
POLICY S6.2

DOMESTIC ENROLMENT, DEFERRAL, WITHDRAWAL AND REFUND

1.0 INTRODUCTION

1.1 Context

The Australasian College of Health and Wellness (ACHW) is a nationally accredited higher education provider and training institute offering qualifications ranging from Undergraduate Certificates to Bachelor degrees. ACHW aims to provide courses which are of high standard to facilitate students to achieve graduate qualities that equip them for their chosen careers.

1.2 Purpose

This policy provides the principles which govern domestic student enrolment, deferral, and withdrawal in/from ACHW courses and units, and refund of fees paid by students. The processes for enrolment, deferment, withdrawal, and refunds are outlined in the Domestic Enrolment, Deferral, Withdrawal and Refund Procedure.

1.3 Scope

This policy applies to all ACHW courses and units, including those courses and units delivered by ACHW Third Party Partners (TPP), all prospective and enrolled domestic students, and all ACHW and TPP staff involved in student enrolment, deferral, withdrawal, and refunds.

1.4 Scope Exceptions

None.

2.0 RESPONSIBILITIES

1. ACHW is responsible to provide students with information about the course, policies and procedures, census dates, course fees and any other relevant information as part of the admission and enrolment package.
2. Students are responsible to ensure their enrolment record is current and to notify Student Support of any issues.
3. Students are responsible to comply with this policy and its procedure and to provide any documentation required or requested.
4. ACHW and TPP staff are responsible to comply with this policy and the responsibilities and processes in the Domestic Enrolment, Deferral, Withdrawal and Refund Procedure.

3.0 POLICY

3.1 Principles

1. ACHW complies with all relevant legislation, and the Higher Education Standards Framework (2021), specifically Standard 1: Participation and Attainment, in managing student enrolment, deferral, withdrawal and fee refunds.
2. ACHW provides prospective and enrolled students with clear information on census dates, enrolment, deferral, withdrawal, fees, and fee refunds.
3. Fees are payable for all ACHW courses and students are provided with information on payment methods. Students can pay upfront or apply for FEE-HELP, a Commonwealth loan to assist students with all or part of their higher education fees, provided they meet the government criteria.
4. Students are considered to be enrolled in a course if they:
 - a. have enrolment(s) in at least one study period of an academic year;
 - b. are not enrolled in units but have formal approval for deferment of study for between three to twelve (12) months.
5. Students remain enrolled in the course until:
 - a. the student has completed all the requirements of the course; or
 - b. the student withdraws from the course; or
 - c. the student's enrolment is withdrawn/cancelled by ACHW. This will occur if:
 - i. the student is excluded from the course for a period of time, for not meeting course progression requirements as outlined in the Student Progression and Support Policy and Procedure, or not paying course fees, or serious academic or general misconduct; or
 - ii. the student is expelled from ACHW for any reason, such as serious academic or general misconduct; or
 - iii. the student fails to submit required documentation to ACHW; or
 - iv. the student submits falsified documentation; or
 - v. the student has not enrolled in any units for a period of two (2) years, with no notification to ACHW of withdrawal and no approved deferment of studies for that period.

6. Students may apply for transfer to another ACHW course if the course they wish to transfer to accepts transfers and the student meets the entry requirements for that course. Credit is not guaranteed in the new course - see the Credit and Recognition of Prior Learning Policy.
7. Students wishing to defer their studies may request to do so for a period up to twelve (12) months. Refer to the Enrolment, Deferral, Withdrawal and Refunds Procedure.
8. Students may withdraw from the course or from units but must do so by midnight on the relevant census date or they will remain financially liable for the units in which they were enrolled.
9. Students who withdraw past the census date will incur an academic penalty for those units in which they were enrolled unless Special Consideration is approved. Refer to the Enrolment, Deferral, Withdrawal and Refunds Procedure.
10. After the census date, fees for units are not refundable and academic penalties are not reversed except where Special Consideration is approved, as defined by ACHW in the Domestic Enrolment, Deferral, Withdrawal and Refunds Procedure.
11. Where refund of fees post census is granted for students with a FEE-HELP loan, ACHW will follow government requirements in terms of repayment and reporting as outlined in the Higher Education Support Act 2003, Sub-division 104-B.
12. Administration fees are non-refundable at all times.
13. Students withdrawing from a course prior to completing the qualification will be provided with recognition for any units completed, provided that all course fees due have been paid.
14. Students may apply to extend their studies past the expected completion date - refer to the Domestic Enrolment, Deferral, Withdrawal and Refunds Procedure.
15. ACHW provides students with an appeal process against any decision made under this policy and its procedure. Refer to the Student Grievances and Complaints Policy and Procedure.

4.0 DEFINITIONS

- **Census date** - the date within each study period by which a student's enrolment must be finalised for a unit, and when applicable fees and charges are incurred. It is the last date that a student can withdraw from a unit and have it deleted from their academic record, and the last date to withdraw without incurring fees for the unit and an academic penalty. It is also the deadline for various financial requirements, including submission of requests for FEE-HELP Assistance.
- **Course** - a program of study consisting of units.
- **Deferral** - delaying enrolment for an approved period of time.

- **Enrolled student** - a student who has enrolment load or leave of absence recorded on the student record system on the census date for at least one study period in an academic year.
- **Exclusion** - A student who is excluded under the Student Progression and Support Policy has their enrolment cancelled for a period of not less than two (2) academic years, and must formally re-apply for admission, in the prescribed manner, at the end of the Exclusion period. Students can also be excluded for non-payment of fees, and serious academic or general misconduct.
- **Expulsion** - a last resort action, with the cancellation of a student's enrolment in an ACHW course, along with the banning of the student from being re-admitted to ACHW in the future.
- **FEE-HELP** - an Australian commonwealth government loan which covers all or part of tuition fees. It does not cover costs like accommodation, textbooks, laptops or other items.
- **Special Consideration** - in making a decision on, for example, requests for post census refunds of course fees and/or reversal of grades, special consideration allows for review of the circumstances which the student alleges were not the fault of the student, impacted on them on or after the census date, and made it impracticable for them to complete the unit.
- **Unit**- a discrete component of a course, also referred to as 'subject' in some education environments.
- **Withdrawal** - cancelling enrolment in a unit or units, or cancelling enrolment in a course. The student may withdraw enrolment or ACHW may do so in specific circumstances.

5.0 REFERENCES AND ASSOCIATED INFORMATION

- Academic Integrity Policy
- Credit and Recognition of Prior Learning Policy
- Domestic Selection and Admissions Policy
- Domestic Enrolment, Deferral, Withdrawal and Refund Procedure
- FEE-HELP [government criteria](#).
- [Higher Education Standards Framework](#) (2021)
- [Higher Education Support Act 2003](#) and Guidelines
- Selection and Admission Policy
- Student Code of Conduct Policy
- Student Grievances and Complaints Policy
- Student Progression and Support Policy

6.0 POLICY OWNERSHIP

Policy Owner	Director of Education
Status	Reviewed on July 2021
Approval Authority	ACHW Corporate Board
Date of Approval	27 July 2021
Effective Date	18 August 2021
Implementation Owner	Head of School, ACHW
Maintenance Owner	Senior Policy and Compliance Officer
Review Due	July 2024
Content Enquiries	Candice Heskey- Head of School, ACHW Email: cheskey@achw.edu.au

7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made by (Position)	Amendment Details
S6.0	10 July 2017	Head of Compliance / Director ACHW	Initial document review after purchase of MHMHE
S6.1	10 March 2020	Academic Board	General review
S6.2	27 July 2021	Director of Education	New title - Enrolment added. New template. Procedure separated from policy. Enrolment clauses added. Academic penalty grades for withdrawing post-census added. Clause on refund of FEE-HELP loans added. Definitions and References updated.