

# Enrolments Procedure

## Section 1 - Summary

(1) This Procedure covers enrolment requirements at Victoria University (VU), including HECS-HELP and VET Student Loans remission, FEE-HELP re-credits, fee refunds, post-census enrolment amendments, maximum study durations for Higher Education courses, and guidelines for managing Unique Student Identifier (USI) data.

## Section 2 - Scope

(2) This Procedure applies to prospective and current students enrolling in all onshore and offshore courses provided by VU.

(3) This Procedure does not apply to Foundation, ELICOS and HDR students.

## Section 3 - Policy/Regulation

(4) [Enrolments Policy](#)

## Section 4 - Procedures

### Part A - Summary of Role and Responsibilities

Roles	Responsibilities
Course and Unit Advisors	Provide advice to students about maximum course duration limits in accordance with this Procedure.
Director, Admissions, Enrolments, and Graduations and/or delegate	Set conditions and expectations for the enrolment of all students. Review any decision to deny, alter or cancel any student's enrolment i.e. course cancellation due to non-engagement or maximum course duration. Approve (or otherwise) applications for extension of maximum course duration. Identifies and communicates with Higher Education students who are nearing maximum course duration.
Manager, Enrolments	Actions enrolment cancellations.
Director, Student Financials and Scholarships	Reviews decision not to remit, or refund, and any decision to cancel a student's enrolment due to non-payment of fees.
Manager, Student Financials and/or delegate	Assesses and processes remission applications.
Enrolments Team	Manage enrolment and enrolment variations for all domestic and international higher education and VET students. Ensure USI requirements are met in line with the <a href="#">Student Identifiers Act 2014 (Cth)</a> .

Roles	Responsibilities
Government Reporting Team	Reporting of students and enrolment data to relevant government bodies and maintain reporting accuracy by coordinating reports listing students who have missing and/or invalid USI's.
Student Systems Team	Ensure that the student management system provides the security required under the <a href="#">Student Identifiers Act 2014 (Cth)</a> .
VU's offshore partner institutions	Set conditions and expectations for the enrolment of students appropriate to their facility or context, in conjunction with VU.

## Part B - Enrolment: General

(5) Eligibility to enrol in a course or unit at VU is detailed at Clause (4) of the [Enrolments Policy](#). To be an enrolled student, an eligible person must meet all requirements of the enrolment process by the relevant deadline, including:

- Enrolment into units and courses by the specified deadline;
- Accepting the conditions and responsibilities of a student as detailed in the [Student Charter](#) and [Student Conduct Policy](#); and
- Providing verifiable proof of their identity, student visa documentation, citizenship and date of birth as required by the University and relevant legislation.

(6) Enrolment after the specified deadline may be permitted with relevant College/ TAFE approval where it is considered that a student would have a realistic chance of success in the unit/s, or on the basis of Compassionate or Compelling Circumstances.

(7) To maintain their status as a student for the duration of their studies, students must:

- Maintain up-to-date contact details on their University record;
- Where required, re-enrol by the relevant re-enrolment deadline;
- Accept the conditions and responsibilities detailed in the [Student Charter](#).
- Maintain enrolment, or take an approved Leave of Absence by the relevant enrolment deadline;
- Pay or defer (where applicable) all fees associated with enrolment;
- Make satisfactory academic progress, including meeting relevant attendance requirements.

(8) After enrolment a person remains a student at VU until:

- They formally withdraw from the course;
- They have been conferred (graduated) from the course;
- They have been withdrawn from the course by the University for failing to pay their fees or maintain an active enrolment in the course, or as a result of the [Academic Progress Procedure \(HE\)](#) process;
- They have been formally excluded from a course by the University as per the [Exclusion for Safety Reasons Regulations 2019](#) or the [Student Misconduct Regulations 2019](#).

(9) Undergraduate students are generally not permitted to enrol in postgraduate units. Any exceptions must be approved by the relevant Executive Deans or delegate.

## Part C - Responsibilities of an Enrolled Student

(10) Students must be active participants in their studies and in matters of their student administration. Students are expected to attend and participate in all scheduled classes and learning activities, including any online learning.

(11) Active participation includes interaction with one or more of the following:

- a. The University Learning Management System;
- b. Scheduled classes;
- c. Timetable (Allocate +);
- d. MYVU portal;
- e. Assessment;
- f. Practical placement (if required);
- g. Access student email at least twice a week and read university communications.

(12) Higher Education students enrolled in block study periods who do not record any interaction with university systems after the first week of their first enrolled block will be contacted and offered support. Following this contact these students may be withdrawn from that block. Any further units will remain enrolled. Students who are withdrawn will be able to seek review of the unit withdrawal. The contact will occur at this time to prevent a liability (cost) for the unit on the part of the student.

(13) International onshore students must ensure that the University has their home country residential address if they return home during a study break.

(14) Students must provide evidence that the USI registry has been updated if requesting to change their name details.

(15) Students must complete a CoE Extension Application and lodge the application to Enrolments via Course & Unit Advisory (CUA) Team or TAFE Teaching Manager. CUAs work with the student and create an alternative study plan for the student to finish in time. Students who under-enrol without permission will not be approved for an extended CoE.

## **Engagement**

(16) Domestic Students who fail to engage with University systems and do not participate in a block for a second consecutive time will also be contacted and will be put on LOA for the study period. Domestic Students who fail to engage with University systems and do not participate in a block for a third consecutive time will also be contacted and will be withdrawn from their course.

(17) International Students who fail to engage with University systems and do not participate in a block for a second consecutive time will also be contacted and will be sent 20 working days intention to cancel notice. If students appeal within the 20 working day period, they will go through the appeal process. If students do not contact within the 20 working day period, their course will be withdrawn and their COE will be cancelled.

(18) Students are required to ensure that all personal information, including identity, citizenship and contact details on the University record are correct, and to update VU as soon as practical where these change. Students should ensure that their details match USI and Australian Tax Office (ATO) records. International students on a student visa must update their details within 7 days if contact details change.

(19) Inactive advice may be where the student just does not return after an arranged holiday break, suspension or deferment or fails to enrol in any subject for a compulsory study period.

## **Part D - Enrolment Load**

### **Vocational Education and Training**

(20) Domestic students must be enrolled in a minimum of 540 hours per year, or 270 hours per study period to be considered full time. Enrolment hours can be found in MyVU.

## **Higher Education Students**

(21) Domestic students are considered full-time when the Equivalent Full-Time Study Load (EFTSL) is between 0.375 and 0.5 EFTSL per half year. Below this value, a student is considered part-time.

(22) International onshore students are required to enrol in a full-time load to meet the timeframes prescribed by their Confirmation of Enrolments (COE).

## **Overload**

(23) Students require permission from the relevant Executive Dean or authority to study more than a full-time load (overload) in any study period. VU Global must also approve overloading for inbound study abroad or exchange students. International students who overload and complete their course earlier will have their CoE end date amended.

## **Part E - Maximum Course Duration**

(24) Where full-time study is required due to visa requirements or as a condition of enrolment the maximum completion time is the normal full-time duration plus 50% of the normal full-time duration, to a maximum of 10 years.

- a. For international students on student visas, a course duration may only be extended if a COE is extended due to academic intervention and/or the availability of required units and due to compassionate and compelling reasons.

(25) For all other students, the maximum completion times are as follows:

- a. In an undergraduate coursework program (excluding the HE Diploma) the maximum time is the normal part-time duration plus 50%, to a maximum of 10 years.
- b. In a postgraduate coursework program, the maximum time is twice the normal part-time duration.

(26) Regarding time periods:

- a. The time of duration begins on the first day of the first study period in which the student is enrolled in the program and is measured separately for each award undertaken.
- b. Work experience/placements that are part of the award structure are included within the duration.
- c. Students who transition to a new version of an award are considered to have started their course duration on the first day of the initial award. If students transition to a new award, the count of enrolled time begins on the first day of the new award.
- d. When it is evident that a student cannot complete the course in the maximum time, they may be identified as making unsatisfactory progress.

(27) The following periods of time are excluded from the total time enrolled:

- a. Periods of leave of absence and deferral, including those relating to academic intervention.
- b. Periods of suspension as per the [Exclusion for Safety Reasons Procedure](#).

(28) Students eligible for Youth Allowance, Austudy or ABSTUDY must complete their award within the allowable time for their course to remain eligible for payments. Further information can be found at Centrelink.

(29) Full-time duration and maximum time (where full-time study is required) is available in [Attachment 1](#).

(30) Students may request an extension of their maximum course duration if they have compassionate or exceptional

circumstances, such as illness. Students must submit a Request to Extend Course Duration form within ten working days of receiving the notification.

(31) The Director, Admissions, Enrolments, and Graduations and/or delegate will review and determine outcomes for extension requests. The determination by the Director, Admissions, Enrolments, and Graduations is final.

## Part F - Enrolment Variation

(32) Following initial enrolment, domestic students may add or withdraw units from their enrolment within published enrolment dates in line with the requirements of their course, study load, and advice from their College. Requests to add units to enrolment after the specified deadline for the study period will only be permitted with the relevant College/CUA approval where it is considered that the student would not be disadvantaged in their completion of the unit.

(33) Enrolment Variations made prior to the relevant census date may occur without academic or financial penalty. International students may forfeit application fees and deposits paid in this situation (refer to the [Fee Adjustments Procedure](#)). Variations made after census date will incur financial and academic penalties unless exceptional circumstances exist and a remission or VSL HELP balance re-credit is approved.

(34) Onshore international students may only vary their enrolment in line with the requirements of their visa and relevant legislation and must ensure:

- a. That across study periods within a calendar year they are enrolled in a full time study load, unless they have been granted a leave of absence on the basis of Compassionate or Compelling Circumstances;
- b. They do not enrol in units delivered via online or distance modes totaling more than one third of the total course duration; and
- c. That each half year period within a calendar year they are enrolled in at least one unit that is delivered face to face, unless the student is completing the last unit of their course.
- d. That they complete their course of study by the course end date in their CoE.

(35) Students are expected to action enrolment online if the course is configured for online enrolment. Alternatively, students can visit VUHQ and request to add units.

(36) VU may instruct a student to vary their enrolment, or vary on their behalf, where:

- a. The unit is not (or no longer) part of the approved course structure and does not contribute to the successful completion of the course;
- b. Credit/Recognition of Prior Learning (RPL) has been granted; or
- c. The unit is not being delivered in the study period; or
- d. The student does not meet the pre- or co-requisites; or
- e. This unit is contrary to the advice or instruction provided to the student by the College or VU; or
- f. The unit is not part of the agreed training plan for an apprentice or trainee;
- g. The unit is not part of the agreed enrolment as defined in the Third Party agreement; or
- h. The student is seeking to repeat a unit that they have previously successfully completed, without prior permission.

(37) The University may only vary a domestic student's enrolment after the relevant census date, where this variation results in a recalculation of the student's HELP scheme balance, in the following circumstances:

- a. Under conditions as defined by the [Higher Education Support Act 2003 \(Cth\)](#); or

- b. As a formal outcome of an application for Remission of fees; or
- c. As an outcome of a formal College or University review; or
- d. To correct an error made by the University.

(38) Instruction to vary an enrolment must be issued in writing, with a prescribed deadline for action and allowing the student appropriate amount of time to vary their enrolment without jeopardising their ability to succeed.

## **Requisites**

(39) Enrolment into units is subject to the student meeting the published pre- or co-requisites for the unit.

(40) Where a student enrolls into a unit, but does not meet the published requisites, it is the student's responsibility to vary their enrolment in line with the requirements of the course.

(41) If a student fails a pre-requisite unit they will be automatically withdrawn from any other units which have that unit as a pre-requisite.

(42) Requirement for an individual to meet or have met the published pre- or co-requisites for specific units may be waived at the discretion of the College for higher education students where it is the opinion of the College that the student will not be disadvantaged in their learning outcomes by doing so.

## **Unit Withdrawal**

(43) International onshore students must seek permission from Enrolments for a Leave of Absence prior to varying their course and are advised that this may impact on course duration and student visa obligations.

(44) HE domestic students who wish to withdraw from all units within a study period should apply for a Leave of Absence online.

(45) VET students should visit a [VUHQ](#) or TAFE to initiate the withdrawal process.

## **Part G - Leave of Absence and Deferral**

(46) Students apply for Leave of Absence online.

(47) Students may apply for a Leave of Absence for a period up to one year at a time via MYVU Portal, submitted by the relevant deadline.

(48) An application for a Leave of Absence is subject to enrolment deadlines, i.e. census date for relevant study period. Students will be subject to all relevant enrolment and financial penalties where Leave of Absence is submitted and approved after the relevant enrolment deadline.

(49) International onshore students may apply to Enrolments for a Leave of Absence only if there are Compassionate or Compelling Circumstances.

(50) The following documentation must be completed by the student and kept in CRM:

- a. A [Leave of Absence \(International\) Form](#); and
- b. A signed personal statement; and
- c. Certified or original copies of any of the relevant supporting documents.

(51) Leave of Absence may not be permitted:

- a. when a period of leave would prevent the student from reasonably completing the course delivery before it is no longer offered and/or in accordance with Part E Maximum Course Duration; or
- b. when the course is not expected to be delivered upon the student's scheduled return.
- c. Until at least six months (or equivalent) of study is completed, unless exceptional circumstances can be demonstrated.

(52) A student is generally entitled to no more than two years of leave in any course.

(53) A Leave of Absence sought beyond 12 months, and/or in exceptional circumstances (see [Assessment of Compassionate, Compelling or Special Circumstances](#)) must be approved by the Director, Admissions, Enrolments, and Graduations.

(54) Where a Leave of Absence is granted, it will become effective from the start of the study period. Students approved for a Leave of Absence will have all relevant units in the study period(s) withdrawn.

(55) A student on a Leave of Absence remains a student of the University and is entitled to all the services and resources available to students by the University.

(56) It is the student's responsibility to negotiate with the relevant College and CUA to ensure they are able to continue their studies in line with the course requirements at the conclusion of their Leave of Absence.

(57) It remains the student's responsibility to re-enrol into units by the relevant deadline upon their return from a Leave of Absence. Failure to do so may result in the student being converted to absence without official leave (AWOL).

(58) In addition to students receiving confirmation of the outcome of the application for Leave of Absence, the University will inform:

- a. The Secretary of the [Department of Education](#) via PRISMS (for international students) and retain this notification;
- b. International students that the Leave of Absence may affect their student visa, and that the student should seek Government advice regarding their completion and visa timelines.

## **Part H - Course Withdrawal (Discontinuation)**

(59) A course withdrawal is an enrolment action and is subject to the same enrolment deadlines as enrolment, variation to enrolment or Leave of Absence. Where an enrolled student requests a course withdrawal after the relevant study period deadline, they will be subject to all relevant academic and financial penalties.

(60) International onshore students who have been enrolled for a period less than six months in the principal course are generally not permitted to cancel their enrolment for the purpose of undertaking study at another Australian provider, other than where:

- a. Exceptional circumstances can be demonstrated in line with relevant legislative and policy frameworks; or
- b. Where the student is under 18 years of age and the parent or legal guardian has provided a written confirmation supporting the transfer; or
- c. Where the transfer is considered to be in the "student's best interest."

(61) Students who are considering withdrawal from their course may seek advice from their College, Student Wellbeing and/or VUHQ regarding their options. International onshore students should contact the Department of Home Affairs for information about the potential effect on their visa prior to withdrawing from a course.

(62) HE students must submit a request to withdraw and specify their reason to withdraw via MyVU. VET students

should refer to VUHQ or TAFE for assistance with the withdrawal process.

(63) The date the request is received by VU is the date the withdrawal becomes effective, and students are withdrawn from all enrolled units in current and future study periods in that course.

(64) VU will inform the Secretary of the [Department of Education](#) via PRISMS of cancellation of enrolment for international students.

(65) Where an international onshore student is cancelling their enrolment in order to return to and remain in their home country they may do so at any time without need for a letter of release.

## **Part I - Suspension and Cancellation**

(66) VU may suspend or cancel a student's enrolment under specific circumstances including:

- a. As a result of a misconduct action under the [Student Misconduct Regulations 2019](#) and the [Student Misconduct Procedure](#);
- b. Where VU believes that extenuating circumstances relating to the welfare of the student exist;
- c. Where the student has been assessed as being a health and safety risk to themselves or others under the [Exclusion for Safety Reasons Regulations 2019](#);
- d. Where the student has outstanding debt to the University and has not paid or made arrangements for a deferral of payment;
- e. Where the terms of any relevant funding contract, third party agreement and legislative requirement have not been met;
- f. Where a student does not complete their course within the required time periods, at the discretion of the Director, Admissions, Enrolments, and Graduations and/or delegate;
- g. As a result of consistent failure to make satisfactory academic progress in line with the [Academic Progress Regulations 2016](#) and its procedures;
- h. Failure to comply with the engagement requirements outlined in the [Student Charter](#);
- i. VET students for whom the University receives Government funding are required to have their course enrolment cancelled where they are no longer participating in or receiving training;
- j. Apprentices and Trainees if their training agreement is cancelled. Any such action must be in line with the [Victorian Registration and Qualifications Authority](#) guidelines for training delivery for apprenticeships and traineeships.

(67) VU can only suspend a student's enrolment without such action being requested by the student on the grounds of:

- a. Compassionate or Compelling Circumstances; or
- b. Misbehaviour or misconduct by the student; or
- c. Academic Progress concerns which have been processed via the relevant Academic Progress Procedure; or
- d. Extenuating circumstances relating to the welfare of the student.

(68) To allow the suspension, the following is required and retained on the student's record:

- a. Notice in writing to the student (or if they are under 18, their parent or guardian) that VU intends to suspend or cancel that student's enrolment.
- b. Documentary evidence of:
  - i. VU's reasons for imposing suspension or cancellation;

- ii. Information given to students prior to enrolment which states the grounds for suspension or cancellation of enrolment;
- iii. The process of VU's assessment of the suspension or cancellation. This includes any internal complaints and appeals process as prescribed in the [Complaints Policy](#), [Complaints Procedure \(Student and Public\)](#) and the [Exclusion for Safety Reasons Regulations 2019](#).
- iv. Their right to an appeal via VU's [Student Appeals Procedure](#); and
- v. For international students, the need to seek advice from the Department of Home Affairs as suspending or cancelling enrolment may affect their student visa.

(69) The suspension or cancellation of enrolment cannot take effect until an internal appeals process is completed (unless extenuating circumstances relating to the welfare of the student or safety concerns apply, which must be supported by appropriate evidence).

(70) The authority to suspend or cancel enrolment at VU rests with the Director, Admissions, Enrolments, and Graduations.

## **Part J - Concurrent and Cross-Institutional Enrolment**

### **Concurrent Enrolment**

(71) Concurrent enrolment in two or more standalone courses is only permissible where the relevant Executive Dean(s) are satisfied that the student is not disadvantaged and has a realistic opportunity to succeed in their studies in all courses. Approval is subject to all relevant external requirements and legislation and conditional on the student maintaining satisfactory academic progress in both courses, and may be revoked where the student cannot continue to meet this requirement. Concurrent study in more than one course may impact a Higher Education student's learning entitlements and HELP loan borrowing limit.

(72) Concurrent study in more than one course may impact VET students' eligibility for government funding.

### **Cross-Institutional Study**

(73) HE students currently studying in a course at VU may apply for permission to study individual unit offerings with another recognised HE provider, and to have this study credited towards their VU course requirements, on a cross-institutional basis.

(74) International onshore students must submit their Cross Institutional Form (Inbound/Outbound) to Enrolments for approval. International onshore students are also required to provide a copy of their valid CoE to the other provider. Inbound international onshore cross-institutional students must also provide evidence of a valid CoE from their home institution.

## **Part K - Study Abroad and Exchange**

(75) HE students currently studying in a course at VU may apply for permission to study as an exchange student at an overseas institution with whom VU has a formal exchange agreement. Where there is no exchange agreement between VU and a particular overseas provider, HE students currently studying in a course at VU may apply for permission to study under a Study Abroad arrangement.

(76) Students who are permitted to study at an overseas institution under an Exchange or Study Abroad arrangement remain students at VU and must maintain compliance with all enrolment requirements of their VU course.

(77) Students from overseas institutions may apply to study at VU on an Exchange or Study Abroad basis. Students studying at VU under an Exchange or Study Abroad arrangement are subject to the relevant rules, policies and

procedures of VU and will have the entitlements and responsibilities of a VU student for the duration of their study.

(78) International onshore students who enter into an Exchange or Study Abroad arrangement are required to maintain a full-time load and finish within course duration.

## **Part L - Non-Award**

(79) Students enrolled in units on a non-award basis are students of VU and are subject to the relevant rules, policies and the same conditions for this study as any other student of the University.

(80) Non-award students are entitled to access the services of the University as a student while they are enrolled.

(81) International onshore students are not permitted to enrol in HE or VET non-award courses unless the course has CRICOS approval (e.g. English Language Intensive Courses of Study, Foundations studies).

## **Part M - Change of Citizenship/Residency**

(82) Students enrolled at VU are required to notify VU where there is a change to their citizenship, residential address or residency status within 7 days of the change. The date that notification and evidence of this change was received by VU will determine the effective date that a student's changed eligibility can be assessed from.

(83) Where a HE student submits confirmation of a change to their citizenship or immigration status to the University before the census date they may be entitled to a changed funding arrangement for that and future study periods. VET students will be assessed in line with the current eligibility criteria for government funding before the census date for the immediate and future study periods.

## **Part N - Remission of Debt and Post-Census Amendment of Enrolment**

### **Lodgment of Applications**

(84) Applications for Remission of Debt and Post-Census Amendment of Enrolment must be made as outlined on the [Remission \(reversal\) of fees](#) webpage. Advice on exceptional circumstances and guidance on the application process is available from [Student Advocacy](#).

(85) The supporting documentation:

- a. must support that the student's circumstances were beyond their control and did not make their full impact on the student until on or after the census date for the unit;
- b. in circumstances where it became apparent after the census date that the student could not continue with their study; or, if the circumstances existed prior to the census date, detail how the student's circumstances prevented them from withdrawing from study before the census date;
- c. in circumstances where an application is submitted for some, but not all, enrolled units, state why the student can complete some units but not others.
- d. must be original or certified copies and be independent. Letters from family members or other students are not considered independent;
- e. where medical documentation is provided, it must be signed and printed on letterhead and include the medical provider number.

(86) The Manager, Student Financials and Scholarships will assess the application and will either:

- a. decline the application because it falls outside the guidelines; or

- b. remit the student's debt (HECS-HELP); or
- c. re-credit the student's debt (FEE-HELP, VET FEE-HELP, SSAF payment when paid up front and VET Student Loans);
- d. refund tuition where paid up front.

(87) VET students may apply to the Secretary of the Department of Employment and Workplace Relations for VET HELP balance on the following grounds:

- a. the provider, or a person acting on the provider's behalf, engaged in unacceptable conduct in relation to the student's application for the VET student loan;
- b. the provider has failed to comply with the Act or an instrument under the Act and the failure has adversely affected the student.

(88) Applications for re-crediting must be made in writing within 12 months of the withdrawal date of the unit of study, or within 12 months of the unit result publication date. Applications submitted outside the 12-month lodgement period will not be considered unless the applicant can demonstrate with supporting documentation that they were incapable of applying within the required timeframe.

## **Assessment of Application**

(89) Applications for post-census remission of debt in exceptional circumstances will be considered in accordance with [Commonwealth Government guidelines](#) and the [Assessment of Compassionate, Compelling or Special Circumstances](#).

## **Timeframe for Making Decisions**

(90) The Manager, Student Financials and Scholarships will consider the student's application as soon as practicable, but no later than 14 days after receipt.

## **Notification of Decision**

(91) Enrolments must notify the student of the decision. The notification must include:

- a. The basis for the decision; and,
- b. The right to a review of the decision if the student is unsatisfied with the outcome.

(92) The Manager, Student Lifecycle Operations and Reporting or nominated staff member will advise the relevant government department(s) of all remissions and reversals.

## **Part O - Unique Student Identifier (USI)**

(93) Information provided to prospective students must include:

- a. The requirement to obtain a USI prior to enrolment by visiting <https://www.usi.gov.au> (except where a USI has already been obtained by the student at a previous enrolment at Victoria University (VU) or elsewhere).
- b. The importance of ensuring that the personal details provided in the process of obtaining a USI must be identical to those provided to VU at enrolment (i.e. exact name, date of birth, etc, and ATO if the student is taken out a HELP loan).
- c. The need to provide their USI as part of the application process.
- d. Access to further information on USI can be found at [Unique Student Identifier \(USI\)](#).

## Part P - Review and Appeals of Decision

### Review

(94) Students may request a review of the decision not to remit, re-credit or refund fees deny a Leave of Absence request; or where enrolment has been denied, altered or cancelled for failing to maintain an active enrolment by the relevant authority as per the [Enrolments Policy](#).

(95) A request for review, stating the reason for the review request, must be submitted in writing to the Director, Admissions, Enrolments, and Graduations (for matters relating to denied Leave of Absence requests or where enrolment has been denied, altered, or cancelled due to failure to maintain active enrolment) or to the Director, Student Financials and Scholarships (for matters concerning decisions not to remit, re-credit, or refund fees). The request must be submitted within:

- a. 10 University business days from receiving written notification of the outcome of a Leave of Absence request; and,
- b. 28 University business days from receiving written notification of the outcome of the decision to remit, re-credit or refund fees.

(96) A request for a review not to approve a leave of absence, or where enrolment has been denied stating the reason for the review request, must be submitted in writing to Director, Admissions, Enrolments, and Graduations within:

- a. 10 University business days from receiving written notification of the outcome of a Leave of Absence request; and,
- b. 28 University business days from receiving written notification of the outcome of the decision to remit, re-credit or refund fees.

(97) The Director, Admissions, Enrolments, and Graduations or Director, Student Financials and Scholarships, and/or delegate may:

- a. Confirm the decision;
- b. Vary the decision; or,
- c. Make a new decision.

(98) The Director, Admissions, Enrolments, and Graduations or Director, Student Financials and Scholarships, or delegate will notify the student in writing of the decision, and the reason for reaching this decision within:

- a. 10 University business days of receiving the application for a review of the outcome of a Leave of Absence request and,
- b. 28 days of receiving the application for a review of the decision to remit, re-credit or refund fees.

(99) The notification will include:

- a. The students right to appeal to the Administrative Appeals Tribunal (the AAT), or National Ombudsman if the student is unsatisfied with the outcome; and,
- b. The details of the nearest AAT registry, or Victorian/National Ombudsman.

(100) If the decision is reviewed by the AAT, or Victorian/ National Ombudsman, the Director, Admissions, Enrolments, and Graduations and/or delegate must supply the AAT or Victorian/ National Ombudsman with all application documents within five days of notification.

## Appeal

(101) Where students have a right to appeal as per clause 34 of the [Enrolments Policy](#), the student will have 20 University business days to access VU's appeals process outlined in the [Student Appeals Regulations 2019](#) and [Student Appeals Procedure](#).

## Part Q - Privacy and Record Keeping

(102) VU will retain records in line with the [Records Management Policy](#) Suite, [Enrolments Policy](#) and relevant legislation (eg: [Education Services for Overseas Students Act 2000 \(Cth\)](#) and [National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(Cth\)](#)).

(103) Remission applications are managed according to the University's [Privacy Policy](#). Where a student chooses not to complete all questions or submit supporting documentation in the application it may not be possible to assess the application.

(104) Information within Remission applications will be disclosed to the Commonwealth department of Education and the Australian Tax Office (ATO) as appropriate.

## Section 5 - HESF/ASQA/ESOS Alignment

(105) HESF: Standards 1.1 Admission; 1.3 Orientation and Progression; 2.4 Student Grievances and Complaints; 7.2 Information for Prospective and Current Students; 7.3 Information Management.

(106) Outcome Standards for NVR Registered Training Organisations Instrument 2025: Standards 2.1 Information; 2.7, 2.8 Feedback, Complaints and Appeals. Compliance Standards for NVR Registered Training Organisations and Fit and Proper Person Requirements Instrument 2025: Standards 12 Student identifier requirements; 20 Compliance with laws.

(107) [National Code of Practice for Providers of Education and Training to Overseas Students 2018 \(Cth\)](#): Standard 2; 3; 8 and 9.

(108) ESOS Act: Part 3 Division 2; Part 5 Division 2.

## Section 6 - Definitions

(109) Census Date – The deadline for withdrawing from subjects or courses without financial liability.

(110) Compassionate or Compelling Circumstances

(111) Confirmation of Enrolment (CoE)

(112) Cross-Institutional Study

(113) Deferment

(114) Extenuating Circumstances Relating to the Welfare of the Student

(115) FEE-HELP

(116) Full-time Study

(117) HECS-HELP

(118) International Student on a student visa-Sub class 500 (Onshore) - A person who has been granted a visa by the Department of Home Affairs to visit Australia and participate in a CRICOS registered course Student visa are ESOS protected.

(119) International student on a temporary or bridging visa - other than a student visa subclass 500, is not ESOS protected and can be enrolled in a non-CRICOS registered course, including a non-award course.

(120) Leave of Absence

(121) Letter of Release - A letter from the University giving approval to an international student visa-holder to transfer to another Registered Provider of education prior to them completing six months of their Principal Course of study.

(122) Low Completion Rate - Students who commenced their course of study in 2022 or later are subject to a 50% or greater pass rate rule.

(123) Non-Award Course

(124) OS-HELP

(125) Part-time Study

(126) PRISMS

(127) SA-HELP

(128) Sanctions - Sanctions refer to penalties or disciplinary actions imposed on students, faculty, or institutions for violating academic rules, policies, or ethical standards. These can include enrolment block, suspension, expulsion, fines, withholding results and or other measures to ensure compliance with academic integrity and institutional guidelines.

(129) Special circumstances - Circumstances that are beyond a student's control in that they are not due to their action or inaction, either direct or indirect and are unusual or uncommon or abnormal. They make their full impact on, or after, the census date and make it impracticable to complete the subject requirements.

(130) Student

(131) Study Period

(132) Student Services and Amenities Fees (SSAF)

(133) Suspend

(134) Unique Student Identifier (USI)

(135) VET

(136) VET FEE-HELP

(137) VET Student Loans

## Status and Details

<b>Status</b>	Current
<b>Effective Date</b>	12th June 2025
<b>Review Date</b>	12th June 2028
<b>Approval Authority</b>	Academic Board
<b>Approval Date</b>	4th June 2025
<b>Expiry Date</b>	Not Applicable
<b>Accountable Officer</b>	Lisa Line Deputy Vice-Chancellor Enterprise and Digital Lisa.Line@vu.edu.au
<b>Responsible Officer</b>	Darrel Caulfield Chief Student Officer and Registrar darrel.caulfield@vu.edu.au
<b>Enquiries Contact</b>	Steve Wright Director, Admissions, Enrolments, and Graduations +61 3 9919 4078

## Glossary Terms and Definitions

**"Student"** - - a person enrolled at the University in a course leading to a degree, diploma, certificate, licence or other award; or - a person whose study performance is being or is to be assessed by the University, notwithstanding that such a person is not enrolled at the University in a course leading to a degree, diploma, certificate, licence or other award. (The above definition of student is from section 3 of the Victoria University Act 2010 and Council Resolution C2010 - 070).

**"Non-Award Course"** - A course of study that does not lead to the issuance of an Award of the University.

**"PRISMS"** - The Provider Registration and International Student Management System is the system used to process information given to the Secretary of the Department of Education (DOE) by Victoria University.

**"Study Period"** - A defined period of time in which teaching is delivered. This includes pre-teaching, teaching and assessment activities. Each study period has its own set of key dates, including start, end and census dates. Study periods vary across the academic year and include semesters, trimesters, terms, Block and intensive.

**"Confirmation of Enrolment (CoE)"** - A document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enrol in the particular course of the registered provider (definition from National Code 2018).

**"Compassionate or Compelling Circumstances"** - 'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas 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 overseas student's studies; or
- a traumatic experience, which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports);
  - where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units

for which they are eligible to enrol; or • inability to begin studying on the course commencement date due to delay in receiving a student visa.

**"Full-time Study"** - At least three quarters of the standard full-time load for tertiary students during a study period.

**"Part-time Study"** - Any study load enrolled below the minimum rate for full-time study during a study period.

**"HECS-HELP"** - A government loan scheme for students studying in a Commonwealth Supported place.

**"FEE-HELP"** - A government loan scheme for students studying in a full-fee place.

**"VET FEE-HELP"** - A former government loan scheme for students studying in a VET program, now superseded by VET Student Loans.

**"VET Student Loans"** - VET Student Loans offer income contingent loan support to eligible students studying certain diploma level and above vocational education and training qualifications.

**"SA-HELP"** - Government loan scheme to cover student services and amenities fee. Not eligible for remission.

**"OS-HELP"** - Financial Assistance to eligible CSP to undertake part of their course of study overseas. Not eligible for remission.

**"Student Services and Amenities Fees (SSAF)"** - A fee charged to support services and amenities to onshore students subject to Government legislation.

**"VET"** - Vocational Education and Training.

**"Deferment"** - An agreement to allow a Higher Education applicant to defer taking up the place they have been offered until a later time.

**"Cross-Institutional Study"** - Where students from one higher education provider in Australia undertake subjects with another provider, and has this study credited towards the course requirements at their home institution.

**"Extenuating Circumstances Relating to the Welfare of the Student"** - Circumstances that impact a student's course, engagement, health, or wellbeing.

**"Leave of Absence"** - Leave of Absence is an approved break in course enrolment, requested by or on behalf of the student.

**"Suspend"** - To suspend enrolment means to temporarily place studies on hold after enrolment has commenced.

**"Unique Student Identifier (USI)"** - The Unique Student Identifier (USI) is a reference number made up of ten numbers and letters that creates a secure online record of recognised training and qualifications gained in Australia.