of other enrolment data entry, during peak onshore enrolment periods, there may be unavoidable delay because of resource limitations. Where there is a delay beyond the two day turnaround time Faculties and offshore partners will be advised by AES and provided with an updated completed time. Use of online enrolment functionality will reduce and eventually remove this difficulty.

Hard copies of enrolment forms are forwarded to the Student Records Unit for filing.

6.1.7 Use of online enrolments for both onshore and offshore

Following the implementation of Callista for offshore enrolments, the requirements of 6.1.6 will be reviewed. UoS addition, deletion and amendment will be done online using automated academic approval.

6.1.8 Enrolment Confirmation

Following finalisation of the enrolments, either manually or through Callista, students and offshore partners access enrolment details through MYVU.

6.1.9 Student Identity Cards

Currently offshore students are required to provide a passport size photo with the offshore enrolment form. Student ID cards are produced by staff within SCD within two (2) working days of enrolment data entry and forwarded to the relevant offshore partner for distribution to students

Processes for the production of Student ID cards post Callista implementation are yet to be determined, but will be consistent with best practice.

6.1.10 MYVU

6.1.10.1 Offshore partners

Offshore partners have web access to the *MYVU Portal*. The access is filtered to allow partners to view enrolment information and award details only for students enrolled at their

location. Partners also have the ability via MYVU to generate, print and download reports by course and unit of study.

6.1.10.2 Offshore students

Offshore students have access to the MYVU portal and may use it to confirm their enrolment information and to view results.

6.1.11 Communication

Enrolment related information is communicated with key stakeholders using a range of media including ASKVU, website, emails, information leaflets, manuals and booklets,. The information is consistent with policy and government legislative requirements and ensures that students have access to current authoritative and consistent information.

6.2 Exceptional Circumstances

Where a student has experienced exceptional circumstances after the census date of the offshore teaching period, variations to the enrolment record and either a total or partial refund of fees may be accepted, subject to the provision of appropriate documentary evidence in support of the application for a refund. In accordance with *Universities Australia Provision of Education to International Students, Code of Practice and Guidelines for Australian Universities*, exceptional circumstances occur where the student experiences:

- inability to obtain a student visa into the country where offshore delivery is occurring
- illness or disability
- failure to meet English language requirements for admission
- death of the student or a close family member (parent, sibling, spouse or child),
- political, civil or natural event which prevents full payment of fees.

Where an offshore partner seeks to amend enrolments for reason of administrative error, the Faculty International Officer shall submit the online *Application for Offshore Variation in Exceptional Circumstances* form.

Note: Where the financial transactions for individual students or cohorts of students are based on 'partner'-to-VU' revenue sharing, enrolment data between the the partner organisation and VU is reconciled and the contracted revenue sharing models applied to generate an invoice - this is where anomalies are identified at a student record level, which may need amendment . This forms part of the project invoicing process.

6.2.1 Consideration of Application for Exceptional Circumstances

- *Applications for Exceptional Circumstances* are considered by the Enrolments Coordinator.
- The Enrolments Coordinator obtains the record of the student's enrolment in the course of study from which she/he seeks consideration of exceptional circumstances (electronically from the student management system and/or in hard copy from the Student Records Unit, as appropriate.)
- Each application is examined and determined on its merits according to the *Universities Australia Provision of Education to International Students, Code of Practice and Guidelines to Australian Universities* and this Policy. The Enrolments Coordinator considers the student's claims, together with any independent original or certified supporting documentary evidence which substantiate the claim.

6.3 Offshore Partner Requested Amendments to Enrolments in Exceptional Circumstances

Consistent with Sections 6.1.2 and 6.1.3 of this policy, the University may make amendments to an enrolment as a consequence of exceptional circumstances pertaining to a student, or as a result of administrative error.

Where an offshore partner seeks to amend enrolments for reason of administrative error, the Faculty International Officer shall submit the online *Application for Offshore Variation in Exceptional Circumstances* form.

The Faculty International Officer will advise the circumstance(s) which make the proposed change reasonable. The circumstances may include:

- Student made change within the required period but the change was not forwarded to the Student Connections Department. (The date the student made the change and the reason why it was not forwarded must be included on the form, with supporting documentation.)
- Unit of Study is not being delivered in this teaching period.
- Unit of Study confirmed after the aforementioned period due to delays by the Faculty beyond the student's control.

Each request is considered on its own merits.

6.4 Review of Offshore Enrolment Activities

To ensure ongoing improvements to the enrolment process and to ensure consistency with the *University's Enrolments – Onshore Policy*, a review of offshore enrolments is conducted annually and is reported to the International Committee and the Education and Students Management Advisory Committee

7.0 CONGRUENCE WITH LEGISLATION AND RELATED POLICIES

The policy is aligned to appropriate University Statutes, Regulations, policies, legislative requirements and the University Strategic Plan.

- Statute 6.2.2.
- Information Privacy Policy
- Student Feedback and Complaints Policy
- Universities Australia *Provision of Education to International Students, Code of Practice and Guidelines for Australian Universities*.

8.0 ACKNOWLEDGEMENT

Transnational Education Programs Quality Assurance Guidelines. University of Western Australia, 2008

9.0 CONSULTATION

Associate Deans International
Executive Deans and Executive Directors
Student Connections Department
Education and Research Policy and Planning Committee
Faculty Managers
VU International
University Community via global email

10.0 REVIEW

Following implementation of the Callista student management system, this policy will be reviewed in October 2010.

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11.0 ACCOUNTABILITIES

11.1 RESPONSIBILITY

The Student Connections Department is responsible for the implementation of this policy.

The responsible positions are as follows:

Director, Student Connections

Manager, Admissions and Enrolments

11.2 IMPLEMENTATION PLAN

The implementation plan is as follows:

No.	Key Task	Responsibility	Completion Date
1	Informal consultation	Associate Deans International, Faculty Managers, VUI	June/July 2009
2	Reformulation of Policy based on feedback	Student Connections Department	August 2009
3	Review of Policy	Education and Research Policy and Planning Committee	August 2009
4	Formal consultation process through global email advising of proposed changes to the Policy	University Community	August 2009
5	Final Endorsement of Policy prior to Policy freeze for Callista implementation (1 October)	VCAC	September 2009

11.3 TRAINING PLAN

Training to be provided for Faculty and Student Service Portfolio staff once the policy is endorsed through the Offshore Advisory Group as well as information published in *Get Connected*. Training in regard to the Callista SMS Project forms part of that project.

11.4 COMPLIANCE

The policy is compliant with Statute 6.2.2.

Information Privacy Policy

Universities Australia *Provision of Education to International Students, Code of Practice and Guidelines for Australian Universities*.

11.5 EFFECTIVENESS OF THIS POLICY

The effectiveness of the policy will be monitored by the Manager, Admissions and Enrolments and will be part of the annual review process.

12.0 POLICY ADVISOR

Manager, Admissions and Enrolments, Student Connections Department

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13.0 FORMS

*Offshore Enrolment Form
Enrolment Confirmation Notice
Application for Offshore Variation in Exceptional Circumstances.*

14.0 APPENDICES

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