

Student Enrolment Policy

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Scope

Students who have accepted an offer will be deemed to be registered for a course and will be required to formally enrol in subjects for their enrolment to be completed. This policy applies to all students enrolling in subjects at Nan Tien Institute (NTI), independent of the mode of enrolment or delivery of subjects.

Definitions

AQF	Australian Qualifications Framework – provides a national set of criteria for qualifications across Australia that must be met by higher education institutions, vocational education providers and training at schools.
Census date	Date by which all enrolment arrangements must be finalised and tuition fees become due.
Compassionate or compelling circumstances	Circumstances that are beyond the student’s control and have a direct impact on the student’s course progress and/or wellbeing.
Confirmation of Enrolment (CoE)	An electronic document which is issued by NTI to overseas students who are admitted to a course of study and which must accompany their application for a student visa.
Course	A defined set of subjects, the completion of which leads to a higher education award.

CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students – official Australian Government website that lists all Australian education providers that offer courses to students studying on student visas and the courses offered.
Cross-institutional study	Subject to approval, NTI students may be able to study at another education provider and have this study credited towards their award at NTI.
DHA	Department of Home Affairs – the Australian Government ministry with responsibilities for national security, law enforcement, emergency management, border control, immigration, refugees, citizenship, transport security and multicultural affairs.
Education Committee	Sub-committee of the NTI Academic Board, responsible for reviewing, assessing, monitoring and approving student results.
Exclusion	A temporary cancellation of a student’s enrolment at NTI, after which the student does not have automatic right of re-admission to NTI.
In absentia	Graduating in absentia means that although the student’s award will be conferred, the student will not attend the graduation in person.
Intervention strategy	An individual plan to provide academic support and/or assistance to students at risk of not achieving satisfactory academic progress.
Lapsed enrolment	If a student fails to enrol in any subjects in a semester without having an approved leave of absence, they may have their enrolment lapsed and would have to re-apply for admission if they wish to resume their studies at NTI.
Leave of absence	An approved suspension to a student’s enrolment for a specified period.
Reasonable adjustment	Mechanism or plan put in place to ensure that students with a medical condition, injury, disability or wellbeing concerns can access and participate in their education at NTI on the same basis as students without such concerns.
Semester	One of the teaching periods into which an academic year is divided. NTI’s academic year is divided into two semesters, each with a duration of 22 weeks.
Subject	An academic module which forms part of a course. It represents a credit point value that contributes towards a course completion.
Suspension	A temporary cancellation of a student’s enrolment at NTI, after which the student has an automatic right to resume their studies at NTI.
TEQSA	A legislative advisory body established under the Tertiary Education Quality and Standards Agency Act 2011, with responsibility related to the standards for delivery of higher education in Australia.

Policy Statement

The student is responsible for enrolment in their subjects in accordance with the requirements of the course they are enrolled in.

NTI will make the necessary information and support available to students to enable them to complete their enrolment.

This policy outlines systems and procedures relating to:

- a) enrolment and withdrawal from subjects, as well as cancellation of enrolment;

- b) enrolment requirements specific to international students;
- c) cross-institutional enrolment;
- d) variation of course;
- e) leave of absence;
- f) time limits for course completion;
- g) course progress requirements and intervention strategy; and
- h) conferral of awards.

Systems and Procedures

ENROLMENT IN SUBJECTS

1. A student may enrol in any available subject provided that any conditions specified for that subject are satisfied, there are sufficient resources to allow the student to undertake the subject and the student's enrolment in the course has not cancelled or suspended.
2. Students will enrol in subjects by submitting an online Subject Enrolment Form through the Student Portal. Upon submitting the form, students will receive the following communication from NTI:
 - a) automatic email confirmation of successful submission of the form; and
 - b) a confirmation email from Student Services Office when the subject enrolment has been processed.
3. Unless authorised by the Head of Program, students will follow the prescribed course structure in which they are enrolled, as outlined in the Student Handbook for the year in which they commenced the course. Where a subject listed in that year's course structure is no longer available, alternative arrangements must be discussed and approved by the Head of Program.
4. Any requests for variations to the prescribed course structure must be made by lodging Academic Variation Form through the Student Services Office. The Head of Program will only authorise an academic variation if they are satisfied that the student will meet or has met the course learning outcomes for the course as varied.
5. A student should enrol in a subject before the commencement of teaching in that subject. A student may be allowed to enrol in a subject after the commencement of teaching in the subject, with the approval of Head of Program to which the subject belongs.
6. The standard full-time load is normally 8 subjects (48 credit points) per year. A student undertaking at least 75% of the standard full-time load in a semester will be regarded as full-time for that semester.
7. Except with the approval of the Head of Program, a student will not be permitted to enrol in more than 10 subjects (60 credit points) in one year.
8. A student will be concurrently enrolled in more than one course of study only with the approval of the Dean of Studies. Enrolment in each subject will only count towards one course of study for students concurrently enrolled in more than one course of study.

INTERNATIONAL STUDENT ENROLMENT REQUIREMENTS

9. International students on student visas are required to complete their course within the duration registered for that course on the Commonwealth Register of Institutions and Courses for International

Students (CRICOS). The registered duration is determined on the basis of the minimum time to complete the course under a standard full-time study load. International students can only exceed this duration as a result of:

- a) compassionate or compelling circumstances as evidenced by the student and approved by the Dean of Studies;
 - b) participation in an approved intervention strategy as outlined below;
 - c) an approved deferment, leave of absence or suspension of study.
10. The duration of course completion may be shortened as a result of advanced standing granted for recognition of prior learning.
11. It is the obligation of the international student to ensure that they are enrolled in the equivalent of a full-time study load at all times and, where they become aware that they are under-enrolled, to seek advice from the Student Services Office.
12. Where NTI becomes aware that an international student on a student visa has failed to enrol in a full-time study load without approval to do so, either as a result of enrolling in fewer subjects than constitute a full-time load or as a result of withdrawing from a subject or subjects, the following will apply:
- a) The international student will be required to contact the Student Services and Academic Support Manager and show cause as to why they have not enrolled in a full-time load.
 - b) Where the student can demonstrate the existence of appropriate reasons for their under-enrolment, NTI will assist the student in processing an extension to their Confirmation of Enrolment (COE). Reasons considered appropriate for the purposes of this clause are:
 - i. students undertaking the final subjects of their course in their last semester of studies;
 - ii. course structure or subject availability;
 - iii. illness, bereavement or traumatic experience;
 - iv. academic progress assistance, formally documented in an approved intervention strategy.
 - c) In the absence of a valid reason for the under-enrolment, the student will either:
 - i. be required to demonstrate how they intend to undertake additional study in order to complete their course of study within the expected duration; or
 - ii. should the student not have enough time left on their student visa to undertake additional study, the student may be informed that they are unable to complete their course.

WITHDRAWAL FROM SUBJECTS

13. The census date is the official deadline for finalising enrolment and fees in a subject. NTI determines a census date for each subject and advises students accordingly.
14. An application to withdraw from a subject must be made by submitting the online Subject Withdrawal Form through the Student Portal. Upon submitting the form, students will receive the following communication from NTI:
- a) automatic email confirmation of successful submission of the form; and
 - b) a confirmation email from Student Services Office when the subject withdrawal has been processed.
15. A student may withdraw from a subject without academic or financial penalty provided the withdrawal is

made no later than the census date in that subject.

16. Under exceptional circumstances, the Dean of Studies may approve a late withdrawal without academic or financial penalty. In these cases, the student must demonstrate the existence of compassionate or compelling circumstances and the existence of reasons why they didn't seek to withdraw prior to census date.
17. If a student withdraws from a subject prior to the respective census date or a late withdrawal without academic penalty is approved, the subject will not be listed on their academic transcript.
18. If an application for late withdrawal without academic penalty is not approved, the enrolment will stand and a grade will be declared for that subject. The student may appeal the grade in accordance with the NTI Assessment Policy.
19. A student who withdraws from all subjects in a study period (semester) without obtaining an approved leave of absence may have their enrolment lapsed. Once enrolment has lapsed, the student will need to reapply for admission.
20. A student may not withdraw from a subject with or without penalty if they are being investigated for academic misconduct in that subject, unless the investigation (and any subsequent appeal process) has been finalised and there is no finding of academic misconduct made against the student.

CANCELLATION OF ENROLMENT

21. A student may have their enrolment cancelled as a consequence of failing to comply with NTI Policies.
22. Where a student is admitted to a course of study on the basis of documentation or information that is later discovered to be incomplete, inaccurate, fraudulent or misleading, NTI may cancel the student's enrolment.
23. Where a student fails to meet the minimum rate of progress in a course, they may be suspended or excluded from NTI, as specified in the Course Progress Requirements.
24. Students may have their enrolment at NTI cancelled for either academic or non-academic misconduct, as specified in the Academic Integrity Policy and Student Misconduct Policy.
25. Student may have their enrolment at NTI cancelled if they fail to make the full required tuition fee payment, as specified in the Fees, Charges and Refunds Policy.
26. Student Services will notify the Dean of Studies of grounds for cancellation of enrolment (points 22 – 25) and these will be assessed by the Dean of Studies within ten (10) working days. The Dean of Studies will take a decision to:
 - a) not cancel the student's enrolment; or
 - b) cancel the student's enrolment temporarily (suspension); or
 - c) cancel the student's enrolment permanently (exclusion).
27. Students subject to suspension or exclusion from NTI are not eligible for an approved leave of absence.
28. Student Services and Academic Support Manager will issue the student with a notification of intention to cancel their enrolment and the student will be informed of their right to appeal within twenty (20) working days. In case of international students, the notification of intention will also contain intention to report the student to the Department of Home Affairs.
29. The appeal must be lodged in writing to the Student Services and Academic Support Manager and must contain grounds on which the student is appealing, as well as supporting documentation, where necessary.

30. The student will be informed of the appeal outcome (whether denied or upheld) in writing within ten (10) days from the moment of the appeal lodgment.
31. A student who is dissatisfied with the outcome of the appeal may appeal to an external agency within twenty (20) working days of the appeal outcome. NTI will provide the student with the contact details of the appropriate external complaints handling body.
32. If the appeal results in a decision in favour of the student, NTI will immediately implement the decision and the student will not be reported. The student will be informed in writing of the decision or action taken.

Suspension

33. Suspension is the barring of a student from attendance at NTI for a specified period of time, which will not exceed twelve (12) months, and means a temporary cancellation of enrolment. At the conclusion of a period of suspension, the student has automatic right of resumption of study in their original course, or a course deemed to be equivalent by NTI.
34. During a period of suspension a student's enrolment will be terminated and the student will not have access to NTI premises or facilities, except with the written permission of the Dean of Studies.
35. A student who is suspended from NTI will not be granted advanced standing for subjects completed at another institution during the period of suspension and may not take subjects at other institutions under the arrangements for concurrent or cross-institutional enrolment.
36. International students on student visa returning after a period of suspension must contact NTI's Student Services Office and obtain a new Confirmation of Enrolment.

Exclusion

37. Exclusion is the cancellation of a student's enrolment. The student is precluded from any re-enrolment at NTI during the period of exclusion, which will not exceed twenty four (24) months. At the conclusion of a period of exclusion, the student does not have automatic right of re-admission to the course.
38. Students who wish to resume their studies after a period of exclusion must re-apply for admission following the principles and procedures outline in the Admission Policy and their previous enrolment at NTI will not guarantee acceptance of an application for re-admission.
39. During a period of exclusion a student's enrolment will be terminated and the student will not have access to NTI premises or facilities, except with the written permission of the Dean of Studies.
40. A student who is excluded from NTI will not be granted advanced standing for subjects completed at another institution during the period of exclusion and may not take subjects at other institutions under the arrangements for concurrent or cross-institutional enrolment.

CROSS-INSTITUTIONAL ENROLMENT

41. Students currently enrolled in an award course at NTI may apply to study subjects at other recognised higher education providers on a cross-institutional study basis.
42. The application to study at a different provider on a cross-institutional basis must be approved by the relevant Head of Program and consists of the following documentation submitted to the Student Services Office prior to the intended enrolment:
 - a) completed Application for cross-institutional study at another provider; and

- b) full subject outline of the proposed subject/s – to ensure that the learning outcomes, quality of teaching and learning, subject delivery and assessments meet the relevant AQF and TEQSA standards.
43. Students will receive the outcome of their application for cross-institutional study in writing to their email address. In case of an approval, the written outcome will contain details of the necessary documentation to be provided to NTI Student Services Office for the credit recognition (e.g. academic transcript from the other provider).
 44. Students must contact the NTI Student Services Office to enquire about the tuition fee charges and arrangements for cross-institutional enrolment with another provider.
 45. NTI will not assume any responsibility for a student’s enrolment with another provider – students are expected to follow enrolment and withdrawal policies and procedures of the host provider.
 46. Students must maintain their enrolment with NTI while studying on a cross-institutional basis with another provider. If a student is enrolling only in subjects on a cross-institutional basis with another provider in a particular semester, they must obtain an approval for leave of absence for that semester.

VARIATION OF COURSE

47. After consultation with the Student Services and Academic Support Manager, a student may apply to the Head of Program for approval to change registration from one course to another. This approval is to be obtained from the Head of Program into which the student wants to be admitted.
48. The Head of Program’s approval to change registration from one course to another is contingent upon:
 - a) the Head of Program is satisfied that the student will be able to meet the course learning outcomes for the course to which registration is changed upon completion of the course;
 - b) the course to which registration is changed is a course currently on offer at the time of the proposed change of registration;
 - c) any restriction that may be imposed on the number of students to be registered for a particular course or mode of delivery; and
 - d) satisfaction of any specific admission criteria for a particular course.

LEAVE OF ABSENCE

49. A student enrolled in a course of study may suspend their studies and retain a place in their course for a specified period during which their rights as a continuing student will be maintained.
50. Students should seek appropriate academic advice from the Head of Program before suspending their studies and should be made aware that a period of absence may impact on their ability to complete the course successfully.
51. A request must be made on the Leave of Absence Application Form specifying the start and end dates of the proposed leave and submitted to the Student Services Office.
52. Unless approved by the Dean of Studies in exceptional circumstances, leave of absence will be approved by the Head of Program for a period of up to twelve (12) months.
53. Students who take a leave of absence from their course for more than one (1) year should note that the course rules and conditions under which they originally enrolled may change during their period on leave and that they may be subject to the rules and conditions as they apply at the time that they return to their course.

54. International students on student visas will only be granted a leave of absence under the following specific circumstances:
 - a) compassionate or compelling grounds as evidenced by the student and approved by the Head of Program (compassionate or compelling circumstances are defined in points 81 and 82 of this policy); or
 - b) administrative grounds, for example where NTI is unable to offer a required subject; or
 - c) where a student is participating in an approved intervention strategy.
55. International students must be aware that NTI will report this change to the student's enrolment to the Department of Home Affairs (DHA) and the students should seek advice from the DHA on the potential impact on their student visa.

TIME LIMITS FOR COURSE COMPLETION

56. The maximum period of candidature for a course is three times the duration of that course under a standard full-time load, except when approved by the Dean of Studies in exceptional circumstances.
57. Periods of approved leave of absence are not included in the period of candidature.
58. International students on student visas have specific requirements as detailed above in the International Student Enrolment Requirements.

COURSE PROGRESS REQUIREMENTS

59. A student who has passed more than 50% of credit points attempted in a semester will be regarded as having met course progress requirements.
60. A student who has failed 50% or more of credit points attempted in a semester will be regarded as having not met course progress requirements.
61. Successful subject completion and satisfactory course progress are determined by successful completion of prescribed assessments for each subject. Grades for each subject are reviewed by the Head of Program and approved by NTI Education Committee.

INTERVENTION STRATEGY

62. This part of the policy applies to all students but is particularly referring to international students on a student visa who are required to make satisfactory academic progress during their studies at NTI.

Informal Intervention Strategy

63. An academic staff member can identify a student as being at risk of not meeting course progress requirements due to factors such as lack of engagement, non-submission of assessments or poor academic practice.
64. Subject Coordinators will monitor and report on the students' progress in the subject to the relevant Head of Program at the end of Week 3 and Week 5.
65. If a student is identified through the above process as being at risk of unsatisfactory course progress, the Head of Program will email the student and invite them to an informal meeting to discuss their academic performance and advise the student that they are at risk of unsatisfactory course progress.
66. The Head of Program will assist the student to identify academic performance issues and to develop an

informal plan to address the potential issues.

67. The Head of Program will email the student outlining the informal plan in place and advising the student of support services available. The Student Services and Academic Support Manager will be notified of the informal plan in place, will save the plan on the student's file and will assist in facilitating student's access to the support services available.

Formal Intervention Strategy

68. The Student Support and Academic Support Manager will check all students' results at the end of each semester and identify students at risk of not meeting satisfactory course progress requirements as defined above.
69. The students at risk of not meeting satisfactory course progress requirements will be then reported to the relevant Head of Program and to the Dean of Studies.
70. The Head of Program will notify students via email informing them that they have been identified as at risk and inviting them to discuss their academic progress.
71. The Head of Program will discuss the potential issues with the student and develop an individual intervention strategy plan that may include one or more of the following:
 - a) requirement to complete supplementary online learning modules;
 - b) recommendation to contact nominated counselling service;
 - c) recommendation to use academic support services;
 - d) recommendation to reduce study load;
 - e) recommendation to apply for a Reasonable Adjustment Plan through the Student Services and Academic Support Manager; and/or
 - f) agreement to a formal learning contract outlining the strategies aimed at assisting the student to achieve satisfactory progress.
72. The Head of Program will issue an outcome letter, outlining the intervention strategy in place and advising the student of possible consequences of further poor academic progress.
73. The Intervention Strategy Plan is reported to the Student Services and Academic Support Manager and recorded in the student's file.
74. Failure of 50% or more of credit points attempted in the subsequent semester will lead to further intervention. In the case of international students, if the student fails to show satisfactory course progress after the intervention strategy, the Student Services and Administration Support Manager will notify the student of NTI's intention to report the student to the Department of Home Affairs for unsatisfactory progress. The student will be informed of their right to appeal within twenty (20) working days.
75. The appeal must be lodged in writing to the Student Services and Academic Support Manager and must contain grounds on which the student is appealing, as well as supporting documentation, where necessary.
76. If the appeal shows that there was an error in calculation and the student actually made satisfactory progress (successfully completed more than 50% of the course requirements for the relevant semester), the student will not be reported and there is no requirement for further intervention.
77. If the appeal process shows that the student has not made satisfactory process, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the

student through the intervention strategy and the student will not be reported.

78. The student will be informed of the appeal outcome (whether denied or upheld) within ten (10) working days from the moment of the appeal lodgment.
79. A student who is dissatisfied with the outcome of an appeal may appeal to an external agency within twenty (20) working days of the appeal outcome. NTI will provide the student with the contact details of the appropriate external complaints handling body.
80. If the appeal results in a decision in favour of the student, NTI will immediately implement the decision and the student will not be reported. The student will be informed in writing and ongoing support will be provided to the student through the intervention strategy.

COMPASSIONATE OR COMPELLING CIRCUMSTANCES

81. Circumstances considered to be compassionate or compelling include, but are not limited to:
 - a) medical illness or injury to the student or the student's immediate family member/s that requires hospitalisation and/or impairs the student's ability to engage with their studies – this includes episodes of mental illness or cognitive function impairment;
 - b) the bereavement of an immediate family member, close friend, partner or classmate;
 - c) an adverse experience that has impacted on the student's physical or mental wellbeing, including but not limited to witnessing a serious accident or being the victim of a serious crime;
 - d) instances where the student is unable, through no fault of their own, to participate in the learning experience, and for which no additional learning opportunity can be provided to make up for the loss of learning;
 - e) situations where the student is unexpectedly required to care for a close relative;
 - f) major political upheaval or natural disaster in a student's home country that has impacted on the student's family, and that requires immediate emergency travel or consular support;
 - g) changes to family circumstances in the student's home country that have negatively impacted on a student's ability to pay tuition fees or reasonable personal living expenses.
82. Circumstances that will not be considered compassionate or compelling may include, but are not limited to:
 - a) personal and professional circumstances or circumstances relating to the student's studies, within the student's control, or which can reasonably be expected to occur in the normal course of the student's study, work, family or social life;
 - b) instances where the student's personal travel has made them unable to attend classes or submit assessment tasks as required;
 - c) a failure by the student to understand, or seek clarification about their obligation in relation to NTI policy, legislation, or obligations reasonably expected of an NTI student;
 - d) increase in work obligations that have an impact on the student's ability to attend classes for which they are enrolled;
 - e) inability to pay tuition fees or living costs based on changes to the student's employment status while working in Australia – students on an international student visa must not rely on the proceeds of paid employment to support their studies or living costs.

CONFERRAL OF AWARDS

83. A course award may be conferred upon a student who has complied with all NTI policies and procedures, is not in debt to NTI and has met the requirements of the course they were enrolled in.
84. NTI Education Committee will verify completion of the course requirements and recommend to the Board of Directors that the candidate be awarded the degree. The Board of Directors will approve the list of candidates who are eligible to be awarded a degree and are entitled to graduate.
85. Graduation may be awarded 'with distinction'. Distinction will be measured by the weighted average mark in all subjects undertaken at NTI as part of the degree with which the student is graduating. A degree with distinction will be awarded to students who achieve a weighted average mark greater than or equal to 80.
86. Candidates who are entitled to graduate but are unable to attend the relevant graduation ceremony or who do not notify NTI about their attendance at the graduation ceremony will graduate in absentia.

Legislation and Regulation

Tertiary Education Quality and Standards Agency (TEQSA) Act 2011

Higher Education Support Act 2003

Education Services for Overseas Students (ESOS) Act 2000

National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)

Code of Practice and Guidelines for Australian Universities on the 'Provision of Education to International Students' 2005

Attachments

Leave of Absence Application Form

Academic Variation Form

Application for cross-institutional study at another provider

Intervention Strategy Flowchart

Contacts

Admissions / Student Services Office	enquiry@nantien.edu.au
	(02) 4258 0740
Student Services and Academic Support Manager	v.penberthygroves@nantien.edu.au
	(02) 4258 0741
Commonwealth Ombudsman	www.ombudsman.gov.au
	1300 362 072
TEQSA (Tertiary Education Quality and Standards Agency)	www.teqsa.gov.au
	1300 739 585