

POLICIES AND ASSOCIATED PROCEDURES

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POLICY NAME:	Enrolments – Onshore
DATE APPROVED:	14 March 2011
POLICY TYPE AND CATEGORY:	General, Student Services
RESPONSIBLE OFFICER:	Director, Student Connections
FIRST EFFECTIVE DATE:	10 October 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 onshore 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 teaching and administrative staff at partner institutions forms part of the overall training proposed as part of the Callista implementation.

1.0 PURPOSE

This document provides a consistent and clear policy and procedures for all matters related to the planning and conduct of onshore enrolments. The policy identifies roles and responsibilities for the management of onshore 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 and is informed by current practices and procedures and the impending implementation of the Callista Student Management System.

The policy assumes that, following implementation of the Callista SMS, most onshore student cohorts will self-enrol using Callista on-line, but recognises that Faculties and/or 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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This policy has been developed and reviewed to provide clarity and transparency to students and the University community about enrolment related matters. The policy encourages a culture considerate to students' needs as well as promoting best practice in University administration.

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.

ALLOCATED ENROLMENT SESSIONS

A schedule of available blocks of time during which formal enrolment sessions are scheduled by negotiation between AES and individual faculties.

BATCHED ENROLMENT

Batched enrolments occur when enrolment forms are collected for centralised processing. Enrolment forms are collected when it is impracticable for the forms to be actioned in the presence of students, for instance where courses are delivered in industry settings or where students are enrolled in courses where they are given an approved future date for the payment of fees.

CALLISTA

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

CENSUS DATES

The census date in a teaching period is the date by which students' enrolment records are finalised for reporting to government for that teaching period.

Student Type	Census Date
Higher Education, including both domestic and international student	<p>Published Higher Education Semester/Teaching period Census Dates – no earlier than 20% of the way through the period of time during which the unit is undertaken [HESA - s169-25(2)].</p> <p>The period of time during which the unit of study is undertaken includes any normal study breaks, assessment or examination periods (except supplementary examinations as these are not normally undertaken by all the students in the unit of study). Where the date for the final examination for a unit is not known, the last day of the examination period must be used as the end of the study period. If a unit does not include a final examination, an examination period must not be included.</p>
Research	<p>Published Higher Education Semester/Teaching period Census Dates – no earlier than 20% of the way through the period of time during which the unit is undertaken [HESA - s169-25(2)].</p> <p>The period of time during which the unit of study is undertaken includes any normal study breaks, assessment or examination periods (except supplementary examinations as these are not normally undertaken by all the students in the unit of study). Where the date for the final examination for a unit is not known, the last day of the examination period must be used as the end of the study period. If a unit does not include a final examination, an examination period must not be included.</p>
VE/FE Full Fee Local and Government Funded - Skills Deepening (Diploma and above)	<p>no earlier than 20% of the way through the period of time during which the unit is undertaken The period of time during which the unit of study is undertaken includes any normal study breaks, assessment or examination periods (except supplementary examinations as these are not normally undertaken by all the students in the unit of study). Where the date for the final examination for a unit is not known, the last day of</p>

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	the examination period must be used as the end of the study period. If a unit does not include a final examination, an examination period must not be included.
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COMMONWEALTH ASSISTED STUDENT

An eligible Higher Education or Vocational Education student undertaking studies where the Commonwealth assists the student with a loan towards the full cost of his or her course of studies.

COMMONWEALTH SUPPORTED STUDENT

An eligible Higher Education student undertaking studies where the Commonwealth makes a financial contribution towards the cost of the course of studies through the Commonwealth Grants scheme.

CROSS INSTITUTIONAL - INBOUND

Currently enrolled students from another institute undertaking additional units of study at VU in the current semester/teaching period contributing to their Award at their home institution.

CROSS INSTITUTIONAL - OUTBOUND

Currently enrolled VU students undertaking additional units of study at another Australian institute in the current semester/teaching period contributing to the requirements of their VU Award.

CURRICULUM

The set of courses, and their content, including units and competencies, offered at Victoria University.

DEFERMENT

Deferment is an agreement between the University and an applicant where on receiving an offer to enrol, the applicant is allowed to delay their enrolment for up to one year.

ENROLMENT

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

ENROLMENT ADVISORY GROUP (EAG)

A committee of key stakeholders providing advice to AES on matters related to the planning and logistical management of enrolments. The EAG is chaired by the Manager, Admissions and Enrolments or nominee.

ENROLMENT CONFIRMATION NOTICE

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

ENROLMENT TIMETABLE

The official and final listing of course enrolment session details.

ENROLMENT VARIATION

Amendment of a student's enrolment record.

ENROLMENT VENUE

A designated location at a campus where students complete the enrolment process

EXEMPT STUDENTS

Under the HESA legislation, Exempt students are those who are exempt from the payment of student contribution amounts or tuition fees for specified units of study [HESA - s169-20(1)].

Students are exempt students for units of study:

- consisting wholly of work experience in industry and where the provider is not providing support to a student's learning and performance [HESA - s169-20(2)]; or
- for which the provider has awarded an exemption scholarship [HESA - s169-20(3)]; or
- for which the student is in a Research Training Scheme place; or
- for which the student has been awarded a Merit Based Equity Scholarship.

Note: Students enrolled in enabling courses are not exempt students for the purposes of HESA

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EXPRESS ENROLMENT

Express enrolments are booked and approved on WEBS and processed through Student Service Centres on the day specified in the booking. Express enrolments are processed within one business day and, normally, are completed with the student or representative in attendance.

FEES

Consistent with Commonwealth and State legislation, Victoria University charges fees to its enrolled students unless students are in receipt of a scholarship or a fee-waiver. Fees are charged either as prescribed under Commonwealth or State funding arrangements, or as tuition fees covering the full cost of a unit of study. The University must report to DEEWR the tuition fee charged for units of study undertaken as part of the course of study [HESA - s19-95].

Additionally, Commonwealth supported students and domestic fee paying students generally must be able to complete the requirements of their course of study without the imposition of fees that are additional to student contribution amounts or tuition fees.

Certain incidental fees are allowed. The criteria for deciding if a fee is incidental are set out in the legislation.

Students enrolled in Vocational or Further Education may be charged material fees in addition to their unit of study fees.

FULL FEE PAYING STUDENT

A Higher Education, Vocational Education or Further Education student undertaking studies where neither the Commonwealth or the State makes no financial contribution towards the cost of the course of studies.

FEE-HELP

FEE-HELP is a loan given to eligible fee-paying students to help pay part or all of their tuition fees. Students can borrow up to the amount of the tuition fee being charged for their unit(s) of study.

FORMAL ENROLMENTS

Large scale enrolment session undertaken at an enrolment venue.

HECS-HELP

HECS-HELP is a loan available to eligible students enrolled in Commonwealth supported places. A HECS-HELP loan covers all or part of the student contribution amount.

HESA

See *Higher Education Support Act 2003*

HIGHER EDUCATION SUPPORT ACT 2003 (HESA)

The Higher Education Support Act 2003 is the overarching Commonwealth legislation for Higher Education Providers.

LEAVE OF ABSENCE

Leave of absence is an agreement between the University and a student for the student to take an approved absence from study, normally for a period of up to twelve months.

NON AWARD UNIT OF STUDY

If a student is enrolled in a:

- unit of study that may be undertaken as part of a course of study;
- course of instruction; or
- tuition and training program;

but the unit, course or program is not being undertaken as part of a course of study, then the enrolment is on a non-award basis [HESA – Schedule 1].

Fees charged for non-award units of study are tuition fees and must comply with all the provisions of HESA relating to tuition fees.

Enrolment in Non Award Units of Study is at the discretion of the relevant Faculty and is subject to load availability and completion of appropriate pre-requisites, where applicable.

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ONSHORE

Locations within Australia, on and off campus where VU courses and programs are delivered.

PROXY

A person authorised by a student to act to undertake enrolment on her or his behalf.

REMISSION

Higher Education and Vocational Education students who withdraw from their studies after the Census Date can apply in prescribed special circumstances to have their HECS-HELP debt remitted [HESA - s36-22], Student Learning Entitlement (SLE) re-credited [HESA – s79-1, FEE-HELP balance re-credited [HESA – s104-25 & 104-30], or tuition fee refunded.

Remission is not permitted where a unit was successfully completed.

SINGLE UNIT OF STUDY

See 'Non-Award Unit of Study'.

SPECIAL CIRCUMSTANCES

Circumstances that were beyond the control of a student and which did not make their full impact until on or after the census date of the unit(s) of study and which make it impracticable for a student to complete their unit(s) of study.

SPONSOR

Companies, Faculties, Schools, Departments or other organisations who pay some or the entire prescribed fees for a student.

STUDENT

Any person enrolled or provisionally enrolled in a unit(s) of study taught by Victoria University

Commencing student:

A student enrolling in a new course of study at Victoria University for the first time.

Continuing Student:

A student who has enrolled in a teaching period and maintained a continuous enrolment within the same course of study at Victoria University.

STUDENT CONTRIBUTION AMOUNT

Under the HESA legislation, the University must require every Domestic Higher Education student in a Commonwealth supported unit of study, who is not an Exempt student, to pay the student contribution amount for the unit as a contribution to the cost of their education. The University cannot charge these students tuition fees for the unit but may levy charges that are not considered to be 'fees' [HESA – s169-15(1) & s93-5(1)] or are not otherwise prohibited by HESA.

The Student Contribution Amount is set by the University based on specific price ranges (regulated by the Commonwealth Government.)

Student contribution amounts are determined at the unit of study level. Units in the same Commonwealth Grant Scheme funding cluster may be subject to different maximum student contribution amounts under Commonwealth direction through legislation.

STUDENT LEARNING ENTITLEMENT (SLE)

The Student Learning Entitlement (SLE), measured in equivalent full-time student load (EFTSL), gives a person access to a Commonwealth supported place. [HESA – s73-1]

STUDENT SERVICE CENTRES (SSC)

Centres within the Student Connections Department that provide administrative and support services directly to students, staff and the community.

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TAX INVOICE

An official individual student enrolment record for an academic year that outlines unit(s) of study, fee details and corresponding financial obligations.

TEACHING PERIOD

The Teaching Period is the period of time during which the unit is undertaken including any normal study breaks, assessment or examination periods (except supplementary examinations as these are not normally undertaken by all the students in the unit of study). Where the date for the final examination for a unit is not known, the last day of the examination period is to be used as the end of the teaching period. If a unit does not include a final examination, an examination period must not be included.

'Teaching Period' includes 'standard' semesters (typically Semesters 1 and 2), Summer Semester, Winter Semester, teaching conducted in burst or block mode and any other teaching cycle approved through normal academic approval processes.

VTAC

The Victorian Tertiary Admissions Centre (VTAC) is the central office that administers the application and offer process for places in tertiary courses at university, TAFE and independent tertiary colleges in Victoria (and a few outside Victoria). VTAC receives and forwards application information and supporting documentation to the course selection authorities at Victoria University.

After selection decisions have been made by the course authorities at Victoria University, VTAC sends offer letters to successful applicants on Victoria University's behalf.

4.0 KEY WORDS

Addition, AES, amendment batch, change, cross institutional, curriculum, defer, enrolment, express, fees, fines, formal, inbound, international, invoice, leave of absence, online, outbound, payment, proxy, provisional, re-enrolment, remission, session, schedule, single unit, sponsor, student, student contribution amount, Student Service Centre, teaching period, timetable, variation, WEBS, withdrawal.

5.0 POLICY

This policy addresses all matters pertaining to *onshore* enrolments including:

- Deferment
- Leave of Absence
- Single Units of Study
- Cross Institutional Study
- Planning of Enrolments
- Management of Enrolment Activities

The principles of the Enrolments Policy are based explicitly around the values of the University. The policy treats all students equitably and clearly defines the processes and procedures relating to enrolments. 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.

This policy makes reference to the *Fees Policy*, *Refund Policy*, and *Remission, Re-credit and Post Census Amendments Policy*. These policies are available separately through the University Policy Register.

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5.1 Deferment

Victoria University guarantees a deferment for up to one-year for all commencing students. Whilst this is a guaranteed deferment from the University, all courses are not necessarily available for commencing students in subsequent years. Should a course not be available, Victoria University will negotiate alternative study options with the student.

5.2 Leave of Absence

For domestic students, Leave of Absence may only be granted where students have completed at least one teaching period of their course and must be approved by the appropriate Faculty/School Officer. Leave of absence applications must be made in writing on the approved form prior to the census date in the teaching period for which they seek Leave of Absence.

Students are normally granted a total of up to 12 months Faculty-approved Leave of Absence. Leave for longer periods may be granted in exceptional circumstances as determined by the relevant Faculty/School Officer.

There is no approved leave of absence granted between the census date of the first teaching period and the conclusion of the first teaching period. Where special prescribed circumstances exist, students may apply for a remission or refund of their fees, dependent on their enrolment status.

For international students, Leave of Absence in the first teaching period of their course is available only in exceptional circumstances. International students must prove compelling or compassionate circumstances for all Leaves of Absence, since there are Student Visa implications for a Leave of Absence for 6 months or more.

5.3 Non-Award Units of Study

Domestic students are able to study Non-Award units which are not undertaken as part of an Award course. In this instance, the student's enrolment record reflects that the unit is not part of an Award course.

Students are entitled to seek recognition for single units of study which they have satisfactorily completed when they apply for admission to an Award course. The maximum allowable credit and the process for recognition are assessed in accordance with the *Student Assessment and Progress Policy*.

Note: As part of Victoria University's values and mission this policy supports the development of University staff through the provision of Non-Award units of study at no cost to the staff member as defined in *Section 6.1.6 of the Professional Development Policy*.

International students may only undertake Non-Award units of study *in addition* to their full time CRICOS registered course.

5.4 Cross Institutional Study

Outbound

Victoria University offers students the opportunity to undertake units of study at another Australian institute, subject to Faculty approval. International students must undertake any cross-institutional study with a CRICOS registered provider in a unit or units that form part of a CRICOS registered course. All cross-institutional students must maintain a valid enrolment at Victoria University.

The proposed unit/s of study must be deemed by the Faculty to be of an equivalent and appropriate academic level and weighting. Students must ensure that all pre-requisite study for the proposed unit/s of study has been successfully completed. Students may complete a maximum of 4 units of study via Cross Institutional Study. Language majors are an exception to this rule. The enrolled load for students undertaking Cross Institutional Study must not exceed the standard unit load, that is, 2 units per standard semester for part-time students, and 4 units per standard semester for full-time students.

Students must meet the specific requirements and restrictions of their program in order for approval to be granted to undertake Cross Institutional Study.

Apart from a languages major sequence, students must have successfully completed 8 units of study excluding exemptions and RPL at VU in their current program prior to applying to undertake Cross Institutional Study.

The proposed unit/s of study for Cross Institutional Study must be unit/s not offered at Victoria University in a future semester and it would not inhibit an undergraduate or postgraduate student's course progression.

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Inbound

Victoria University will accept, subject to Faculty approval, students from other Australian institutes wishing to study units on a cross institutional basis

5.5 Planning of Enrolments

The Student Connections Department works collaboratively with key stakeholders through the Enrolment Advisory Group (EAG), to support flexible and transparent arrangements in respect to enrolment and the student experience.

5.6 Management of Enrolment Activities

The Admissions and Enrolment Section (AES) is responsible for the management and coordination of the University wide enrolment activity.

Management of enrolments necessarily includes consideration of resource and technological limitations.

5.7 Review and Improvement of Enrolment Processes

In collaboration with stakeholders, AES undertakes an annual review of the enrolment process as part of the University's 'Plan, Do, Review and Improve' cycle. The report and recommendations is provided to the Education and Student Management Advisory Committee (ESMAC) for endorsement.

5.8 Cancellation of Student Enrolment

Under Statute 11.1, Section 9(3) the Vice Chancellor has the authority to cancel or suspend a student's enrolment. Cancellations will be managed through the Student Connections Department who will act on behalf of the Vice Chancellor.

6.0 PROCEDURES

This policy is consistent with the University's quality assurance cycle. Accordingly, the enrolment cycle consists of four stages: planning, enrolment activities, review and improvement. The following procedures do not detail the management of online enrolments, and will be reviewed prior to the commencement of online enrolment following Callista implementation to determine their applicability in an online environment.

6.1 Planning of Enrolments

The planning process commences with the production of the Allocated Enrolment Sessions. Faculties advise AES of their preferred session dates and times for the conduct of enrolments. AES evaluates requests, determines the allocations and produces an enrolment timetable. The final enrolment timetable is made available on the Intranet site for access by the broader University community.

Faculties must advise AES of the number of enrolment sessions required to ensure that they can be recorded on the Web Enrolment Booking System (WEBS).

6.2 Management of Enrolment Activities

This section focuses on the three types of enrolment processing methods:

- Formal
- Express
- Batch

Enrolment sessions are offered as flexibly as possible to meet the needs of students and Faculties, within resource and budgetary constraints.

Note: Following implementation of Callista, most continuing and some commencing students will self-enrol online
See following pages for enrolment processing methods.

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Enrolment Processing Method	Description	Student Type	Specific Conditions of Enrolment
Formal	<p>Large scale enrolment session undertaken at a designated enrolment venue.</p> <p>These sessions usually occur at the end of the year and at the start of the following year.</p>	Commencing and continuing students enrolling in a new academic year	<ul style="list-style-type: none"> • All sessions must be booked through WEBS within the specified Faculty allocated sessions • Requests for formal sessions outside of the standard enrolment periods will be considered by the Director, Student Connections Department • AES will advise the maximum number of students per hour that can be managed at formal venues • Faculty estimates of student numbers per hour must be based on the previous year's actual student enrolment figures. The figures are provided to Faculties by AES. • Faculties must confirm curriculum data prior to each enrolment period. • Formal sessions are offered at City Flinders, Footscray Park, Footscray Nicholson and the St Albans campuses. • The Student Service Centre Coordinator is responsible for managing payments and the ID card machines. • Student Service Centres provide trained staff for payment processing at formal venues • Student Service Centres provide supplies, training and instructions for production and update of student ID cards • Faculties must confirm with the AES Formal Venue Supervisor when formal enrolment sessions have concluded for the day. • Where an enrolment session finishes early or requires additional time, Faculties must advise the AES Formal Venue Supervisor as soon as possible. AES will advise the Faculty if resources are available to accommodate extensions to enrolment times. Where extensions cannot be accommodated, AES will advise of other alternatives taking into account the needs of the affected students and availability of AES resources. • Formal enrolment sessions are available to international students who enrol in (i) the week before the standard teaching periods and (ii) a late session on the Monday of week 1 of the standard teaching periods.

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Enrolment Processing Method	Description	Student Type	Specific Conditions of Enrolment
Express	<p>Enrolment processing undertaken on campus at a Student Service Centre</p> <p>Express enrolment processing is available all year round and ensures that unplanned students or small groups of students can be processed on their campus centrally. There are usually 2 sessions offered per Service Centre, per day offered on this basis.</p>	<p>Negotiated student groups, e.g. apprentices on block release</p> <p>Individual students presenting at a SSC outside of timetabled sessions for a particular course e.g. international students;</p> <p>Group sessions that have a specific need, e.g. ESL</p> <p>Departments acting on behalf of students presenting a batch of ten or less forms. These forms will only be processed if The Manager SSC or Coordinator SSC determines that there is capacity to do so.</p>	<ul style="list-style-type: none"> • Processing is completed within 1 business day. • All sessions must be booked on WEBS except when individual students present or when Faculties acting on behalf of students present. • Group enrolments larger than 25 students per session, per day cannot be processed in the SSC without prior approval of the Director, Student Connections Department, so that other, non-enrolment activities and services required and undertaken by students at the SSCs are not unreasonably delayed. • Where students are not presenting and invoices are being collected by the Faculty, a batch cover sheet must accompany the forms. • Where up to 10 forms are presented by a Faculty at a SSC, the SSC will process the forms within 2 business days. (Booked sessions take precedence) • The SSC coordinator will be responsible for approving all express sessions booked on WEBS. • Express sessions outside of the standard 2 per day may be negotiated with the SSC coordinator and will be made available on a cost recovery basis, payable by the relevant Faculty or School. • Bookings can be made for form processing where the cohort is exempt from payment on the day requirement (e.g. HE, VETiS) • All 'batched' enrolments offered through a SSC must have 'Proof of Citizenship' sighted by the Faculty and a copy of the student's citizenship details must be provided with the form. • All batched enrolments offered through a SSC must have valid concession card details where applicable sighted by the Faculty and a copy of this must be provided with the form.
Batch	<p>All other enrolments. Processing occurs without students being present and the forms are batched.</p>	<p>HE and TAFE students who cannot be accommodated through the formal and express processing methods.</p>	<ul style="list-style-type: none"> • Processing is normally completed within 2 business days, although at peak onshore enrolment times priority for resourcing is accorded to formal and express sessions. Faculties are advised and a new timeframe negotiated where processing cannot be completed within 2 business days. • All batch sessions greater than 5 forms must be booked through WEBS and include a batch cover sheet. • All batched enrolments must have 'Proof of Citizenship' sighted by the Faculty and a copy of the student's citizenship details must be provided with the form. • All batched enrolments must have valid concession card details where applicable sighted by the Faculty and a copy of this must be provided with the form.

Note: Regardless of enrolment method, all original hard copy enrolment forms are forwarded, after processing, to the Student Records Unit for filing on the central student enrolment file.

6.3 General Conditions of Enrolment

- Faculties are responsible for advising students of their nominated enrolment session.
- Cancellations of any sessions booked through WEBS must be provided to AES at least 48 hours in advance.
Government statistical information must be provided, at the time a student enrolls or re-enrolls in a course.
- All new course enrolments must have the student's citizenship status verified.
- Any unplanned sessions (i.e. where WEBS booking has not been made two business days prior to the proposed session) normally cannot be processed as a formal or express enrolment due to resourcing constraints. A revised session time will be negotiated or processing will occur as a batch session.
- To facilitate planning enrolment processing and to make cancelled sessions available for new bookings, Faculties must advise AES at least two business days prior to cancellation of a timetabled session(s).
- Enrolment details must be finalised prior to the census date applicable to a particular unit of study. Withdrawal from a unit after the commencement of teaching but prior to the unit's census date incurs administration penalties. Withdrawal from a unit after the census date incurs financial and/or academic penalties. In special, prescribed circumstances it may be possible to remit (or remove) the debt for a unit after the census date. Remission is not permitted where a unit was successfully completed.
- Following implementation of Callista UoS addition, deletion and amendment will be done online using automated academic approval.

6.3.1 Student Service Centre Express Session Submission Times

The following table demonstrates how the SSC will manage Express sessions booked through WEBS.

Time that students present SSC	Payment on the day and ID card issued/updated	Invoice to be provided to department where exempt from payment on the day
Morning (am) session : From 10:00 am to 12.00 pm	During session	From 12:00 pm same day
Afternoon (pm) session : From 2:00 pm to 4.00 pm	During session	From 4:00 pm same day
Where students do not present for the 2.00pm to 4.00pm session, but after 4:00 pm until closure	From 4:00 pm next day	From 4:00 pm next day

6.3.2 Summary of Enrolment Activities

The table below outlines the key enrolment activities and the responsible organisational units for each enrolment processing type.

Table 6.3.2

Activity	Description	Responsible Organisational Unit		
		Formal	Express	Batch
1. Provision of Curriculum	This includes course/unit of study outlines, autoloads, delivery plans etc.	FAC	FAC	FAC
2. Recording of Curriculum	Establishment of all course and unit of Study information on the SMS	SSR	SSR	SSR
3. Authorisation of Enrolment	Faculty approves the enrolment	FAC	FAC	FAC
4. Data Entry	Information on the enrolment form is entered onto the Student System	AES	SSC	AES
5. Invoice Generation	Production and provision to student of invoices	AES	SSC	AES
6 Payments	Payment of fees.	AES [^]	SSC	Not applicable
7. ID cards	Issue of Student ID cards	AES [^]	SSC	SSC#

Legend:

AES – Admissions and Enrolments Section,

FAC – Faculty,

SSC – Student Service Centre,

SSR – Student Systems and Reporting

Notes:

[^] AES co-ordinates the formal enrolment session and the SSCs provide trained staff for payments, and supplies and instructions for ID card production

Issuing of cards is negotiated with the SSC to manage student numbers as part of the enrolment scheduling. Sessions must be booked by Faculties on WEBS indicating 'ID card only' in comments.

The responsible unit for invoicing and payment follow-up for new enrolling International students is VUI. International students are required to pay their first teaching period fee to VUI when accepting the offer of a place at Victoria University.

6.3.3 Fee Payments

Payments will be accommodated as indicated in the table below:

Table 6.3.3

Processing Type	Payment Options
Formal	EFTPOS, cheque and money order payments are accepted. Cash payments are not accepted at the enrolment venue.
Express	EFTPOS, cheque and money order payments are accepted. Cash payments up to \$500 also accepted.
Batch	Students can make payment at any Australia Post or National Australia Bank branch. Payment by BPay or via a SSC is also acceptable until the due date on the invoice. Approval to batch is required for VE courses which are subject to the 'payment on enrolment day' requirement (see below)

All Domestic students undertaking Vocational Education studies below Diploma level must make full payment of fees within two days of their enrolment. The only exceptions to this are students who are fully sponsored, or undertaking VET in schools or studying and training off campus. This rule does not apply to students enrolled in Further Education.

Eligible Government funded students who are holders of a valid concession card at the time of enrolment or at the time of amendment of an enrolment pay the minimum tuition charge, in accord with Ministerial Directions to Councils of TAFE Institutes and Universities with TAFE divisions.

International students studying Higher Education, Further Education or Vocational Education (Diploma and above) are required to make full payment of first semester fees at the point of offer acceptance. Partial payment is accepted in limited exceptional circumstances.

6.3.4 Enrolment Fines and Penalties

Details of enrolment fines and penalties are available from the University's Fees Policy.

Students are required to clear any outstanding fees, fines, penalties or other encumbrances placed on their enrolment record before being permitted to enrol.

6.3.5 Non Presentation at Timetabled Enrolment

Students or their proxies who did not present at a timetabled enrolment session will be issued with a late enrolment and/or re-instatement fine consistent with Statute 11.1.

- (i) Higher Education continuing students who do not re-enrol at a timetabled session in December will be permitted to enrol at a late enrolment session in December and issued with a late enrolment penalty which must be paid together with any outstanding fees on the day of the late enrolment session.
- (ii) Students who do not attend the December session will be permitted to enrol at the very late enrolment session in January and will be charged both a very late enrolment fine and separate reinstatement of enrolment fine to ensure that continuing load is determined prior to the main VTAC enrolment rounds commencing.
- (iii) The enrolment of any Higher Education continuing student who does not present at a very late enrolment session will be cancelled. The cancellation of International students is negotiated by AES with VUI in order to meet additional requirements for cancellation of a Confirmation of Enrolment, an appeals process and implications for visas.
- (iv) Reinstatement of a Higher Education continuing student whose enrolment has been cancelled will be at the discretion of the Dean of the relevant Faculty and is subject to payment of both a reinstatement of enrolment fine and separate very late enrolment fine.

6.3.6 Circumstances Preventing Data Entry and/or Printing of Enrolment Offer/Tax Invoice

Where circumstances prevent the timely completion of enrolment data entry and the production of tax invoices, enrolment forms will be batched. AES/SSC will advise Faculties of these circumstances and the management of related issues together with the progress of the work. Student invoices will be posted.

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6.3.7 Sponsored Students

All students must provide a Sponsor Agreement Form with their enrolment. Details on the sponsor process are available in the University's Fees Policy.

6.3.8 Proxy Enrolments

Students are permitted to authorise a proxy to act on their behalf when they are unable to present for enrolment. The obligation is on the student to make such arrangements prior to the timetabled enrolment session. It is a requirement that the student and proxy complete the Enrolment by Proxy form and provide this at enrolment – without the form a proxy will not be permitted to complete the enrolment process. It is the proxy's responsibility to enrol the student in the correct course and Unit(s) of Study. It is the responsibility of the student to verify and make any necessary corrections to the enrolment transaction undertaken by the proxy prior to the relevant census date.

6.4 Review of Enrolment Process

In order to ensure ongoing improvements to the enrolment process a review of enrolments is conducted with members of the Enrolment Advisory Group twice a year and a report will be presented to ESMAC.

The report and any recommendations emerging from the review will be available to the university community and will form the basis for the continuous improvement of enrolment processes.

6.5 Improvement of Enrolment Process

Improvement to the enrolment processes will not be limited to recommendations emerging from a formal review as described in 6.3 above. Feedback and suggestions received from staff within Faculties, VUI, Student Connections Department staff observations and via the Student Barometer will also be considered and evaluated. Improvements in the enrolment process will also be incorporated based on a monitoring of trends in enrolments processes at other universities and TAFE institutes.

6.6 Amending an Enrolment

The addition or withdrawal of units to an enrolment will be accepted as follows:

Table 6.6

Enrolment type	Amendment until
TAFE Unit(s) of Study below Diploma level	For enrolments in a standard teaching period, amendments are accepted until the first business day of the second week from the course start date. After this time, formal approval from the program manager is required
Higher Education Unit(s) of Study in a standard teaching period and VE/FE Diploma and above	Amendments are accepted until the Friday of week three of a standard teaching period.
Higher Education Unit(s) of Study in a non-standard teaching period and VE/FE Diploma and above	Appropriate dates, consistent with the Commonwealth's HESA legislation and taking into account the census date and administrative date legislation therein are determined for 'non-standard' teaching periods and advised to students.
Cross Institutional	Subject to Faculty approval and no later than the census date in a teaching period
Research	Subject to Faculty approval
Short courses of less than 2 weeks duration	Subject to Department approval
Short courses greater than 2 weeks duration	To the end of 1st week of course start date

Withdrawal from a unit prior to the relevant census date may incur penalties. Withdrawal from a unit after the census date will incur financial and/or academic penalties. In special, prescribed circumstances it may be possible to remit (or remove) the debt for a unit after the census date. Remission is not permitted where a unit was successfully completed. Students are advised to refer to the Remission, Re-credit and Post Census Amendment policy.

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Only in special circumstances will late enrolments or variations to enrolments be accepted beyond the dates stipulated in the table. In such circumstances the Head of School must provide written confirmation that the student will not be disadvantaged by adding a unit beyond the stipulated dates and that the student has been counselled to that effect.

Students will not be allowed to submit additions to enrolments after census date, except where a student has agreed to pay full fees and penalties for the unit.

Higher Education and VE Diploma and above withdrawals post census date will be accepted; however the student will be liable for any fees/fines incurred unless the student has met the criteria as defined by special Circumstances in the Remission, Re-credit and Post Census Amendments Policy.

6.7 Deferment

Domestic applicants must submit their offer letter together with the application for deferment at or before the nominated enrolment session. Failure to do so at the appropriate time will result in the cancellation of the current offer. International students must apply through VUI.

The Higher Education Faculty Manager/VE or FE Faculty Executive Officer (or nominee) can approve late deferment in special circumstances after the enrolment date and no later than census date in a teaching period.

The Admissions and Enrolments Section manages the communication and processing of deferral applications.

6.8 Non-Award Unit of Study Enrolment

The Non-Award Unit of Study form must be completed and lodged with the relevant Faculty office, together with:

- evidence of previous studies including secondary and post-secondary qualifications (e.g. certified copies of academic record).
- where applicable, evidence of professional body requirements (e.g. letter indicating the UoS(s) you require to gain professional body membership).

The Faculty will assess the application and inform the applicant of the full fees associated with studying a non-award unit of study as published in Regulation 11.1.1. A complete list of fees is published on the University website.

Note: original hard copy enrolment forms are forwarded, after processing, to the Student Records Unit for filing on the central student enrolment file

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6.9 Cross Institutional Study

Student Type	Description	How to Enrol at VU	Fees Charged by VU	Faculty Approval Required	Forms Required for Enrolment
Cross Institutional Outbound	Currently enrolled VU students undertaking additional units of study at another Australian institute in the current semester/teaching period contributing to the requirements of their VU Award.	Student is enrolled in a current VU course code and the Units of study being undertaken at the other institute are recorded as a 'JES0001' or 'JES0002' or 'JES0003' and so on, in the UoS screen	The student is not liable for fees at VU for the cross institutional outbound UoS. However the student is liable for fees at the other institute depending on whether the student is offered a HECS-HELP, FEEHELP place or a full fee paying place.	Yes. Cross Institutional outbound enrolments are subject to approval by the relevant Faculty.	VU Cross institutional Outbound Application and Authorisation - A41 form which can be processed by AES only. The student is responsible for the management of their enrolment at VU and the other institution and to ensure that their enrolment record is accurate by the relevant semester census date.
Cross Institutional Inbound	A currently enrolled student from another institute undertaking additional units of study at VU in the current teaching period contributing to their Award at their home institution.	Student is enrolled in any one of the following course codes at VU starting with the letter 'J'. As listed below : JNBH - Complementary/Single Unit of Study Hospitality JNBL - Complementary/Single Unit of Study Law/MBA JNBP - Complementary/Single Unit of Study Business (Post Graduate) JNBU - Complementary/Single Unit of Study Business (Under Graduate) JNCA - Complementary Enrolment JNCB - Complementary Enrolment JNCE - Complementary Enrolment JNCF - Complementary Full-Fee JNCH - Complementary Enrolment JNCP - Complementary Enrolment Post Graduate	Yes, the student is liable for fees for the particular UoS and fees are charged depending on whether the student is offered a HECS-HELP, FEE-HELP place or full fee paying place.	Yes, Cross Institutional inbound enrolments are subject to approval by the relevant Faculty.	VU enrolment form and Commonwealth Assistance Form if applicable. The forms can be processed as a batched/formal or express enrolment

7.0 CONGRUENCE WITH LEGISLATION AND RELATED POLICIES

This policy is aligned to appropriate University Statutes, Regulations, Policies, Legislative requirements and the University's Strategic Plan.

- Education Services for Overseas Students (ESOS) Act (2000)
- Fees Policy
- Higher Education Support Act (2003)
- Learning Pathways and Qualifications Linkages Policy
- Ministerial Directions to Councils of TAFE Institutes and Universities with TAFE Divisions
- National Code of Practice for Registration Authorities and providers of Education and Training to Overseas Students (National Code) (2007)
- Professional Development Policy
- Refund Policy
- Regulation 11.1.1
- Schedule of Amenities, Services and Facilities Charges
- University Statutes 6.1, 6.2.2 to 6.4 and 11.1
- Victoria University Setting, Amending and Reviewing Fees Policy

8.0 ACKNOWLEDGEMENT

Swinburne University of Technology enrolment policy and processes

9.0 CONSULTATION

HE, VE, FE Faculties

Student Connections Department

Victoria University International

Victoria University community via global email.

10.0 REVIEW

Post implementation of Callista (December, 2010)

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
- Manager, Student Service Centres
- Enrolment Coordinator

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11.2 Implementation Plan

The implementation plan is as follows:

No.	Key Task	Responsibility	Completion Date
1	Policy formulation	Key stakeholders	August 2009
2	Reformulation of Policy based on feedback	Student Connections Department	August 2009
3	Endorsement of Policy	VCAC	September 2009

11.3 Compliance

This policy is compliant with University legislation.

11.4 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

13.0 Forms

Forms related to this policy are available at the [VU Commonly Used Forms web page](#)

14.0 Appendices