
ENROLMENT POLICY

1. Purpose

- 1.1 The *Enrolment Policy* defines the principles and procedures to be followed when a student applies for a course withdrawal, deferral, or leave of absence, and supports Ikon Institute of Australia's (Ikon) commitment to having engaged students and a supportive learning environment.

2. Scope

- 2.1 This policy applies to all students and staff of Ikon.

3. Related Documents

This policy should be read in conjunction with the following documents:

- Fees and Refunds Policy
- Letters of Offer
- Student Academic Progression Policy
- Transfer Between Providers Policy
- Student Handbook
- Grievance and Appeals Policy
- Academic Calendar Policy
- Academic Integrity and Misconduct Policy
- Privacy Policy
- Inclusion, Diversity & Equity Policy
- Application for Deferral/Withdrawal Form

This policy and related documents can be accessed via the [Policy and Procedures](#) section on the Ikon website and/or the student and staff policy libraries.

4. Definitions

“Australian Qualifications Framework (AQF)” means the national guidelines that regulate Australian post-compulsory education and training qualifications. The framework identifies learning outcomes for each AQF level and qualification, policy requirements, educational and economic objectives, governing and monitoring arrangements.

“Cancellation of Enrolment” means the discontinuation of enrolment of a student in a course initiated by Ikon, for example due to the student being permanently excluded from the course.

“Census Date” means the date on which student enrolment is finalised, after which students are liable for all associated course and tuition fees, and as published on the Ikon website.

“Commencement Date” means the first day of a trimester.

“Commencing Student” means a student who has accepted an offer of a place at Ikon who has yet to commence their studies at Ikon.

“Compelling, Compassionate or Extenuating Circumstances” means circumstances that are generally short-term, unforeseen and beyond the control of the student, and include, but are not limited to:

- Religious or cultural obligations and events
- illness, injury or misadventure
- serious medical condition
- serious illness or injury of an immediate family or household member
- bereavement of a partner, close family member, or household member
- unexpected carer responsibilities
- unexpected and unavoidable change to routine employment commitments
- crisis or trauma such as an accident, crime or being a witness to these experiences
- major political unrest or natural disaster that requires immediate travel
- military service or jury service
- severe disruption to domestic arrangements or homelessness
- personal hardship such as severe disruption to domestic arrangements, employment or finances
- participation in sporting events at state, national or international level with an official sporting body

“Confirmation of Enrolment (CoE)” means a document registered with the Department of Home Affairs to confirm an international student’s acceptance into a particular course for a specified duration and that they are a bona fide student when applying for a visa.

“Continuing Student” means a student who has commenced a trimester of study and is eligible to remain enrolled in the course.

“Course” means a set of subjects of study for which successful completion results in the awarding of a qualification.

“Deferral” means a delayed commencement by an applicant who has received an offer of a place in an Ikon course.

“Enrolment” means the period during which a student of Ikon is progressing towards the completion of their course requirements, including any scheduled breaks between study periods.

“International Student” means an individual enrolled in a course at Ikon who is not a citizen of Australia or New Zealand, or an Australian Permanent Resident, and has been granted a student visa by the Department of Home Affairs to study full-time in Australia

“Intervention Strategy” means any method that identifies students who are at risk of failure and attempts to mitigate that risk through counselling, academic assistance and/or amended study plan.

“Leave of Absence” means an approved period during which a student is not enrolled in any subject.

“Letter of Offer” means an official document offering an applicant a place in an Ikon course.

“Principal Course” means the main course of study to be undertaken by an international student where a student visa has been issued for multiple courses of study – it would normally be the final course of study where the international student arrives in Australia with a student visa that covers multiple courses.

“Provider Registration International Student Management System (PRISMS)” means the secure database owned and maintained by the Department of Education for the purposes of administering the Education Services for Overseas Students Act 2000.

“Student Handbook” is an important resource for students throughout their time at Ikon. The student handbook is available on the Ikon website and staff and student policy library and contains course information and contact details for student support services and identifies student policies

and procedures.

“Subject” means a separate unit of study, and a combination of subjects make up a course.

“Tertiary Education Quality and Standards Agency (TEQSA)” means Australia’s independent national quality assurance and regulatory agency for higher education.

“Withdrawal” means the discontinuation of enrolment by a student in a subject or course.

POLICY

5. Principles

5.1 Ikon is committed to ensuring:

- a consistent, transparent and equitable process for enrolment and varying enrolment
- the provision of effective support to students to meet enrolment requirements

5.2 The principles and procedures outlined in this policy are designed to be aligned with national legislation and regulatory requirements, including the Higher Education Standards Framework (HESF) 2021, the Education Services for Overseas Student Act 2000 (ESOS Act) and the National Code 2018.

PROCEDURE

6. Course Enrolment

6.1 To enrol, a commencing student must have met all admission requirements, have been provided with a Letter of Offer, accepted it, and returned a signed copy to Ikon.

6.2 Students are expected to undertake the course indicated on their Letter of Offer and to be enrolled by the Wednesday before Orientation. Rare exceptions to this shall only be considered by the Registrar and the Director of Sales, on a case-by-case basis and subject to the student being able to attend Orientation.

6.3 Continuing students may be prevented from enrolling due to a number of reasons such as any outstanding fees, disciplinary action, or the unavailability of the subject. Students should contact the Student Experience team to discuss alternatives and solutions.

6.4 Continuing students who fail to enrol into any subjects by the commencement date of that trimester shall be contacted by Ikon to determine their intentions for ongoing enrolment. Ikon shall advise students regarding options for leave of absence, withdrawal, and support services if required. International students shall also be advised of visa requirements and obligations to report students in breach of these requirements to the Department of Home Affairs.

7. Variations to Course Enrolment

7.1 Ikon may permit students to enrol in more than one course at a time subject to study load requirements and limits.

7.2 Students who wish to transfer between Ikon courses are required to submit a written request to the Registrar outlining the reasons for the transfer. Internal course transfers are only

permitted prior to the enrolment date and subject to course admission requirements (refer to Ikon's Admissions Policy for further information on these requirements).

- 7.3 When requesting a variation to their enrolment, students are responsible for ascertaining the impact of the change on their enrolment (e.g. study load, fees or student visa). Students should refer to Ikon's *Fees and Refunds Policy* for more information on fee refunds. International students should confirm any potential impact of enrolment variation on their student visa with the Department of Home Affairs.

8. Course Deferral

- 8.1 Students may apply to defer the commencement of study by submitting the *Application for Deferral/Withdrawal Form* at any time before the commencement date of their first trimester of study.
- 8.2 Students may only apply to defer the commence of studies a maximum of 2 times. Thereafter, students are required to submit a new admission application.
- 8.3 Ikon shall only grant a deferral to international students based on compelling or compassionate circumstances. If granted, Ikon shall notify the Department of Education via PRISMS of any changes in the student's enrolment. The student should also seek advice from the Department of Home Affairs on any potential impacts on his or their student visa.

9. Leave of Absence

- 9.1 Student may apply for leave of absence at any time during the trimester by lodging a written request to the Registrar outlining the circumstances and reasons for the leave.
- 9.2 Ikon may grant leave of absence to international students only in the presence of compelling or compassionate circumstances. If the request is accepted, Ikon shall notify the Department of Education via PRISMS of the change in the student's enrolment. The student should also seek advice from the Department of Home Affairs on any potential impacts on his or her student visa.

10. Extension of Course Duration

- 10.1 All students are required to complete their course within the maximum allowable period, as outlined in the *Student Academic Progress Policy*.
- 10.2 International students are expected to complete their course within the duration indicated on their Confirmation of Enrolment. Students who believe they shall not be able to complete the course in which they are enrolled within the specified duration should contact the Student Experience team for assistance.
- 10.3 Ikon shall only extend an international student's enrolment if:
- the student is unable to complete the course within the expected duration; and
 - there are compelling or compassionate circumstances; or
 - an intervention strategy is or has been implemented; or
 - there is an approved deferral or suspension of the student's enrolment.
- 10.4 International students should be aware that should a change in enrolment affect the end date specified on the Confirmation of Enrolment, the Department of Education will cancel the original Confirmation of Enrolment and Ikon shall issue a new Confirmation of Enrolment.

- 10.5 If an international student's enrolment duration is extended, Ikon shall notify the Department of Education of the change through PRISMS.
- 10.6 International students should seek advice from the Department of Home Affairs or a registered migration agent on any potential impacts on his or her student visa.

11. Course Withdrawal

- 11.1 Students may apply to withdraw from a course at any time by completing the *Application for Deferral/Withdrawal Form*.
- 11.2 Students should note that withdrawing for a course or subject after the census date for that trimester will attract a financial penalty, for more details see Ikon's *Fees and Refunds Policy*.
- 11.3 Ikon shall notify the Department of Education of the change in an international student's enrolment through PRISMS. Students should also seek advice from the Department of Home Affairs on any potential impacts on their student visa.
- 11.4 Students who elect to withdraw from a course by exiting with a lower qualification in the nested course, may not re-enrol into the higher qualification course within 12 months of withdrawing, unless given a special exemption by the Registrar.
- 11.5 International students may only exit with the lower qualification for compassionate and compelling circumstances, which must be first approved by the Registrar.

12. Suspension and Cancellation Initiated by Ikon

- 12.1 Ikon may suspend or cancel a student's enrolment at any time in case of:
 - misconduct
 - failure to pay due fees
 - a breach of academic progression requirements
- 12.2 Ikon is required to notify the Department of Home Affairs when international students have breached their student visa conditions, such as by failing to maintain satisfactory progress.
- 12.3 Where Ikon decides to defer, suspend or cancel an international student's enrolment, it shall notify the student of its intention and shall provide information on their right to access Ikon's complaints and appeals process within 20 working days. If Ikon believes that the international student's health or wellbeing, or the wellbeing of others, is likely to be at risk, a suspension or cancellation of enrolment may take effect before the completion of any internal appeals process.
- 12.4 Where Ikon decides to defer, suspend or cancel a student's enrolment for any reason other than unsatisfactory academic progress, Ikon shall report the student to the Department of Education and the Department of Home Affairs as soon as the internal appeals process has been completed and the student shall be informed to seek advice from the Department of Home Affairs on any potential impact on his or her student visa. Ikon shall notify the Department of Education through PRISMS of the variation in the student's enrolment.

13. Subject Enrolment and Variations

- 13.1 Students are expected to enrol into subjects before each trimester in accordance with their course requirements, fee payment schedule, and other relevant Ikon policies and procedures.

- 13.2 Students are not permitted to attend classes or participate in educational activities of subjects in which they are not enrolled unless they have been granted specific permission by the Head of School.
- 13.3 Students may add or change a subject up until the commencement date in any trimester, subject to their course requirements, by submitting the *Application for Deferral/Withdrawal Form*.
- 13.4 Students may withdraw from a subject up until the census date in that trimester. Any withdrawal after census date, without approved compelling or compassionate circumstances, shall have an impact on the student's academic record, i.e. a Withdrawn-Fail grade, and the tuition fee for that subject is still payable.
- 13.5 When requesting a variation to, or withdrawal from a subject, students are responsible for ascertaining the financial implications of the change. Students should refer to Ikon's *Fees and Refunds Policy* for more information on fee refunds.

14. Transfer Between Providers

- 14.1 Students wishing to transfer from another provider to Ikon, or from Ikon to another provider, are advised to refer to Ikon's *Transfer Between Providers Policy*.

15. Study Load

- 15.1 Domestic students may study part time at a pace of their choosing but may not exceed the maximum duration for their course.
- 15.2 International students are required to maintain a full-time study load in order to meet the conditions of their study visa
- 15.3 International students may be permitted to enrol in less than a full-time load due to compassionate or compelling circumstances, to support academic progression intervention plan or course completion, or depending on subject availability.
- 15.4 Further details can be found in Ikon's *Student Academic Progress Policy*.

16. Attendance

- 16.1 To support academic achievement and progression, students are encouraged to attend and/or engage in all scheduled classes and workshops for subjects in which they are enrolled.
- 16.2 Students should seek assistance from the Student Experience or Academic Support teams where external circumstances are affecting their ability to attend and/or engage in classes.
- 16.3 Further details can be found in the *Student Academic Progression Policy*.

17. Campus Transfer

- 17.1 Students enrolled at Ikon can apply to transfer their study from one Ikon location to another Ikon location. Students are advised to speak to the Student Experience team about the process, and to complete the required form.

18. Records

- 18.1 Ikon shall store and maintain records of enrolment, enrolment variations, complaints and appeals in the Student Management System, including documentary evidence of compassionate or compelling circumstances.
- 18.2 Ikon shall record international student enrolment information, transfer request outcomes, complaints and appeals, and other relevant information impacting on enrolment in PRISMS.

19. Appeals

- 19.1 Ikon is committed to resolving any student complaint or grievance promptly, equitably and in a professional manner that respects the privacy of all parties involved.
- 19.2 Appeals concerning any decision taken in relation to this *policy* should be made under Ikon's *Grievance and Appeals Policy*, which can be accessed from [Ikon's website](#) and the student policy library.

20. Publication

- 20.1 This policy shall be published in the *Policy and Procedures* section on the Ikon website and in the student and staff policy libraries.

Policy Information & History

Policy Category	Academic, Enrolment
Policy ID	EN001A
Approved by	Academic Board
Date of Approval	7 September 2022
Endorsed by	Teaching and Learning Committee
Date of Endorsement	1 September 2022
Previous Versions	20 February 2017, 9 August 2016, 1 August 2014
Next Review Date	July 2025
Government Legislation	<u>Tertiary Education Quality and Standards Agency Act 2011</u> <u>Higher Education Standards Framework (Threshold Standards) 2021</u> <u>Higher Education Support Act 2003</u> <u>National Code 2018</u>
Responsible Officer	Registrar
Sources	In developing this policy, the following documents were considered: Tertiary Education Quality and Standards Agency, <u>Good Practice Note: Improving retention and completion of students in Australian higher education</u> , February 2020 Department of Education, <u>Standard 9: Deferring, suspending or cancelling the overseas student's enrolment</u> , 24 May 2021 Department of Education, <u>International Student Factsheet</u> , 1 June 2021.
Benchmarking:	External referencing activities were conducted against comparable providers and best practice using publicly available information for: Kaplan Business School, Australian Institute of Business Intelligence, Alphacrucis College, S P Jain Global School of Management, and Cairnmillar Institute.