

## QAF150 ENROLMENT POLICY

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Document Owner	Registrar		
Responsible Officer	Registrar		
Review Date	20 June 2027		
References and Legislation	Tertiary Education Quality and Standards (TEQSA) Act 2011 (Cth); Higher Education Standards Framework (Threshold Standards) 2015; the Higher Education Support Act (2003), Higher Education Provider Guidelines (2012) Education Services for Overseas Students Act 2000; Education Services for Overseas Students Regulations 2001; The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018).		
Related Documents	Academic Integrity Policy; Admission Policy; Compassionate and Compelling Circumstances Guidelines; Student Progression Policy; Enrolment Rules; Equity and Diversity Policy; Refund Policy; Student Handbook; Student Academic and Non-Academic Grievances and Appeals Policy and Procedure.		
Version	Change Description	Approved	Effective Date
1.0	Document creation	EMC: 27 May 2019	
1.1	Add details of what constitutes academic and non-academic misconduct to section 4	Registrar: 24 February 2020	
1.2	Formatted to HELI Policy Style Guide. Section 4 extensively revised to extend and clarify all grounds and procedures for cancellation consistent with HELI policies and National Code Standard 9.3	EMC: 18 May 2020	
1.3	Minor Change: update of Job title and document owner. Extension of review date to 7 July 2024	CEO: 7 July 2023	
1.4	CEO reviewed the policy, minor job title changes and extended the review date to 7 December 2025	CEO: 30 January 2025	
2.0	Harmonised Policy with IHE. This policy replaces International Student Deferment, Suspension and Cancellation of Study Policy And Procedure.	CEO 20 June 2025	20 June 2025

### 1. Purpose

The purpose of this Policy is to provide a framework regulating enrolment into a course and units of study at HELI; the grounds in which a student's enrolment may be deferred, suspended or cancelled; and the reasons a student may defer or suspend their enrolment.

### 2. Scope

This Policy applies to all current and future students at HELI in accordance with the Higher Education Support Act (2003), Higher education Provider Guidelines (2012), National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code) and the Education Services for Overseas Students (ESOS) Act 2000.

### 3. Definitions

Item	Definition
<i>Cancellation</i>	When a student's enrolment in a course ceases before completion of the course. For international students, this includes cancellation of their Confirmation of Enrolment (CoE)

<i>Census Date</i>	The last date a student can withdraw from a unit without being financially liable, i.e. having to pay for the unit.
<i>Confirmation of Enrolment (CoE)</i>	Verification of an applicant's enrolment in a specified course.
<i>Domestic Student</i>	Any student who is an Australian citizen, New Zealand citizen or a diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse or dependent relative of such a representative, or a holder of a Permanent Humanitarian Visa, or permanent visa other than a humanitarian visa.
<i>Enrolment Closing Date</i>	The final day of enrolment for a new student as stated on the HELI Academic Calendar
<i>Enrolment Rules</i>	HELI's rules that specify a student's requirements to enrol in units each study period and the consequences of their failure to do so or meet other specified conditions.
<i>FEE-HELP</i>	Commonwealth FEE-HELP assistance
<i>International Student</i>	Overseas student studying in Australia on an Australian student visa.
<i>Leave of Absence</i>	When a student has chosen to temporarily suspend their enrolment and is planning on enrolling in a future study period.
<i>Letter of Offer and Written Agreement (referred to as the Letter of Offer in this Policy)</i>	The offer made to a successful applicant that details the course for which the offer applies; any conditions attached to the offer; course start and end dates; duration of the offer; any approved recognition of prior learning; general terms and conditions, including the Refund Policy.
<i>PRISMS</i>	Provider Registration and International Student Management System (PRISMS). PRISMS is operated by the Department of Education in association with the Department of Home Affairs.
<i>Re-enrolment Closing Date</i>	The final day a continuing student can re-enrol as stated on the HELI Academic Calendar.
<i>Study Period</i>	A period determined by the Registrar in which on-campus or off-campus classes are normally held and may include study breaks and examination weeks.
<i>Suspension</i>	When a student is not permitted by the College to enrol in units of study for a specific period and is only permitted to enrol after the period of suspension.
<i>Withdrawal</i>	When a student chooses to end their enrolment in a course before they have completed the course.

#### 4. General

For a student to be enrolled in a course of study and subsequently in any unit of study at HELI, they must have accepted a valid offer from HELI, paid any required fees, and met any offer conditions.

Students are required to enrol in units for each study period unless:

- the study period is a non-compulsory study period;
- they have applied for, and been granted, leave of absence or deferral for that study period;
- their study has been deferred or suspended by HELI.

Students must enrol in accordance with both this Policy and HELI's Enrolment Rules available at (<https://www.heli.edu.au/policies/>). International Students have additional requirements which are also outlined in the Enrolment Rules.

HELI maintains the right to:

- limit the number of students enrolled in;
- withdraw;
- change the availability of; and
- vary the tuition fees of

any unit or class in accordance with the relevant Australian legislation and HELI Policy.

Each study period has an approved census date which is published on the HELI website under HELI Academic Calendar. The census date is the last date for a student to withdraw from a unit without incurring the financial or academic liability for the unit; the last date for a student to apply for FEE-HELP assistance, and the date that the student incurs the debt for the requested FEE-HELP tuition assistance for the study period's enrolled units.

## 5. Deferred Enrolment

Commencing students may apply to defer their initial enrolment in a course by submitting a Deferral Application form at least 5 working days prior to census of their first study period. A student may only defer the commencement of the course in which they are enrolled and must unconditionally accept any course changes that occur during the period in which their study is deferred.

Students who have an approved deferral will receive a new offer which must be accepted in accordance with enrolment rules.

Students should not enrol in units of study before deferring unless they are international students studying in Australia on a student visa. In this case, international students must enrol before the enrolment closing date to ensure their compliance with their visa conditions. Deferral in these cases is limited to specific conditions (see 5.2). Deferral is subject to both course and unit availability and the student satisfying the course enrolment conditions.

HELI may defer a student's enrolment if the student does not meet the enrolment conditions stated in their Letter of Offer and Written Agreement, including the successful completion of the required pathway entry into the course, or if the units the student must enrol in are not available for that period of study.

Students cannot defer their initial enrolment if their enrolment is cancelled by HELI in accordance with Section 9 of this Policy. In the case of an international student, the student's confirmation of enrolment (CoE) will be cancelled in accordance with Section 9 of this Policy. International students studying on student visas should be aware that any deferral of initial enrolment will be reported to the Department Education and Training and the Department of Home Affairs through PRISMS. They are advised to contact the Department of Home Affairs and discuss any impact this may have on their student visa.

### 5.1. Duration of Deferral

Deferral of initial enrolment may be granted for a maximum period of one year. Students who formally defer for a period of up to one year will be permitted to enrol in their course of study upon their return subject to availability of that course. Students who do not have a valid unit enrolment by the approved enrolment closing date for the study period following the one-year deferral limit will be regarded as having ceased their course of study and will need to apply for re-admission to the College and the course. They must meet any course and admission requirements applicable to their new application.

### 5.2. Deferral of initial course commencement for international students ALREADY IN Australia

International students studying on a student visa who are already in Australia can defer initial enrolment for compassionate or compelling circumstances or an extension of their pathway course.

### 5.3. Deferral of initial course commencement for international students NOT IN in Australia

International students studying on a student visa who are not in Australia can defer initial enrolment for compassionate or compelling circumstances, a change in their visa conditions or an extension in a pathway course.

### 5.4. Deferral of initial course commencement and non-payment and/or non-enrolment

International students studying on a student visa cannot defer initial enrolment if their enrolment is cancelled by HELI based on their failure to pay the required fees as stated in the letter of offer or failure to enrol by the enrolment closing date. In these cases, the student's CoE will be cancelled.

### 5.5. Appealing College initiated deferral

A student has twenty (20) working days to appeal a provider initiated suspension or cancellation of their enrolment from the date they are sent notification of the College's intention to suspend or cancel their enrolment. A student can appeal this decision by submitting an Appeals Form which can be found on the HELI website Policies and Forms page.

### 5.6. Course Extension

The course extension can be considered only under the circumstances stated below:

- there are compassionate or compelling circumstances, as assessed by the College on the basis of demonstrable evidence, or
- The college has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 of National Code 2018

## 6. Enrolment Process

Any student who has accepted their Letter of Offer and Written Agreement must enrol by the enrolment closing date for the study period stated on their Letter of Offer and Written Agreement unless they have successfully deferred their studies. The enrolment closing date for each study period is stated on the HELI Academic Calendar, which can be found on the HELI website.

### 6.1. New on-campus students

Where possible, new students who are studying on campus are required to enrol in person at the campus they plan to study at as stated on their Letter of Offer and Written Agreement. Once their payment is confirmed and any required documents submitted, they are shown how to login to the student portal and enrol. If unable to enrol on campus, the Registrar may give new students permission to enrol online via their student portal. Relevant information will be sent to the students email address that was provided as part of their application and in the Orientation sessions.

### 6.2. New online students

New students who are studying online can enrol online. Each student is provided with information on how to enrol in units once they have paid their initial tuition fees. They must enrol by logging on to their student portal.

### 6.3. Re-enrolling students

Re-enrolling students may enrol in units online each study period by logging on to their student portal. Students must follow HELI's Enrolment Rules when enrolling in units. The rules are located on the HELI website under Policies and Forms (<https://www.heli.edu.au/policies/>).

## 7. Leave of Absence

Students are permitted to take leave from their enrolment in a course before the re-enrolment closing date by completing an application for Leave of Absence form. Instructions can be found in the Enrolment Rules located on the HELI website under Policies and Forms (<https://www.heli.edu.au/policies/>).

Leave of absence is usually only allowed due to special circumstances or compassionate or compelling circumstances.

### 7.1. Domestic student leave of absence

Domestic students cannot take a leave of absence in their first period of study.

### 7.2. International student leave of absence

International students are not permitted to take a leave of absence:

- in their first 6 months of study;
- if the leave would result in insufficient time for the student to complete within the specified duration of their CoE; or
- the leave would reduce the student below a full-time study load (1 EFTSL) for the students academic year.

## 8. Withdrawal

HELI recognises that, for a variety of reasons, some students will wish to withdraw from a course of study before its completion. A student can apply to withdraw from their course before its completion by submitting a Course Withdrawal form which must be lodged online. Before withdrawing, students are strongly advised to discuss their situation with the Course Coordinator to consider other alternatives or gain advice on withdrawal procedures. The census date for the study period is the last date a student can apply to withdraw without academic penalty or financial penalty. Any fees a student is liable for are outlined in HELI's Refund Policy, which can be found on the HELI website under Policies and Forms (<https://www.heli.edu.au/policies/>).

The enrolment of a student who withdraws from a course is cancelled and they must re-apply for admission into a course if they wish to return to study at the College. Students who apply for admission must follow the normal admission process and meet all requirements as outlined in the HELI Admission Policy, which is located on the HELI website under Policies and Forms (<https://www.heli.edu.au/policies/>).

## 9. Suspension or Cancellation

All international students are subject to the potential for Institute-initiated suspension of study or cancellation of enrolment for:

- a) making statements in their application for admission that are later shown to be false or misleading; or
- b) including documents in their application for admission that are later shown to be false, misleading, counterfeit or otherwise fraudulent; or
- c) failing to meet minimum academic standards; or
- d) student's failing to pay an amount he or she was required to pay the College to undertake or continue the course as stated in the written agreement
- e) academic misconduct; or

- f) non-academic misconduct; or
- g) any combination of the above.

A false or misleading statement is one that occurs when a person tries to deceive someone as to a particular fact. Intent to deceive a person by false or misleading statements constitutes fraud and is a criminal act. The commitment of such acts further constitutes non-academic misconduct. False, misleading, counterfeit or otherwise fraudulent documentation attempts to misrepresent information or events in order to deceive someone as to a particular fact. Intent to deceive a person by providing false, misleading, counterfeit or otherwise fraudulent documentation constitutes fraud and is a criminal act. The commitment of such acts further constitutes non-academic misconduct. Where a student's enrolment has been suspended or cancelled:

- the student will be recorded as suspended or cancelled from the course;
- the student will not be entitled to any benefits, advantages or privileges of the College;
- the student will not be permitted to enrol in any unit of study at the College.

### 9.1 Suspension

If a student's enrolment is suspended by HELI, the student has an automatic right of resumption of study in the same course in which they were enrolled at the time they were suspended (or a course deemed by HELI to be equivalent) once the student's suspension is complete if they can complete the course within the permitted maximum course duration. Although students have an automatic right of resumption of study, they must discuss and reach agreement on their selection of units or modules with the Course Coordinator.

### 9.2 Cancellation or discontinuation of enrolment

If a student's enrolment is cancelled by HELI, the student must apply to be reinstated or must re-apply for admission into a course if they wish to return to study at the College.

#### 9.2.1 Reinstatement

A student may have their enrolment reinstated for the following reasons:

- a successful external appeal against the decision to cancel the student;
- the cancellation of their enrolment was done in error;
- there are additional compassionate or compelling circumstances that the College is made aware of after the student has been cancelled
- the period of their cancellation has expired.

For a student to have their enrolment reinstated, they must submit an Application for Reinstatement that can be found on the HELI website under Policies and Forms (<https://www.heli.edu.au/policies/>).

#### 9.2.2 Re-applying for admission in a course

If a student's enrolment is cancelled and they have no grounds to be reinstated, their application to be reinstated is rejected, or they voluntarily cancelled their enrolment, the student must re-apply for admission into a course if they wish to return to study at the College. They must follow the normal admission process and meet all requirements as outlined in the HELI Admission Policy, which is located on the HELI website under Policies and Forms (<https://www.heli.edu.au/policies/>). This does not apply to a student's enrolment which is cancelled due to misconduct. In this case, the period of cancellation must be enforced.

### 9.3 Reasons for suspension or cancellation

HELI may suspend or cancel a students' enrolment for the following reasons:

- Non-payment of fees;
- Non-enrolment or non-approved under-enrolment by the relevant closing date for enrolment;
- Academic misconduct;
- Non-academic misconduct;
- When a student breaches an agreement they have made with the College;
- Unsatisfactory Course Progression.

#### 9.3.1 Non-payment of fees

A student's enrolment may be suspended or cancelled when the student has not paid their fees by the relevant due date. This includes: the enrolment closing date, for new students; re-enrolment closing date, for re-enrolling students; payment plan due date, as specified on the students signed Payment Plan Agreement; and second instalment due date, as specified in the HELI Student Fees Policy).

#### 9.3.2 Non-enrolment or non-approved under-enrolment by enrolment closing dates

When a student fails to enrol by the enrolment or re-enrolment closing date, as published, it will be taken as notice from the student of their intention to cease study. Therefore, the enrolment of any student not enrolled by their respective enrolment or re-enrolment closing date will be cancelled. Students who have under-enrolled and refuse to enrol in an appropriate load as directed by HELI may either have their enrolment cancelled or the incident will be recorded on the student's record, and any CoE extension requests may be refused.

#### 9.3.3 Academic, non-academic misconduct and breach of an agreement

HELI may suspend or cancel a student's enrolment following a determination on matters of academic or non-academic misconduct. Academic misconduct will be judged in accordance with HELI's Academic Integrity Policy and Assessment Policy. Non-academic misconduct will be judged in accordance with HELI's Student Code of Conduct. These documents are located on the HELI website under Policies and Forms (<https://www.heli.edu.au/policies/>). Any breach will be in relation to a specific agreement a student has made with the College, such as the Letter of Offer and Written Agreement.

#### 9.3.4 Unsatisfactory course progression

HELI monitors all students course progression and where necessary implements an intervention strategy in accordance with the HELI Student Progression Policy. Domestic students identified as making unsatisfactory course progress will be notified by HELI and given the opportunity to show cause as to why they should continue their enrolment. International students identified as making unsatisfactory course progress will be notified of the College's intention to report the student for unsatisfactory course progression to the Department of Home Affairs through PRISMS and given the opportunity to appeal this decision. Conditions for unsatisfactory course progression are outlined in the HELI Student Progression Policy, which is located on the HELI website under Policies and Forms (<https://www.heli.edu.au/policies/>). Students who are unable to show cause or do not appeal within twenty working days of being notified will have their enrolment cancelled. They will be excluded from studying at HELI for two years.

#### 9.4 Notice of intention to suspend or cancel enrolment

Where applicable, students will be notified in writing of HELI's intention to cancel their enrolment. Domestic students are notified of their right to show cause, and international students their right to appeal this decision, in accordance with HELI Student Progression Policy, and Student Academic and Non-Academic Grievances and Appeals Policy and Procedure. These policies are located on the HELI website under Policies and Forms (<https://www.heli.edu.au/policies/>). If a student does not apply to show cause or appeal, or their application is rejected, their enrolment will be cancelled.



### 9.5 Appealing Provider Initiated Suspension or Cancellation

A student has twenty working days to appeal a provider initiated suspension or cancellation of their enrolment from the date they are sent notification of the College's intention to suspend or cancel their enrolment. A student can appeal this decision by submitting an Appeals Form which can be found on the HELI website Policies and Forms page.

### 9.6 International Students

International students studying on student visas should be aware that suspension or cancellation of their enrolment for any reason will be reported to the Department of Education and Training and the Department of Home Affairs through PRISMS. They are advised to contact the Department of Home Affairs and discuss any impact this may have on their student visa. The suspension or cancellation will not take effect until the HELI internal appeals process has ended unless the student's health or wellbeing, or the health or wellbeing of others, is likely to be at risk.