

Procedure Title

Enrolment, Fees and Charges Procedure

Preamble

This procedure was approved by the Senior Management Group on 11 October 2018.

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

[Click or tap here to insert related documentation.](#)

Procedure

1. Enrolment

- 1.1. All students must undertake enrolments and re-enrolments through the Student Portal during the first two weeks of the trimester
- 1.2. Students may make an appointment at Deakin College Reception to seek course planning advice from the Academic Coordinators
- 1.3. A student must consider the fee and/or academic penalties due to late enrolment and enrolment variations (Refer to Schedule A – Fees, Charges, Important Date and Penalties of the Enrolment, Fees and Charges Policy)

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 the Enrolment Variation Form and submitted to Deakin College Reception from Week 3 up to census date of the trimester.
- All changes to unit enrolment requests will be actioned by Academic Services and checked 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 Student on student visa, unit withdrawal that change study load to be less than 75 credits will required to attend an interview in person with Student Services staff. The under 75 credits study load will be assessed initially by Student Services and approved by the Academic Manager, and the student will be advised by emails in the Student Portal. 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 and/or academic penalties due to unit withdrawal (Refer to Schedule A – Fees, Charges, Important Date and Penalties of the Enrolment, Fees and Charges Policy)
- 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 the *Leave of Absence Application Form* and make an appointment at Deakin College Reception for an interview with a Student Counsellor.
- 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
- Overseas Students granted Leave of Absence are required to leave Australia within 28 days of the start of the trimester unless they have provided documentary evidence that they are being medically treated in Australia., International students are required to provide evidence of their intention to leave Australia during the Leave of absence period (e.g. flight itinerary).
- If Overseas Students under the age of 18 years change to of other suitable welfare arrangements are made that satisfy with the Migration Regulations 1994, the student need 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 Counsellor may recommend to the Academic Manager a leave of absence to be granted if a student provide 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.
- The Academic Manager assesses the Leave of Absence Application and the supporting documentation to determine the outcome.
- 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 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 Confirmation of Enrolment (COE) will be amended to reflect the leave of absence and the copy of COE will be sent to student via 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.

3. Course withdrawal

- 3.1. A student must submit a Withdrawal Form and supporting documentation to Academic Services in order for the withdrawal to be processed.
- 3.2. A commencing international student must make appointment at Deakin College Reception for an interview with Student Counsellor before submitting the withdrawal form.
- 3.3 All withdrawing students should be encouraged to make an appointment with Student Services before submitting their 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 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 student's personal email and student email.
- 3.6. Overseas students and upfront paying domestic students may refer to the *Refund Policy Appendix A – Fee Refund Schedule* before submitting a *Refund Form*.
- 3.7. FEE HELP student may be liable for FEE HELP liability depending on the timing of the withdrawal (Refer to Schedule A – Fees, Charges, Important Dates and Penalties).

4. Change of course

- 4.1. A Change of Course Application Form must be completed and submitted to Academic Services 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 (Burwood) 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 the 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 the Change of Course Applications. Academic Manager advises Deakin College Admissions of the approved applicants.
 - 4.6. Deakin College Admissions will issue a new offer letter and relevant documents and send them to 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 Deakin College Admissions team will inform Academic Services.
 - 4.8. Academic Services will update the Student Management System and advise the student via email.
 - 4.9. Academic Services will notify the Quality and Compliance team of any approved change of course application. Where the Change of Course requested by overseas student, their COE will be amended and the copy of their COE will be sent to student via student's personal email and student email by the Quality and Compliance team.
5. Dual enrolment
- 5.1. A student completing their final unit(s) in the Foundation Studies 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 a *Dual Enrolment Form* and submit to Academic Services prior to the start of the next study period and this will only be processed after official release of academic results.
 - 5.3. The Academic Manager (Burwood) will assess the *Dual Enrolment Form* and determine the outcome.
 - 5.4. Student will be advised in writing of the outcome of their request for a dual enrolment.
 - 5.5. For overseas students, their COE will be amended to reflect the dual enrolment and the copy of their COE will be sent to student via student's personal email and student email by the Quality and Compliance team.
6. Accelerated Progression from Foundation Program to Diploma
- 6.1. A student enrolled in the Foundation Studies Program must declare that they have met the following criteria for accelerated progression:
 - The accelerated progression conditions have been recorded in the student management system;
 - The student is enrolling in a Diploma by Deakin College;
 - The student has achieved satisfactory attendance (80 per cent) in their first trimester (as per the requirements of the Attendance Policy);

- The student has achieved minimum mark of 80 per cent (80%) or higher in all four enrolled units in their first trimester.
 - 6.2.** A student must complete the *Acceleration Progression Form* and submit to Academic Services prior to the start of the next study period and this will only be processed after official release of academic results.
 - 6.3.** In the event that a sponsored or scholarship student applies for an accelerated progression course, the sponsor or scholarship provider must approved the accelerated progression request, provide the appropriate documentation e.g. Financial Guarantee.
 - 6.4.** The Academic Coordinators will assess the *Acceleration Progression Form* and determine the outcome.
 - 6.5.** Student will be advised in writing of the outcome of their request for an accelerated progression.
 - 6.6.** For overseas students, their COE will be amended to reflect acceleration progression and the copy of their COE will be sent to student via student’s personal email and student email by the Quality and Compliance team.
- 7. Fees and Charges**
- 7.1.** Fees must be paid by the date prescribed in the Enrolment, Fees and Charges Policy Schedule A – Fees, Charges, Important Date and Penalties and failure to do so may result in penalty.
 - 7.2.** Student may print the provisional invoice from the Student Portal and fee payment to be made by one of the following payment options:
 - Westpac Bank Deposits: student to email the bank deposit with student ID to dcoll-finance@deakin.edu.au
 - BPAY: each student is provided with an unique BPay reference and two working days may be required for payment to be processed
 - Internet Banking: student is quote the student ID number and allow two working days for payment to be processed
 - Credit Card: student can pay the fees by credit card via student portal
 - Transfer by Telegraphic Transfers: student to include the student ID number on the ‘Payment Reference Details’ and a copy of the transfer receipt to be sent to dcoll-finance@deakin.edu.au.
 - 7.3.** In the event that a student is eligible for a refund as per the Refund Policy, student must submit the *Application for Refund of Tuition Fees* to DeakinFinance@navitas.com or Deakin College Reception.
 - 7.4.** Domestic students may assess their eligibility for FEE-HELP from the Government’s Study Assist website.
 - 7.5.** Eligible students who wish to pay for part of all of their tuition fee through FEE HELP must complete the Request for FEE-HELP Assistance online form prior to census date.
 - 7.6.** 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). Students may access information on their FEE-HELP balance from Study Assist website.
 - 7.7.** If a student believes that the CAN to be incorrect, they must contact the Deakin College in writing within 14 days.

- 8.** FEE-HELP debt re-credited after the census date
- 8.1.** 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.
- 8.2.** 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.
- 8.3.** Deakin College must be satisfied that these special circumstances:
- were beyond 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.
- 8.4.** 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.
 - The student's application must include independent supporting documentation from, for example, the doctor or counsellor, to support the claims.
- 8.5.** A refund of a debt in whole or part may result in a backdated enrolment variation so that a WL (withdrawn late) will appear on student's academic record, and a WR (withdrawn remit) reported to the Department of Education and Training and the Australian Taxation Office (ATO).
- 8.6.** Deakin College will respond to student within 28 days from the date the application is received by the Director Business and Finance.

Status and Details

Status	Current
Effective date	11/10/2018
Review date	30/10/2019
Approval Authority	Other
Implementation Officer	Student and Academic Services Manager (Burwood), Campus Manager (Geelong), Campus Director (Jakarta)
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