

PROCEDURE S6.2-P6.2

DOMESTIC ENROLMENT, DEFERRAL, WITHDRAWAL AND REFUND

1.0 INTRODUCTION

1.1 Related Policy

Domestic Enrolment, Deferral, Withdrawal and Refund Policy.

1.2 Purpose

The purpose of this procedure is to provide information on the processes and responsibilities in relation to course/unit enrolment, course deferral, and withdrawal from courses and units, and refund of fees.

1.3 Scope

This policy applies to prospective ACHW students and current students enrolled in higher education courses with ACHW. It applies to all ACHW higher education courses, and to ACHW and Third-Party Partner (TPP) staff with responsibilities for student enrolment, deferral, withdrawal, and fee refunds.

1.4 Scope Exceptions

None.

2.0 RESPONSIBILITIES

1. ACHW and Third-Party Partner students and staff are responsible to comply with this procedure.
2. The Registrar, ACHW is responsible to provide census dates to students and staff as part of the academic calendar.
3. Students are responsible to ensure they understand the importance and ramifications of census dates.
4. The Head of School, ACHW, is responsible to approve applications from students to transfer to another ACHW course and to notify students of the outcome.
5. The Student Support team is responsible to process deferral applications and to notify students of the outcome.
6. The Head of School, ACHW is responsible to review and approve deferral requests.
7. The remissions committee is responsible to approve applications for fee refunds or remissions. The student support team leader is responsible to notify students of the outcome.

8. The remissions committee is responsible to approve applications for Special Consideration relating to refund requests.

3.0 PROCEDURE

3.1 Enrolment

1. Students must follow the instructions provided to them on admission to enrol online in units of the course.
2. Enrolments must be finalised by the Census Date for each unit.
3. Students are strongly encouraged to note the Census Date for each unit in which they enrol. This date has financial and academic implications as noted in clauses 3.3. and 3.4.
4. Students must ensure their personal information is kept current in the Student Management System and any change is notified to the ACHW Student Support team.
5. Students wishing to apply for credit/recognition of prior learning (RPL) should follow the Credit and Recognition of Prior Learning Policy and Procedure.
6. Students wishing to transfer to another ACHW course must contact the ACHW Admission team.

3.2 Course Deferrals

1. Commencing students may apply to defer their studies for up to twelve (12) months:
 - a. before commencing their enrolment, and having not completed any study, if the rules of the course they have been accepted into allow deferral; or
 - b. once they have at least one (1) grade for a unit recorded on their student record and Special Consideration is granted.
2. Continuing students may apply to defer at any time during their studies for up to twelve (12) months.
3. Deferral will not be granted for studies within the continuing student's current study period.
4. Reasons for deferral must be provided in the application, and students will need to demonstrate how the circumstances referred to in their application would directly impact their studies.
5. Applications for deferrals are made via Student Support at support@achw.edu.au.
6. The Student Support Team assesses deferral applications and notifies the student of the outcome.

7. Students must remain enrolled and must continue their studies while awaiting the result of their application for deferral.
8. Refer to clause 3.5 for information on refunds.

3.3 Course or Unit Withdrawal

1. Students may withdraw from their course, or from particular units of the course, during their studies by completing the withdrawal form.
2. Students considering withdrawing from their course are encouraged to contact Student Support prior to advising ACHW in writing of their decision. A student who has withdrawn from a course, but later decides to return to studies at ACHW, must make a new application for admission, and admission is not guaranteed. Refer to the Domestic Selection and Admission Policy and Procedure.
3. Withdrawing from a course or unit(s) does not guarantee refund of fees. The student remains liable for the payment of fees for units already undertaken and for any unit in which they were enrolled past the Census Date at the time their application to withdraw was approved (unless Special Consideration was approved - see clause 3.5.).
4. Unless Special Consideration has been approved - see clause 3.5 - students who withdraw from a course or unit past the census date will incur an academic penalty for units they are enrolled in, and that penalty grade will remain on the Student Record. The grades are shown in Table 2.

Table 2.

Withdrew	Grade description	On transcript	Visible on Portal and Transcript
Post-Census, no Special Consideration	Withdrawn Fail	WF	Visible
Post Census, with approved Special Consideration	Withdrawn without Penalty	WP	Not visible-internal use only

5. Where ACHW withdraws a student from a course due to any of the reasons listed in the Enrolment, Deferral, Withdrawal and Refund Policy clause 3.1.5 c., the rules around refunds and grades following withdrawal pre and post census still apply. ACHW will always attempt to withdraw the student pre-census, but circumstances may result in post-census withdrawal. Students can use the Student Grievances and Complaints Policy in terms of ACHW's decision to withdraw them - see clause 3.7- but cannot apply for Special Consideration.
6. Students withdrawing from a course prior to completing the qualification are provided with recognition for any units completed, provided all course fees due have been paid. Recognition is provided on a Course Transcript.

3.4 Refunds

1. Course fees paid to ACHW are not refundable after the Census date unless Special Consideration applies. Refer to clause 3.6.
2. Course fees already paid are not refundable to students who have approval to defer their studies, unless Special Consideration applies, but will be retained on the student's record - see clause 3.2.7.
3. Fees are not refunded to students who have had deferral approved, and their fee payments for future units have already been made, unless Special Consideration is granted. The payments remain on the student record for credit towards future units.
4. Commencing students who defer studies and have not yet begun study will be invoiced on their return to study, with the fees current at the time they actually commence being applied.
5. Current students who defer but have not paid fees up-front for units they enrol in when they return, will be charged the fees applying at the time they return to study.
6. Where students have FEE-HELP loans, the Commonwealth rules around refund of FEE-HELP loans apply.
7. Non-course fees, for example, administration fees, are non-refundable.

3.5 Special Consideration

1. In a situation where a student who withdrew post census date is not entitled to a refund of course fees, or wishes to reverse an academic grade penalty, the student can apply for Special Consideration, but must meet the criteria noted in clause 3.5.3.
2. The student should first discuss the matter with Student Support to obtain guidance on their eligibility for Special Consideration and on the documentation required to support their claim.
3. To grant a refund or grade reversal based on grounds of Special Consideration, ACHW must be satisfied that special circumstances applied to that student and that the circumstances:
 - a. were beyond the student's control; and
 - b. did not make their full impact on the student until on or after the census date; and
 - c. were such that it made it impracticable for the student to complete their course or unit.
4. The application for Special Consideration, and attached appropriate documentation is submitted to Student Support via email at support@achw.edu.au.

5. All requests for Special Consideration must be received within 12 months of the student withdrawing from their unit of study or if the student has not withdrawn, within 12 months of the end of the period in which the unit of study was, or was to be, undertaken.
6. Appropriate documentation supporting the application may include but is not limited to:
 - a. A medical certificate where the unavoidable disruption is of a medical nature, along with
 - i. the health professional's provider number;
 - ii. the date of consultation(s);
 - iii. the impact that the circumstances may have had on the student's ability to continue in study;
 - iv. the severity (serious / not serious) of the condition; and
 - v. the duration of the condition including the date it first became evident.

Note: it is not necessary for ACHW to know the specific nature or details of a medical condition, rather, documentation must indicate how it has affected the student's studies.
 - b. Where the unavoidable disruption is not medical, documentation must be attached to the application indicating:
 - i. the date these circumstances first became evident and made their impact;
 - ii. the type of and impact that the circumstances may have had on the student's ability to continue study; and
 - iii. the duration of the change in circumstances.
7. Special Consideration generally cannot be considered in the following circumstances:
 - a. changing jobs;
 - b. resigning from the student's job;
 - c. termination of the student's job;
 - d. changing work hours;
 - e. moving address;
 - f. course changes due to a regulatory requirement; and
 - g. finding the course more challenging or time consuming than what the student expected.
 - h. course is no longer relevant to the student's needs.

However, each application is considered individually.

In circumstances which are far-reaching, such as the Covid-19 pandemic, Special Circumstances may be considered for 3.5.7.c. and 3.5.7.d.

3.6 Appeals

1. Students may appeal any decision made as part of this procedure. Refer to the Student Grievances and Complaints Policy and Procedure.

3.7 Contacting Student Support

1. Students can contact ACHW Student Support on 1300 227 603 or via email to support@achw.edu.au.

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.
- **Commencing student** - A student who has enrolled in an ACHW course for the first time between 1 January and 31 December of a given year - Higher Education Information Management System ([HEIMS](#)) definition.
- **Continuing student** - all students who are not a commencing student or who are noted as not a commencing student under the [HEIMS](#) definition.
- **Course** - a program of study consisting of units.
- **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- refer to the Student Code of Conduct.
- **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.
- **Deferral** - delaying enrolment for an approved period of time at the request of the student.
- **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.

- **Health Professional** - a person registered on the register of a [Board](#) of the Australian Health Practitioner Regulation Authority (AHPRA).
- **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 Policy
- [Higher Education Standards Framework](#) (2021)
- [Higher Education Support Act 2003](#) and Guidelines
- Higher Education Information Management System Glossary
- Student Code of Conduct Policy
- Student Grievances and Complaints Policy
- Student Progression and Support Policy

6.0 POLICY/PROCEDURE 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-P6.0	10 July 2017	Head of Compliance / Director ACHW	Initial document review after purchase of MHMHE
S6.1-P6.1	10 March 2020	Academic Board	General review
S6.2-P6.2	27 July 2021	Director of Education	<p>New title - Enrolment added. New template.</p> <p>Procedure separated from policy.</p> <p>Enrolment clauses added.</p> <p>Academic penalty grades for withdrawing post-census added.</p> <p>Definitions and References updated.</p>