



# Higher Education Admission, Enrolment and Fee Management Policy

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**Version: 1.0**

**Policy Owner: General Manager Organisational Services**

**Subject Expert: Manager Higher Education**

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## 1. PURPOSE

Admission is an event in which a person is granted entry into a course based upon academic merit and potential for success in a course, whereas enrolment is the process whereby a person registers as a student in specified units within a course offered by South Metropolitan TAFE (SMT).

The purpose of this policy is to ensure that the admission and enrolment of students into SMT higher education courses meets all legal requirements, is student centred, equitable, fair and reliable. The policy also outlines a clear fee and refund process.

The objectives of this policy are to ensure:

- All applications for admission into higher education courses are assessed equitably, transparently and in compliance with state and federal legislation and SMT course and academic regulations;
- Students are provided with appropriate information to complete their enrolment and to manage any changes to their enrolment that may be required as a result of changes to their circumstances;
- Student enrolment into higher education courses is timely, efficient, accurate and aligned with tertiary education standards and best practice; and,

All financial transactions associated with enrolment, including refunds, are managed to enable the enrolment contract to be completed and debt to be managed.

## 2. SCOPE

This policy applies to all admission, enrolment and fee related issues for all higher education courses at SMT.

## 3. POLICY GOVERNANCE

Competition and Consumer Act 2010

Higher Education Act 2004

Higher Education Support Act 2003

Education Services for Overseas Students Act 2000 (ESOS)

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students

Administrative Appeals Tribunal Act 1975

SMT Bylaws

SMT Academic and General Regulations



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SMT Student Code of Conduct

Department of Education Higher Education Administrative Information for Providers

## 4. PRINCIPLES

### 4.1 Informed choice

Applicants seeking to undertake a higher education course with SMT must be provided with sufficient information to enable them to make an informed choice to enrol based on a reasonable expectation that they will be able to complete their studies successfully.

This information shall be provided prior to them completing their application for admission and enrolment and must clearly set out the requirements of the course and the expectations that SMT has of a student studying that course.

The information provided to prospective students must meet all legislative requirements and include as a minimum:

- The entry requirements of the course, including any pre-requisites;
- The normal study load (EFTSL) and any other commitments required for successful completion;
- Any credit recognition, exemptions or advanced standing arrangements that apply to the course; and,
- Any materials, textbooks, equipment, clothing or other resources required to undertake the course.

Subject to any legislative requirements, compliance and SMT policies regarding reasonable notice of changes to students, and SMT's commitment to ensuring the availability of core units and other course requirements to enable course completion by students within allowable timeframes, SMT reserves the right:

- to impose limitations on admission to any course;
- to impose limitations on enrolment in any unit;
- to change the content and structure of any unit or course;
- to change the method of assessment of any unit;
- to vary tuition fees or student contribution amounts for any unit or course;
- to withdraw any unit or course which it offers or change the availability of a unit or course; and/or,
- to otherwise vary arrangements for any unit or course.

### 4.2 Eligibility for admission into higher education courses

An applicant is eligible for admission into a SMT higher education course if he/she:

- meets the academic entry criteria specified for the course; or



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- is a mature aged student (turns at least 20 during the first year of study) with relevant work or other practical experience; and,
- If the student is an international student, meet the English language requirements specified for the course for which they are applying.

Applicants seeking admission for a higher education course at SMT must apply using the approved form and provide all required information and supporting documentation.

Applicants must not provide information that is fraudulent or misleading. Applicants must include all academic and language verification documentation including their most recent and/or highest qualification. Failure to provide all documents at time of admission or provide information that is misleading or fraudulent may result in a withdrawal in admission.

Higher Education Support Unit (HESU) are responsible for checking domestic student applications against entry requirements at enrolment. International students must apply via TAFE International Western Australia (TIWA) which is responsible for checking international student applications against entry requirements. TIWA is responsible for providing a comprehensive student admission report/material/s to SMT to complete the enrolment contract.

Prospective students who have identified as Aboriginal/Torres Strait Islander will be encouraged to participate in Higher Education courses with the support of the SMT Aboriginal Services Unit.

Prospective students who have disclosed a disability/medical condition will be encouraged to participate in Higher Education courses with the support of the SMT Disability Services Unit.

Where an applicant's admission does not meet the standard entry requirements, the application will be forwarded to the Program Manager/Course Coordinator via HESU for recommended action, and approval for admission outside the standard criteria. In such circumstances SMT must ensure that appropriate mechanisms are in place and enabled to support the applicant.

### 4.3 Selection

Where class places are limited, a selection processes will be used and an applicant may be required to attend an interview. SMT shall ensure that throughout the process of selection, applicants are treated courteously and expeditiously.

SMT shall ensure that applicants are selected by fair, timely and transparent procedures, on a basis of clearly defined, consistent and equitable merit based guidelines.

### 4.4 Advanced Standing

Assessment for credit transfer based on a student's prior learning is covered by the Higher Education Credit Transfer and RPL Policy.

### 4.5 Establishing an enrolment contract

An **enrolment contract** comes into being when the following is completed:

- A person applies to SMT for admission into a course and undertakes any procedures required for admission and/or selection; and,



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- SMT makes an enrolment offer which specifies the course and units in which the student is provisionally enrolled including the dates of the study period and the fees associated with the study; and,
- The applicant accepts the offer that has been made by;
  - Paying the fees associated with the offered units; or
  - Providing a receipt from ETI showing the fees have been paid (for international students); or
  - Contracting to pay tuition fees and compulsory costs, FEE-HELP loan or other means; and,
  - Signing the Enrolment Agreement Form.

To complete the enrolment contract, students must provide all required information to enable their identity and citizenship to be verified. Verification involves the presentation of original documents and any academic documents required to demonstrate entry standard and/or application for Advanced Standing used in the application process to SMT. Approved identification includes passport, drivers licence and/or birth certificate, Academic Records, and visa status must be verified and recorded against a student's admission record.

An enrolment may be declined where the applicant:

- Does not meet the entry criteria for the course; or
- Is not selected through a preferential selection process; or
- Does not meet immigration requirements for an international student; or
- Has unpaid fees from a previous course undertaken at SMT; or
- Has made insufficient academic progress in previous study at SMT or another institution; or
- Has been previously withdrawn from a SMT course/programme for unacceptable behaviour; or
- Has provided incorrect or incomplete information; or,
- Has been terminated due to poor progress in their studies at SMT.

An enrolment may be declined where the institute:

- has insufficient facilities, equipment, or staff to enable the institute to comply with the terms of the course accreditation.

If an enrolment is declined on the basis of incorrect or incomplete information being supplied by the applicant/student, then SMT reserves the right to retain a percentage of the tuition fee payable for that semester.

Students normal full time study load is 1.0 EFTSL. If a student's study load exceeds 1.2 EFTSL in any year (such as through concurrent course enrolment) this will require approval from the Higher Education Support Office.

Domestic students may complete studies via full-time or part-time enrolment.



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International students must complete their studies via full-time enrolment. Any reduction in EFTSL must be approved by the International Office.

### **4.6 Late enrolments**

Late enrolments after the first week of semester will only be accepted at the discretion of the Program Leader/Course Coordinator.

### **4.7 Course cancellation**

SMT may cancel a course prior to its commencement. In these circumstances students will be notified in a timely manner. In this case, the enrolment contract may be terminated.

### **4.8 Tuition Assurance**

As part of its membership to TAFE Directors Australia (TDA), SMT shall enter into a tuition assurance agreement for all higher education courses prior to them being first delivered. Please refer to the Higher Education Statement of Course Assurance.

### **4.9 Entitlements and attendance responsibilities**

Students enrolling in a higher education course at SMT will be required to comply with the Institute's Bylaws and Academic and General Regulations. They will be bound by the rights and responsibilities set out in the Student Code of Conduct.

Higher Education students are expected to meet all attendance requirements associated with their course and enrolment status. For international students this means maintaining suitable attendance and/or course progression.

### **4.10 Variation to enrolment contract**

Students will be provided with information relating to their ability to vary/withdraw from their enrolment contract or from their course or to transfer to other units/higher education courses at the time of their enrolment, or any time prior to Census.

A student may apply for a semester overload of 0.125 EFTSL (one unit). Approval is considered based on individual circumstances by the relevant Discipline Leader/Course Coordinator.

#### **Enrolment Variation prior to Census with approval**

Students (domestic/international) are eligible to vary their enrolment (add/change) prior to census date, providing academic approval from the relevant Discipline Leader /Course Coordinator/Head of Programs has been sought and authorisation granted and submitted on the appropriate form. Only the finalised enrolment will be recorded on the academic record.

For international students a full-time enrolment (1 EFTSL) must be maintained, unless an exemption is approved by the HESS.

#### **Enrolment Variation prior to Census without approval:**

Students (domestic/international) varying (add/drop/change) enrolment prior to census date without academic approval will incur a transaction fee. This transaction fee must be paid at the appropriate Customer Service desk, and payment evidence must be provided with the



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appropriate form before the variation is actioned. In some cases, a student may claim 'Special Circumstances' to waive the transaction fee.

For international students a student fee cannot be charged unless it has been advertised in the TIWA Prospectus at least six (6) months before being charged.

**Withdrawal from an enrolment contract** may occur on receipt of a request from the student in writing using the approved form at:

- Any time prior to the first day of the course start date; or,
- Any time prior to course Census date.

International students must seek approval from International Office before requesting withdrawal from Higher Education unit/s, course/s. International students are to refer to the TIWA website for enrolment and refund information.

Domestic students withdrawing from their enrolment contract will be eligible for a partial refund of fees and will not have an academic record created for that enrolment period. Course start and Census dates will be provided in the enrolment offer letter. Census date shall be no less than 0.2 of the semester.

**Withdrawal after census date:** Domestic students may withdraw from their enrolment after census date, but before 0.6 of the semester and will not be eligible for a refund. Students electing to withdraw after census date, but before 0.6 of the semester, will receive a "W" (withdrawal) on their academic record, and will not be entitled to a refund. This is referred to as "Withdrawal without academic penalty".

International students may only withdraw after census date if the withdrawal is approved by the International Office. No refund will be given.

**Withdrawal after 0.6 of semester:** Students will not be eligible to withdraw from a unit/course after 0.6 of the semester.

**Withdrawal Process:** To withdraw from study a student must apply in writing using the approved withdrawal form and submit it to their Course Coordinator/Head of Programs. The Course Coordinator/Head of Programs will approve the withdrawal and forward it to the Higher Education Student Services or International Office as applicable with supporting documentation.

Where domestic students wish to appeal their refund allocation or transaction fee, the student must apply in writing to the Higher Education Student Services Office, and provide documentary evidence of the exceptional circumstances. Higher Education Student Services may approve in consultation with the relevant Course Coordinator/Head of Programs a full or partial refund of fees.

**Transfer:** A transfer occurs when a student withdraws from unit(s) they were originally enrolled in and enrolls in another unit(s) of the same course or to another higher education course.

A student may apply to transfer any time prior to the commencement of the course in which they originally enrolled or prior to the course Census date. Transfers for international students will not normally be approved if it leads to a reduced study load. Once the course Census date has passed, a transfer will not be allowed except under exceptional



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circumstances.

Students seeking a transfer must apply in writing to the Course Coordinator/Head of Programs using the approved form. Where they are seeking approval to transfer under exceptional circumstances, detailed information and supporting documentation must be provided in support of their application. The Course Coordinator/Head of Programs will provide the application along with all associated documentation to Higher Education Student Services and a notification of approval or decline of the application.

An administration fee may be charged for each transfer transaction. Any difference in fees resulting from the transfer will be charged to the students. No fees will be refunded as a result of a transfer.

**Deferral:** A student may defer their studies for up to one semester. Students must apply and be approved by the Higher Education Student Services prior to undertaking a deferral of studies. A Deferral will only be granted in exceptional circumstances. A maximum of two (2) semesters may be deferred providing Academic Board Approval. Students not granted approval will be terminated from their studies after one semester of non-enrolment.

### 4.11 Maintaining the enrolment contract

Students continuing with their studies after their initial enrolment period shall be entitled to re-enrol in their course by confirming the units with the Higher Education Student Services. Payment of the required fees is to be made as per Higher Education Student Services enrolment confirmation advice for Domestic students, and as notified in the offer letter from ETI for International Students.

Re-enrolment is completed during the re-enrolment period specified by the Higher Education Student Services (HESS) using the standard enrolment form.

An enrolment contract may be ended where;

- A student breaches SMT regulations and/or policy; or
- A student fails to maintain satisfactory course progression; or,
- A student fails the same subject more than once.

A student will remain active at SMT while they maintain an academic status of “Good Standing” or “Conditional”. Students of academic status “Terminated” or “Cleared to Graduate” will be inactive.

A student whose enrolment is “Terminated” on grounds of poor academic performance, breach of regulations and/or standards or failure of the same subject will not be eligible to re-enrol in the same course.

Any student who fails to enrol for a one semester period (without notification to SMT) will automatically have their academic status converted to “Terminated”. To continue their studies they must request in writing to be reinstated in the course. If re-commencement of their course is within 24 months the student may continue their current study plan (unless the course has had significant changes). In these instances a student may be placed upon an “Intervention Strategy” as a component of their enrolment contract. If the re-commencement of their course is greater than 24 months then the student must recommence the course.



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### 4.12 Fees and refunds

#### **Payment of fees (Domestic Students)**

In accordance with the Higher Education Support Act 2003, students must have made arrangements to pay semester tuition fees and other related fees to enable them to be enrolled. If a student does not pay their semester tuition fees, or enter into a contract to pay their semester tuition fees, then the enrolment is not complete.

Students will be invoiced for their first semester tuition fees and other related fees when the enrolment offer is made and payment is due, prior to the commencement of their course. The invoice shall state the fees and Equivalent Full Time Study Load (EFTSL) and credits associated with the units of the student's course and other fees associated with the contract. SMT will also inform students, in writing, of arrangements for payment available and of provisions relating to withdrawals and transfers and related administration fees and fee refunds.

Notwithstanding the payment option chosen, the liability for all tuition fees and other fees remains with the student.

SMT may accept a domestic student's agreement to pay tuition fees and other fees through a FEE-HELP loan transfer, or enter into a contract where a student agrees to pay their tuition fees within a specified time. In contractual agreements, SMT will specify all the tuition fees and other fees to be paid, and the student must accept and sign the contract. SMT will acknowledge that an agreement to pay exists when:

- There is a signed agreement from the student, which authorises the payment of fees from the student's FEE-HELP loan account; and,
- SMT receives confirmation that the student's FEE-HELP loan application has been accepted.

Where a student has not yet paid their fees and formally withdraws from their contract prior to the Census date an administration charge may be applicable against the student's account and will be due for payment.

Where a student has not yet paid their fees and formally withdraws from study after the census date the fee debt remains against the student's account and will be due for payment.

#### **Unpaid student fees**

Unpaid student fees and service charges such as library charges are recognised as a student debt and will be subject to SMT's debt management procedures.

SMT Finance Department will follow up with student debtors.

#### **International students**

For international students a fee cannot be charged unless it has been advertised in the TIWA Prospectus at least six (6) months before being charged.

International Students must pay fees to TIWA prior to commencing study for the semester in which they are enrolled.



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### **Refunds (Domestic Students)**

Tuition fees are refundable under the following circumstances:

- The offer of a place is withdrawn by SMT;
- SMT is unable to provide the qualification; and,
- The student formally withdraws from the unit/s of study on or before the census date.

Domestic students withdrawing on or before the census date will be invoiced for the relevant transaction fee.

Domestic students withdrawing after census date will not receive a refund.

No refunds will be provided if:

- Fraudulent and/or misleading documentation has been presented to obtain admittance to the qualification. In this case the full tuition fees for that semester will be forfeited and the student terminated from SMT.
- A student withdraws from a course, or from units within that course, after the census date, unless they can prove Special Circumstances apply.

### **International Students**

International students are to refer to the TIWA website for enrolment and refund information.

### **Cancellation of FEE-HELP debt(Domestic Students)**

Where a student's fees have been paid by FEE-HELP, the debt may be cancelled for the student's FEE-HELP account.

If a FEE-HELP student is permitted to withdraw from a unit or course after the census date or the student has not completed the requirements for the unit, they may apply, in writing to the institute, for FEE-HELP remission. A student cannot apply for remission if he or she has completed the unit.

SMT will cancel a student's FEE-HELP balance after the census date if:

- the student has been unable to complete the requirements of a unit of study; and
- the student believes that the withdrawal is due to special circumstances; and,
- SMT is satisfied of the existence of special circumstances.

### **Special Circumstances**

Under special circumstances, full refunds may be paid including re-crediting a FEE-HELP balance. Special circumstances are those that are beyond the student's control, do not make their impact on the student until on or after Census date, and make it impractical for the student to complete the requirements for their study during the period covered by their enrolment contract.

Application for consideration of Special Circumstances must include independent supporting documentation and sufficient information to support the claims made.



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Each application will be examined and determined on its merits. The institute will consider the student's claims, together with any independent supporting documentary evidence that substantiates these claims.

### **Timeframes**

For domestic student refund application must be received within 12 months from the day the person was withdrawn from a unit of study or if the student has not withdrawn, within 12 months of the last day of the period in which the unit was, or was to be undertaken.

The student's application should be considered as soon as practicable and the student will be notified of the decision within 28 days of the institute receiving the written application. The institute must notify the student of the decision and the reasons for making the decision. The institute must also advise the applicant of their rights for a review of the decision if the applicant is unsatisfied with the outcome.

### **Review of decisions**

A student has the right to apply for a review of a decision to re-credit fees, if disallowed. The student must state, in writing, the reasons why he or she is applying for a review.

Where a decision results in the re-crediting of a domestic student's FEE-HELP balance, the remission of a student's FEE-HELP debt, and/or the refund of a student's up-front payments, SMT must notify Department of Education.

#### **4.13 Appeals**

A student may appeal against any decision made under this policy. An appeal must be submitted in writing to the Higher Education Student Services Office. Refer to the SMT Academic and General Student Regulations.

A student may make an application to the Administration Appeals Tribunal (AAT) for a reconsideration of a SMT decision to refuse to re-credit or remit student fees. A student may supply additional information to the AAT that he or she did not previously supply to the Institute's reviewer.

## **5. DOCUMENTS SUPPORTING THIS POLICY**

### **5.1. Policies**

QD68 Marketing Higher Education Courses Policy

QD55 Higher Education Transfer of Credit and Recognition of Prior Learning Policy

QD52 Higher Education Student Feedback and Grievance Policy

### **5.2. Procedures**

QD5001 Higher Education Pre Census Refund for Domestic Students Procedure

QD5002 Higher Education Post Census Refund Application Non-Approval Procedure

QD5003 Higher Education Application for Admission and Enrolment Procedure

QD5004 Higher Education Enrolment Procedure

### **5.3. Forms**

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RTO Provider No. 52787 PRV14272

TAFE International WA Provider No. 52395 – CRICOS Code 00020G

V1.0

Policy number: QD50



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QD500101 Higher Education Application for Refund Withdrawal Form

**5.4. Other**

Higher Education Student Handbook

**6. POLICY REVIEW AND COMMUNICATION**

All staff will be notified of new policies and policy changes and the documents will be available on the QMS.

**7. POLICY APPROVAL**

Approved and Endorsed:

Terry Durant

Managing Director

Date: 23 June 2017

**8. DOCUMENT HISTORY AND VERSION CONTROL**

Version	Date Approved	Approved by	Brief Description
V1.0	23/06/2017	Managing Director	Higher Education Admission, Enrolment and Fee Management