

## Procedure Title

### Enrolment, Fees and Charges Procedure

#### Preamble

This procedure is pursuant to the Enrolment, Fees and Charges Policy.

#### Purpose

This procedure establishes Deakin College's principles and administrative requirements in relation to enrolments, fees and charges.

#### Scope

This procedure applies to all commencing and continuing students, including domestic students, temporary or permanent residents and overseas students at all campuses of Deakin College.

#### Policy

Enrolment, Fees and Charges Policy

#### Related Documentation

NA

## Procedure

### 1. Enrolment

- 1.1. All students must undertake enrolments and re-enrolments through the Student Portal when enrolments/re-enrolments open until the end of Week 2 of the trimester.
- 1.2. Students may make an appointment to seek course planning advice from their Academic Coordinator.
- 1.3. Student may be assisted to undertake a manual enrolment or re-enrolment as directed by staff when circumstances preclude use of the Student Portal.
- 1.4. A student must consider the fee due to late enrolment and enrolment variations (Refer to *Refund Policy* – Fee Refund Schedule).

### 2. Enrolment variations

#### 2.1. Adding or changing units(s)

- A student may make changes to their unit selection through the Student Portal during the first two weeks of the trimester.
- A student may make changes to their unit selection by completing and submitting the *Enrolment Variation Form* from Week 3 to end of Week 10.
- All changes to unit enrolment requests will be actioned by Academic Services and given a final endorsement by the Academic Manager. The student will be advised by email through the Student Portal.
- All changes to unit enrolments will be recorded on the student management system and student's record.

## 2.2. Unit Withdrawal

- A student may withdraw from a unit(s) through the Student Portal during the first two weeks of the trimester.
- A student may withdraw from a unit(s) by completing the *Enrolment Variation Form* from Week 3 to Week 10 of the trimester.
- For overseas students on a student visa, unit withdrawal that changes study load to be less than 75% will be required to attend an interview with Student Services staff or their Academic Coordinator. The under 75% study load will be assessed and approved by the Academic Coordinator, and the student will be advised by email from Academic Services through student management system. The reason for permitting reduced study load must be recorded by Student and Academic Services on the student's record.
- A student must consider the fee due to unit withdrawal (Refer to *Refund Policy – Fee Refund Schedule*).
- A student will be advised in writing if Deakin College withdraws a student from a unit(s) on the following administrative grounds:
  - A unit is no longer offered and an appropriate alternative unit(s) may be made available;
  - Granting of Credit for Prior Learning for the unit(s);
  - The student is subject to an enrolment condition as determined by the Board of Examiners or Deakin College Appeals Committee; or
  - The student has been found guilty of misconduct and withdrawal from a unit has been determined as part of the penalty.

## 2.3. Leave of absence

- A student applying for leave of absence must complete and submit the *Leave of Absence Application Form* and supporting documentation. An interview with a Student Services Advisor may also be required.
- Overseas students under the age of 18 years must provide a letter from their parent or legal guardian supporting the application for leave of absence.
- If overseas students under the age of 18 years change to other suitable welfare arrangements that satisfy with the Migration Regulations 1994, the student needs to provide evidence of the new arrangements.
- Sponsored students are required to provide written endorsement from their Sponsor before a leave of absence application can be considered. The Student Services Advisor may recommend to the Academic Manager a leave of absence be granted if a student provides evidence of compassionate or compelling circumstances that has impacted the student's course progress.
- A leave of absence will only be granted one trimester at a time, with a maximum of two trimesters. Any additional leave of absence requests will be assessed by the Director Quality and Student Services and are not guaranteed.

- The Academic Manager assesses the Leave of Absence Application and the supporting documentation to determine the outcome.
- Commencing students who fail to enrol or continuing students who fail to re-enrol by the last day of enrolment or re-enrolment in any study period are considered to have withdrawn from their course and cannot apply for a Leave of Absence.
- Students who have been granted a leave of absence must re-enrol by the last day of enrolment for the subsequent trimester to retain their place at Deakin College.
- Students applying for Leave of Absence at the start of a trimester will be withdrawn if they have not paid fees nor enrolled and their application has not been processed before the end of the enrolment period.
- Deakin College applies re-entry to study conditions following a leave of absence, for example, intervention strategies where a student has not achieved satisfactory course progress in a previous trimester.
- For overseas students, the official Confirmation of Enrolment (COE) statement will be amended to reflect the leave of absence and a copy of the COE will be sent to the student via the student's personal email and student email by the Quality and Compliance team.
- Overseas students who are granted leave of absence are advised to seek advice from the Department of Home Affairs on how the potential change to their enrolment status may impact upon their visa.
- Domestic students who are ineligible for FEE-HELP as a consequence of their academic results will be captured in the dataset of ineligible students and will be counselled to the effect that their FEE-HELP status remains unchanged with enrolment in a subsequent trimester.

### **3. Course withdrawal**

- 3.1.** A student must submit a *Withdrawal Form* and supporting documentation for the withdrawal to be processed.
- 3.2.** A commencing overseas student must make an appointment for an interview with a Student Services Advisor before the *Withdrawal Form* will be reviewed.
- 3.3.** All withdrawing students should be encouraged to make an appointment with Student Services before submitting their *Withdrawal Form*.
- 3.4.** Commencing students who fail to enrol or continuing students who fail to re-enrol by the last day of enrolment or re-enrolment in any study period are considered to have withdrawn from their course.
- 3.5.** For overseas students on a student visa, withdrawal from a course before their Deakin College COE end date will be reported to the relevant Australian Government agencies and the student will be advised of the implications of the withdrawal on their student visa via the student's personal email and student email.

- 3.6. Overseas students and upfront paying domestic students may refer to the *Refund Policy – Fee Refund Schedule* before submitting an *Application for Refund of Tuition fees*.
- 3.7. A FEE-HELP student may be liable for FEE-HELP liability depending on the timing of the withdrawal (Refer to the *Refund Policy – Fee Refund Schedule*).

#### 4. Change of course

- 4.1. A *Change of Course Application Form* must be completed and submitted prior to the start of the next study period and will only be processed after the official release of academic results.
- 4.2. The Academic Manager is the authorised approver for Change of Course applications.
- 4.3. Students who have been placed on a conditional enrolment in any trimester will be required to undertake an interview with an Academic Coordinator.
- 4.4. The Academic Coordinators assess all *Change of Course Application Forms* and make recommendations to the Academic Manager.
- 4.5. The Academic Manager determines the outcome of Change of Course Applications. The Academic Manager advises Academic Services of the approved applicants. Academic Services will advise the Deakin College Admissions team of the approval.
- 4.6. Deakin College Admissions will issue a new offer letter and relevant documents and send them to the student via email to accept the offer.
- 4.7. Once the student has completed the acceptance of the offer and receipt the payment or Financial Guarantee for Sponsor students, the Admissions team will inform Academic Services.
- 4.8. Study plan changes will be recommended and approved by the Academic Coordinators.
- 4.9. Academic Services will update the student management system and advise the student via email.
- 4.10. Academic Services will notify the Quality and Compliance team of an approved change of course application. Where the Change of Course is requested by an overseas student, their COE will be amended, and a copy of their COE will be sent to the student via the student's personal email and student email by the Quality and Compliance team.
- 4.11. Academic Services will advise Student Services at Deakin University of discontinued courses (due to Change of Course).
- 4.12. If a student has applied for Leave of Absence and Change of Course at the same time, Change of Course must be processed first. If a student is an international sponsored student, the Financial Guarantee must be approved before the Change of Course can be processed.

## 5. Dual enrolment

- 5.1. A student completing their final unit(s) in the Foundation Program must declare that they meet the following criteria for a dual enrolment:
  - The student originally accepted a package for the Foundation Program, Diploma and Bachelor courses;
  - The student has achieved satisfactory attendance (80 per cent) in each trimester (as per the requirements of the *Attendance Policy*); and
  - The student has achieved satisfactory academic progress in each trimester (as per the requirements of the *Academic Progress Policy*).
- 5.2. A student must complete and submit a *Dual Enrolment Form* prior to the start of the next study period, and this will only be processed after official release of academic results.
- 5.3. Academic Services will collate this information so the Academic Manager can assess the Dual Enrolment request and determine the outcome.
- 5.4. The student will be advised in writing of the outcome of their request for a dual enrolment by Academic Services.
- 5.5. For overseas students, their COE will be amended to reflect the dual enrolment and a copy of their COE will be sent to the student via the student's personal email and student email by the Quality and Compliance team.
- 5.6. Academic Services will notify the Quality and Compliance team of all approved Dual Enrolments for international students once they are processed on the student management system so COE's can be amended to reflect the Dual Enrolment. Quality and Compliance will email the student with new COE's via the student management system.
- 5.7. It is possible for a student to submit a Dual Enrolment with a Change of Course application. (The student will be enrolled in their diploma unit by Academic Services unit after the Change of Course has been finalised and updated on the student management system).

## 6. Fees and Charges

- 6.1. Fees must be paid by the payment due date for the trimester and failure to do so may result in penalty. The payment due date falls 12 days before the commencement of the trimester.
- 6.2. A student may print the provisional invoice from the Student Portal and the fee payment to be made by one of the following payment options:
  - BPAY: each student is provided with a unique BPay reference. Note two working days may be required for payment to be processed.
  - Convera: a student can pay fees via the Convera platform.
  - Credit Card: a student can pay fees by credit card via the Student Portal.
  - Transfer by Direct Deposit/Telegraphic Transfers: a student can request the bank account details for the Deakin College student fee account by contacting

[DeakinFinance@navitas.com](mailto:DeakinFinance@navitas.com). Student to include the Student ID number in the 'Payment Reference Details' section and a copy of the transfer receipt to be sent to [DeakinFinance@navitas.com](mailto:DeakinFinance@navitas.com).

- 6.3. In the event that a student is eligible for a refund as per the *Refund Policy*, the student must submit the *Application for Refund of Tuition Fees Form*.
- 6.4. Domestic students may assess their eligibility for FEE-HELP from the Government's StudyAssist website.
- 6.5. Eligible students who wish to pay for part or all of their tuition fee through FEE-HELP must complete an *Electronic Commonwealth Assistance Form (eCAF)* prior to Census Date.
- 6.6. FEE-HELP students will receive the Commonwealth Assistance Notice (CAN) by email within 28 days from Census Date. CANs provide students with information on the unit(s) for which they have FEE-HELP assistance, their FEE-HELP debt and Commonwealth Higher Education Student Support Number (CHESSN) or Unique Student Identifier (USI). Students may access information on their FEE-HELP balance from the myHELPbalance website.
- 6.7. If a student believes the CAN to be incorrect, they must contact Deakin College in writing within 14 days.

## 7. FEE-HELP debt re-credited after the Census Date

- 7.1. Applications must be made within 12 months of either the date of withdrawal from the unit, or where the unit was failed but not withdrawn, within 12 months of the last day of the trimester in which the student was enrolled in the unit.
- 7.2. The Application for *Re-crediting and Remission of FEE-HELP Debt Form* is to be used by students who withdraw from their studies after Census Date and who wish to apply to have their FEE-HELP balance re-credited.
- 7.3. Deakin College must be satisfied that these special circumstances criteria have been met:
  - were beyond the student's control, and
  - do not make their full impact on the student until on, or after, the Census Date, and
  - make it impracticable for student to complete the requirements for the unit(s) in the period during which the student undertook the unit(s).
  - medical circumstances. Your medical condition must have changed to such an extent that you are unable to continue studying.
  - family/personal circumstances. For example, death or severe medical problems within your family, or unforeseen family financial difficulties.
  - employment related circumstances. For example, where your employment status or arrangements have changed so that you are unable to continue your studies, and this is beyond your control, or
  - course related circumstances. For example, where Deakin College has changed the unit it had offered and you are disadvantaged by either not being able to complete the unit, or not being given credit towards other units or courses.

Lack of knowledge or understanding of the requirements under the schemes; or student's incapacity to repay a HELP debt, are not considered special circumstances.

- 7.4.** The student's application must include independent supporting documentation from, for example, the doctor or counsellor, to support the claims. The special circumstances must occur:
- Before the Census Date, but worsen after that day; or
  - Before the Census Date, but the full effect or magnitude does not become apparent until after that day; or
  - On or after the Census Date.
- 7.5.** A refund of a debt in whole or part will result in the recording of 'cancelled' against a student's unit enrolment in the student management system, and this will be reported to the Department of Education and the Australian Taxation Office (ATO).
- 7.6.** Deakin College will respond to the student within 28 days from the date the online application for has been submitted.

**Status and Details**

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| <b>Identification</b>         | Enrolment, Fees and Charges Procedure  |
| <b>Initial Issue Date</b>     | 11/10/2018   |
| <b>Status</b>                 | Current  |
| <b>Effective date</b>         | 1/12/2022  |
| <b>Review date</b>            | 31/12/2024   |
| <b>Approval Authority</b>     | Other  |
| <b>Implementation Officer</b> | Student and Academic Services Manager (Burwood), Campus Manager (Geelong), Campus Director (Jakarta) |
| <b>Enquiries Contact</b>      | Robert Close   |