1. Context

This policy defines the responsibilities and requirements for enrolling in Torrens University Australia subjects and courses, including the enrolment process, types of enrolment, changes to enrolment (including taking leave, withdrawing and cancelling subjects or courses) and specific provisions for international students consistent with the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

2. Definitions

Administrative withdrawal: withdrawal due to a student’s inactivity and lack of response to re-enrolment communications.

Applicant: an individual who has already applied to study a course at Torrens University Australia.

Audit enrolment: enrolment into a subject with no recorded grade or outcome which does not count towards the student’s course.

Award course or qualification: a course leading to an accredited qualification or that governed by a national training package.

Confirmation of Enrolment (CoE): a document issued by Torrens University Australia to international students, which is required for purposes of applying for a student visa. The CoE contains information about Torrens University Australia, the course in which the student has enrolled, and the duration of the course.

CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students.

Deferral: delayed commencement by an applicant who has received an offer of a place in a Torrens University Australia course.

Domestic student: Australian citizens, New Zealand citizens, or holders of an Australian permanent visa (holders of all categories of permanent resident visas including Humanitarian Visas).

Equivalent full-time student load (EFTSL): a measure of the study load, for a year, of a student undertaking a course of study on a full-time basis, where the student undertakes a standard course of studies (Higher Education Support Act 2003).

International student: a student who studies with Torrens University Australia:
  • in Australia who:
    o holds or may be granted a temporary visa with study rights, or
o holds or may be granted an Australian student visa as defined by the Education Services for Overseas Students Regulations 2001, or
• offshore (outside of Australia) and is not a domestic student
• online who resides offshore and is not a domestic student.

**Leave of absence:** an approved period during which a current student is not enrolled in any subject.

**Non-award study:** the study of individual subjects without the restriction of an award course or qualification.

**Principal course of study:** the highest qualification (usually the last course) covered by a student visa.

**Study period:** a defined period during which a student is expected to commence and complete one subject or more.

**Important dates:**

- **Census date** (for domestic students enrolled in FEE-HELP or VET Student Loan enabled courses only): the last date in the study period by which to defer or withdraw from subjects without incurring a financial liability.

- **Academic withdrawal date** (HE students only): the last date in the study period by which to withdraw from subjects with a “Withdrawn Not Fail” notation.

- **Withdrawal deadline** (HE students only): the last date in the study period by which to withdraw from subjects with a “Withdrawn Fail” notation. Withdrawals after this date will be recorded as a Fail grade.

3. **Scope**

This policy applies to all Torrens University Australia students.

4. **Principles**

- Every student undertaking a subject or course at Torrens University Australia must be enrolled before commencing their study.

- Students may enrol in more than one award course and may enrol in additional subjects as non-award, audit or short-course enrolments.
  - Students are responsible for ensuring their overall study load remains manageable from a workload perspective. Students may seek the Program Director’s advice if required.
  - A student may have a maximum study load imposed by an Examination or Academic Progression Committee if a student’s progress is deemed to have been impacted by their load.
  - A student who has been suspended, excluded or expelled from a course may not enrol in components of that course as a non-award, audit or short course enrolment.

- Students must enrol in at least one subject per study period unless leave of absence has been approved.
  - A period of leave will not usually exceed a total of 12 months.
  - A period of leave that exceeds the permitted time will be deemed a withdrawal, and students will be required to reapply for admission to the course, including meeting any updated admission requirements.

- An enrolled student will remain enrolled until:
  - the student notifies the University of their withdrawal, or is deemed to have withdrawn under this policy,
  - the student is suspended, excluded or expelled from their study under the Student Conduct Policy or Academic Progression Policy,
  - the student has completed the requirements of their award.

- Once a student has passed a subject, they are not permitted to re-enrol in it as part of that award or as a non-award enrolment, and any attempt to do so will result in the second enrolment being cancelled and any
fees paid for that subject re-credited/refunded. However, a student may re-enrol in a subject they have already passed as an audit enrolment.

- Torrens University Australia considers falsifying documents or making fraudulent claims regarding enrolment a significant breach under the Student Conduct Policy, and may result in suspension, exclusion or expulsion of the student, and/or the reporting of confirmed cases to the Police.

5. Responsibilities

5.1 Students
Torrens University Australia students are responsible for:

- ensuring that their personal and contact details are current,
- protecting their student identification number,
- checking their student email account regularly,
- accessing course and enrolment information and course planning advice,
- being familiar with and abiding by Torrens University Australia policies as a condition of their enrolment,
- enrolling in each study period by the required deadline,
- checking to ensure their enrolment is correct and meets course qualification requirements (including any pre-requisite or co-requisite requirements),
- advising the University of any errors or omissions. Failure to advise the University about any incorrect enrolment details by the approved deadlines (e.g. census, academic withdrawal dates) may result in academic and financial penalties,
- if necessary, amending their enrolment by the required critical dates for the study period,
- paying all fees incurred through enrolment by the due date,
- submitting the required forms when applying for a deferral, leave of absence or withdrawal from a course or subject, and providing the required supporting documentation,
- ensuring they have an accurate understanding of what the deferral, leave of absence or withdrawal represents to their study options as well as their financial implications,
- displaying a student ID card on campus when required,
- completing the course requirements within the maximum specified time allowed.

In addition, international student visa holders must:

- enrol in no more than one-third of their Higher Education or VET course online,
- ensure they complete their course within the duration stated in their Confirmation of Enrolment (CoE),
- enrol in a full-time course load ¹ unless approved for a reduced study load, leave of absence, or compassionate and compelling circumstances, and
- abide by the conditions of their student visa.

5.2 Torrens University Australia responsibilities
Torrens University Australia is responsible for:

- providing students with accurate and timely course, subject and enrolment information,
- providing written terms of agreement for enrolment into a Torrens University Australia course,
- providing online access to all student-related policies,

¹ For Torrens University Australia vocational education courses, the student must be enrolled in subjects that require a minimum of 20 contact hours per week. This is a requirement of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Part B, Standard 11.2).

For Torrens University Australia higher education (HE) courses, the international student must be enrolled in full time study, which in HE courses is determined by EFTSL and not contact hours per week. To be considered full-time, the student must complete a minimum of 1.0 EFTSL of study per year, and the standard course duration is governed by the Australian Qualifications Framework.
• providing access to advice on subject selection, including electives and majors (where applicable), qualification requirements and the impact of deferring or withdrawing,
• providing an enrolment process that allows students to select subjects, manage the updating of their personal information, see their tuition or HELP liability and view their results,
• ensuring students are not enrolled in, and therefore incur financial liability for, a subject that they did not agree to,
• correcting any enrolment errors found through quality assurance processes or as notified by a student or staff member,
• being available to give personalised advice regarding enrolment, leave of absence, deferral and withdrawal, and
• ensuring that in each compulsory study period, international students are studying at least one face-to-face subject unless they are completing the last subject of their course.

6. Types of enrolment
Students may enrol at Torrens University Australia:
• as part of a Torrens University Australia course to which they have been admitted,
• as part of a course at another provider as a cross-institutional student at the University,
• on a single-subject basis as a non-award student,
• on a single-subject basis as an audit student,
• as a short course student.

6.1 Non-award enrolment
Non-award enrolment allows a student to enrol in one or more single subjects, whereby completion of the subjects does not count towards a qualification. Non-award students:
• must complete assessment tasks if the subject is to be recognised within an award at a later stage,
• will incur tuition fees, equivalent to the fees charged for an award enrolment,
• do not need to satisfy course-level academic admission criteria but must meet specified course-level English language entry requirements (for international students) and meet any subject pre-requisites.

Subjects completed as non-award enrolments will not usually advantage a candidate in an application for admission even though completed subjects may be eligible for transfer as credit towards a qualification (where all other requirements are met).

6.2 Audit enrolment
Audit enrolment allows a student to undertake a subject for interest only, with no recorded grade or outcome. Audit students:
• do not complete assessment tasks,
• will incur tuition fees, equivalent to 50% of the fees charged for an award enrolment,
• do not need to satisfy course-level entry requirements and do not need to meet any subject pre-requisites,
• may not normally complete non-award subjects totalling more than one-quarter of a Torrens University Australia course.

Subjects completed as audit enrolments will not advantage a candidate in an application for admission and cannot be transferred as credit towards a qualification.
7. Maximum course duration

7.1 Higher Education (HE)

7.1.1 Domestic students and international students on temporary non-student visas
For higher education, the maximum duration of a course is calculated as follows:

\[
\text{maximum course duration} = (\text{full-time duration} \times 2) + 2 \text{ years}
\]

The University may establish lower limits depending on the course and with the approval of the Academic Board. The completion date will be calculated from the date of the student’s initial commencement in the award course.

The Dean (or delegate) will consider and decide on an extension beyond the maximum time limit on a case-by-case basis.

NOTE: International students who are not on student visas must refer to the terms and conditions of their visas regarding the ability to complete their course according to the formula outlined above.

7.1.2 International student visa holders
The maximum time for international student visa holders to complete the course will be as stated on their CoE and according to the length of their visa. However, the University may extend the student’s course duration if:

- there are compassionate or compelling circumstances,
- the student has been identified as at risk of not meeting the course progression requirements and the University has implemented, or is in the process of implementing, an intervention strategy,
- the student’s leave of absence has been approved according to section 12 (Leave of Absence) and Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

The University will advise an international student visa holder whose study duration has been extended to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

7.2 Vocational Education and Training (VET)
For vocational courses, the University determines the time limits based on market expectation and Australian Qualifications Framework (AQF) guidance. The relevant Industry Skills Council generally gives 12 months’ notice when cancelling or updating a Training Package providing enrolled students the opportunity to either complete their qualification or transition to a replacement or related course.

7.3 ELICOS
For ELICOS courses, total course duration is expressed in weeks:

- ELICOS courses at the University range from four to 52 weeks for English for Academic Purposes (EAP) and General English (GE), and 10 to 15 weeks for Direct Entry Programs (DEPs),
- course duration may be extended in cases of students not reaching the required English language level within the set period, with the approval of the Program Director,
- extension of course duration will require the issuing of a new CoE and may affect the scheduling of packaged courses in VET or HE.

8. Deferral of offer
Depending on the course and timing, an applicant/student who has been offered a place and
is yet to accept it, or
• accepted it and yet to commence their first study period,
may have the option to defer commencement of the course. The applicant/student must inform their Course and Careers Advisor of their intention to defer. If the applicant/student defers commencement of the course, the University will issue them a new Letter of Offer outlining the terms and conditions applicable at the time they are due to re-commence the course.

9. Study load
Students can enrol with a full-time, part-time or accelerated study load as follows:

9.1 Domestic students
A full-time student must maintain a minimum study load of 75% over a year (that is, 0.75 equivalent full-time student load (EFTSL) or above).
A part-time student is one who has a study load of less than 75% over a year (that is, 0.74 EFTSL or below).
Any load above 1.5 EFTSL must be approved by the Program Director to ensure student’s reasonable chance of success.

9.2 International students
International students must maintain a minimum study load of 100% over a year (i.e., 1 EFTSL or above).

9.3 Accelerated study
Any load above 1.5 EFTSL must be approved by the Program Director to ensure student’s reasonable chance of success.

10. Enrolment process

10.1 Enrolment dates
A student can enrol if they meet the admission criteria, have been provided with a Letter of Offer and accepted it during the online registration or by returning a signed copy to the University.
A student must attend the orientation in the week before the course commences except in extenuating circumstances.

10.1.1 Late enrolments: Higher Education (HE)
Late enrolments are permitted until:
• the end of week two, for study periods running for ten or more weeks, or
• the end of week one, for study periods with fewer than ten weeks.

The University will not usually permit a student to enrol after the above deadlines unless with the permission of the Dean (or delegate) and only in exceptional circumstances.

10.1.2 Late enrolments: Vocational Education and Training (VET)
VET students who use a VET Student Loan to pay their fees will not be permitted to enrol after the second day of the study period.
11. Multiple enrolments

Students enrolled in a Torrens University Australia award course may enrol concurrently in multiple courses at the University or in additional subjects as non-award, audit or short courses. Where a student has enrolled in multiple courses, the student is responsible for ensuring they have a reasonable study load each study period, and that they can complete the award course(s) within the maximum allowable time. Enrolment in multiple courses will not be grounds for an appeal against interventions or penalties imposed due to poor academic progression (under the Academic Progression Policy).

12. Leave of Absence

Students may apply to take leave of absence from a course for up to 12 months.

For domestic students in a VSL or FEE-HELP enabled course:

- applications for leave received before the census date for a study period will, if approved, result in a “Withdrawn Delete” notation on their student record and refund/re-credit tuition fees for those subjects,
- applications received after the census date may still be approved but will leave the student liable for their tuition fees and will result in a withdrawal outcome or Fail grade, depending on the date of leave.

For domestic students in non-HELP/VSL enabled courses:

- applications for leave received before 14 calendar days prior to a study period commences will, if approved, result in a “Withdrawn Delete” notation on their student record and refund/re-credit tuition fees for those subjects,
- applications received within 14 calendar days of a study period commencing or after the commencement of the study period may still be approved but will leave the student liable for their tuition fees and will result in a withdrawal outcome or Fail grade, depending on the date of leave.

International students on a student visa will only be granted leave of absence during a course in certain limited circumstances including:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes,
- instances where the University is unable to offer a pre-requisite subject,
- where an intervention strategy has been instigated for students at risk of not meeting satisfactory course progress,
- bereavement of close family members such as parents or grandparents,
- major political upheaval or natural disaster in the home country that require emergency travel and where this has impacted on the student’s studies,
- 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 where this has impacted on the student (these cases should be supported by police or psychologists’ reports)
- inability to begin due to a delay in receiving a student visa.

12.1 Absence without official leave

The University will deem a student absent without official leave (AWOL) if the student fails to:

- re-enrol by the published deadlines, or
- return after a period of approved leave of absence.

In the above instances, the University will consider the student to have failed to maintain continuity of enrolment and may cancel their enrolment unless extenuating circumstances exist.
12.2 Recommencing studies after a period of absence or suspension
Students must formally notify the University of their intention to return to recommence their studies after a period of absence or suspension. They should be aware that depending on the length of absence or suspension their courses might be updated or discontinued during their absence. In these instances, arrangements will be made according to the relevant legislation and University policies.

13. Withdrawal

13.1 Domestic students in VET FEE-HELP/VSL-enabled courses
Domestic students in VET FEE-HELP/VSL-enabled courses can withdraw from a subject and/or course as follows:
- by the census date of any study period: the last date in the study period to withdraw from a subject and/or course without incurring a financial liability,
- after the census date with the Program Director’s (or delegate) permission, with a “Withdrawn Discontinued” notation recorded on their student record.

Students who withdraw after the census date may apply for a refund or re-credit under the Special Circumstances provisions of the Domestic Student Fees Policy if their decision to defer, take a leave of absence or withdraw is based on unexpected or extenuating circumstances.

Domestic students on the VET Student Loan Scheme can withdraw from a subject and/or course as follows:
- by the census date of any study period: the last date in the study period to withdraw from a subject and/or course without incurring a financial liability,
- after the census date with the Program Director’s (or delegate) permission, with a “Withdrawn Discontinued” notation recorded on their student record
- at any time during the study period if they do not meet the ‘genuine student’ definition as outlined in the Domestic Student Fees Policy.

13.2 Domestic students in HELP-enabled HE course
Domestic students in HELP-enabled HE courses can withdraw from a subject and/or course as follows:
- by the census date of any study period: the last date in the study period to withdraw from a subject and/or course without incurring a financial liability,
- by the academic withdrawal date: the last date in the study period to withdraw from a subject and/or course with a “Withdrawn Not Fail” notation,
- by the withdrawal deadline: the last date in the study period to withdraw from a subject and/or course with a “Withdrawn Fail” notation. Withdrawals after this date will be recorded as a Fail grade.

Students who withdraw after the census date may apply for a refund under the Special Circumstances provisions of the Domestic Student Fees Policy if their decision to defer or withdraw is based on unexpected or extenuating circumstances.

13.3 Domestic students in non-HELP-enabled courses
Domestic students in non-HELP-enabled courses can withdraw from their course 14 calendar days prior to the study period commencing and be eligible for a course refund (less any processing fees) and a “Withdrawn Delete” notation on their student record.

Students who want to withdraw from their subjects can do so up until:
- the end of week two for study periods running for ten or more weeks, or
- the end of week one for study periods with fewer than ten weeks.
Students receive a “Withdrawn Delete” notation on their student record.

All other withdrawals will result in full liability for the tuition fees.

13.4 International students
International students cannot receive a refund for subject enrolments they withdraw from within 14 calendar days of the study period starting. However, they can make a different subject selection (withdrawal from one and enrolling in another) up until:
- the end of week two for study periods running for ten or more weeks, or
- the end of week one for study periods with fewer than ten weeks.
Students receive a “Withdrawn Delete” notation on their student record.

13.4.1 Student visa holders
Student visa holders must maintain full-time enrolment and complete their course within the duration as indicated in their COE. If they are struggling academically, they may withdraw from a subject before the study period commences with the approval of a reduced study load without financial liability.

Figure 1: Withdrawal types

13.5 General note
A student’s enrolment may be suspended or cancelled for the following reasons:
- breaches of University policies (e.g. academic and non-academic misconduct, non-payment of fees, failure to re-enrol by the published deadlines), and
- failure to submit the required documents (e.g. Tax File Number for FEE-HELP and VET Student Loan applications).

13.6 Re-enrolment after withdrawal from a course
Students cannot re-enrol after withdrawing from a University course except where mitigating circumstances exist. They must re-apply for admission.

14. Course transfer
A student who wants to transfer from a University course to another University course must satisfy the admission criteria for the course for which they are applying as per the Admissions Policy.

Transfers will be approved subject to applicants meeting these criteria. The Program Director (or delegate) will consider the applications on a case-by-case basis.

14.1 International student transfer (student visa holders only)
The University complies with National Code 2018, Standard 7 in assessing student visa holders’ requests for release. The University does not actively recruit or knowingly enrol student visa holders who have not completed six months of their principal course with their original provider except in the circumstances outlined in Standard 7 of the National Code. The University assesses applications for a transfer to another provider fairly and consistently, taking into account the individual circumstances and best interests of the student.

The University will not admit a student who wants to transfer from another institution during the first six months of their principal course except where:
- the student’s original institution has provided formal approval of the student’s transfer request, or
- the student’s original institution has ceased to be registered as a CRICOS provider, or the course in which the student is currently enrolled has ceased to be registered as a CRICOS course, or
- the student’s original institution has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course of study, or
- a government sponsor of the student considers the change to be in the student’s best interest and provides written support for the transfer.

The University will approve the student’s request to transfer to another institution in the first six months of their course in the following circumstances:
- where the student will be reported because they are unable to achieve satisfactory course progress even after engaging in the University’s intervention strategy,
- failure to meet conditions of offer: If a student fails to meet specific pre-conditions relating to their offer of admission, such as not successfully completing a Foundation or English language course
- compassionate or extenuating circumstances: the University will approve the transfer request of a student (within the first six months of study) who demonstrates compassionate or extenuating personal reasons for the request. Compassionate and extenuating circumstances are usually unexpected and outside the control of the student. These include:
  - serious illness or injury, where a medical certificate states that the student was unable to attend classes, or
  - the University is unable to offer a pre-requisite subject, or
  - the University implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
  - bereavement of close family members such as parents or grandparents (appropriate evidence must be provided), or
  - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the 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 where this has impacted on the student (these cases should be supported by police or psychologists’ reports),
  - inability to begin due to a delay in receiving a student visa,
- if a government sponsor considers that a change of provider is in the best interest of the student and provides written support for the transfer,
- if the University or a student’s principal course of study ceases to be CRICOS registered,
- if the University fails to deliver the course as outlined in the written agreement,
- if there is evidence that the international student’s reasonable expectations about their current course are not being met
- if the student is under 18 years of age and the requested transfer to another institution has the written support of the student’s parent or guardian,
• if the student has been misled: If a student can demonstrate that they were misled by information provided to them about the University or their course of study by a University representative or by an education or migration agent,
• if the offer received by a student from an alternative institution is not considered to be detrimental to the student. Consideration will be given to:
  o whether the transfer would be academically unsuitable and/or detrimental to the student’s future study plans,
  o the possibility that a student is requesting a transfer to avoid being reported to the DHA for breaching academic progress requirements,
  o whether the transfer may jeopardise the student’s progression through a package of courses,
  o whether, given the time that has elapsed since the commencement of the student’s course of study, the student has had the opportunity to access the full range of support services offered by the University.
• where a complaint or appeal (internal or external) on another matter results in a decision or recommendation to release the student.

The University will not approve a transfer request during the first six months of study if:
• a student does not have a valid enrolment offer from an alternate CRICOS registered provider, or
• if the transfer is considered to be detrimental to the student, or
• if the student is under 18 and does not provide evidence that their parent or legal guardian supports the transfer.

In addition, a transfer request will not be approved if the student:
• is receiving assistance through the Academic Progression Policy, or
• provides insufficient evidence of exceptional circumstances, or
• decides they are no longer interested in the course, or
• is avoiding being reported to the DHA for breach of a student visa-related condition, or
• has work-related issues impacting on the student’s ability to attend class, or
• is living a significant distance away from campus, and having travel difficulties, or
• has other factors that may be considered to the student’s detriment. These include, but are not limited to, the following:
  o if, in the opinion of the Program Director (or delegate), the proposed transfer is not in the best interest of the student’s future study and/or career plans,
  o the student has shown no evidence of meeting and consulting with the Program Director (or delegate) to address any personal or study related issues.

The University will not approve a transfer request if the student has outstanding fees for the current study period.

The Program Director (or delegate) may consider additional special circumstances on a case-by-case basis, including factors related to academic progression, course suitability, student welfare, or future education/career opportunities.

NOTE: Students granted a student visa under the Simplified Student Visa Framework (SSVF) arrangements generally need to enrol in another streamlined eligible course or package courses at the same level as the student’s current course. For more information, refer to SSVF Changing Courses.
15. Additional information for international student visa holders regarding enrolment cancellations and suspensions

A leave of absence or withdrawal may impact an international student’s student visa. The University is required to advise DHA and the Department of Education and Training (DET) through PRISMS of the change to a student’s enrolment status, regardless of whether the University or student initiated the change. The student must contact DHA for advice regarding the impact of the cancellation or suspension on their student visa.

15.1 Student visa holders under 18 years of age

If the enrolment of an under 18 student visa holder is cancelled or suspended, the University will continue to monitor the care arrangements for that student until:
- another registered provider accepts the student and takes over responsibility for approving the student’s accommodation, support and general welfare arrangements, or
- the student returns home, or
- other suitable arrangements are made that satisfy the Migration Regulations (for international students), or
- the University reports that it can no longer approve the arrangements for the student.

16. Complaints and appeals

Students should refer to the Student Complaints Policy if they have a complaint about decisions made by the University under this policy. A student’s entitlement to a refund will be determined under the Domestic Student Fees Policy or the International Student Fees Policy.

If the student is issued a Notice of Intention to Report and does not lodge a formal complaint after 20 working days (from issue of the notice of intention to report), or the appeal decision supports the University’s intention to report decision, the student will be reported to DHA and the DET Secretary via PRISMS.

17. References


