

Enrolment Procedure: Award Programs (Diploma)

1. Purpose

The Enrolment Procedure for Award Programs is designed to implement the UNSW College (College) [Enrolment Policy](#) and is specific to the College's Award Programs. This document should be read in conjunction with that Policy.

2. Scope

This Procedure applies to all Students enrolling at the College in Award Programs and any staff involved in the Enrolment process.

3. Enrolment

- (a) Enrolment is a process by which Students remain active in their Program, select Subjects for a specific Study Period based on Program requirements and offerings and subsequently, register for classes.
- (b) Following an offer and acceptance of a place at the College, Students must select Subjects and classes for their approved Program of study. Registration for specific classes may occur several weeks prior to Commencement of studies each Term.
- (c) A Student is enrolled if, on or before close of business on the Census Date as specified in the Letter of Offer or on the College website under [Key Dates](#), they have:
 - i. enrolled in Subjects for at least one Study Period or Term of the Academic Year;
 - ii. satisfied any Enrolment conditions identified in the Letter of Offer, or resulting from processes applied through the [Academic Progression and Exclusion Policy](#), [Student Misconduct Policy](#) and / or [Academic Integrity Policy](#);
 - iii. an appropriate Student visa, if an International Student;
 - iv. nominated their payment method and paid any requisite fees and charges;
 - v. completed, signed and submitted an electronic Request for a FEE-HELP Loan Form (eCAF) if an eligible Domestic Student seeking access to a FEE-HELP loan.
- (d) It is a condition of Enrolment that Students bring their own device for study purposes in accordance with the College's [Bring Your Own Device Policy](#).



4. Student Study Load

4.1 Units of Credit

- (a) A Student's Study Load and whether it is considered full-time or part-time, is determined by the total Units of Credit (UoC) value undertaken by a Student across the three Terms that form an Academic Year.
- (b) Each Subject within a College Diploma is worth 6 UoC.
Note that the *Communication and Academic Literacy* (CAL) Subject is offered as a series of three (3) skills-based Subjects across three Terms (CAL 1 – CAL 3) or as a single Subject (CAL 4) across one Term. CAL 1-3 and CAL 4 are both worth 6 UoC. Eligibility to enrol in either CAL 1-3 or CAL 4 depend on several factors. Please refer to the [UNSW College Diploma Student Handbook](#) for further information on Enrolment eligibility.

4.2 Full-time Study Load for Diplomas

- (a) A normal full-time Study Load across an Academic Year is 48 Units of Credit (UoC) and at least one Subject Enrolment in each Term. This equates to 1.0 Equivalent Full-time Student Load (EFTSL).
- (b) UoC are used to determine the calculation of Student Services and Amenities Fees and tuition fees.
- (c) The minimum full-time Student load is 0.75 EFTSL or 36 UoC across an Academic Year.
- (d) Students undertaking less than 0.75 EFTSL across three standard Terms in an Academic Year or less than 12 UoC per Term are part-time Students.
- (e) Students enrolled in the Diploma of Business undertake 54 UoC across an Academic Year which equates to 1.125 EFTSL.
- (f) The maximum Study Load a Student can undertake in a Term is 19 UoC. Approval to study more than 19 UoC in a Term will be considered by an Academic Director on a case-by-case basis.
- (g) Students undertaking the *Communication and Academic Literacy* Subject within the Diplomas, who have had to re-take the *Communication and Academic Literacy* 3 Subject, may have a minimum Enrolment load of 1 UoC in their final Term.

4.3 Students at Risk of Poor Academic Performance

Students at risk of poor academic performance may have Enrolment conditions imposed as part of an intervention strategy, which may result in less than a full-time load. More detail is in the [Academic Progression and Exclusion Policy](#).

4.4 Study Load for International Students

- (a) International Students are required to enrol in a Study Load that ensures completion of the Program within the expected duration of study identified in their Confirmation of Enrolment (CoE).



- (b) International Students can apply for a reduced Study Load without academic penalty, on or before the Term's Census Date, and have their CoE extended if:
 - i. it has been determined that there are 'compassionate or compelling' circumstances with evidence to support this assessment (see [Guidelines for Assessing Compassionate or Compelling Circumstances](#)); or
 - ii. an intervention strategy has been implemented as a result of not meeting academic progress requirements (see [Academic Progression and Exclusion Policy](#)); or
 - iii. an approved Deferral or Suspension of the Student's Enrolment has occurred; or
 - iv. the Student does not meet pre-requisite Subject requirements or Subjects are not available.
- (c) All applications for a reduced Study Load must be submitted on a Reduced Study Load Form, on or before the Term's Census Date.
- (d) Students are not required to apply for a reduced Study Load if they are in the final Term of study and can complete their Program by the end date of the CoE.
- (e) International Students who need to extend their Enrolment in order to complete the Program, due to implement intervention strategy or evidence of the compassionate and compelling circumstances:
 - i. will be provided with an extended CoE to reflect the revised Study Period upon their Enrolment in the new Study Period;
 - ii. are responsible for checking with the Department of Home Affairs to determine whether the revised CoE will have any impact on their current Student visa status;
 - iii. will receive a deferred CoE for the UNSW Sydney Program, if holding a Package Offer with a UNSW Sydney degree.

4.5 Study Load required for Centrelink benefits

Domestic Students on reduced Study Loads may not be eligible for Centrelink benefits.

5. Census Dates

- (a) Each Program has designated Census Dates in each Term or teaching period which are published on the website under [Key Dates](#).
- (b) Census Dates are typically close of business on the Friday of week four of the Term or teaching period, unless a public holiday in which case, it becomes the first day of week five in which the College is open.
- (c) The Census Date each Term is the last day on which a Student can:
 - i. Withdraw from a Subject without financial penalty (see Section 6 for academic penalties related to Subject Withdrawal); or
 - ii. submit a Request for Commonwealth Assistance Form to be eligible to access a FEE-HELP loan, if an eligible Student.



- (d) For details relating to Student Fees and Refunds, see the [Student Fees Policy](#) and [Student Fees Procedure](#) and the [Student Refund Policy](#) and the [Student Refund Procedure](#).
- (e) Any Student who is enrolled in a Subject after the Census Date is deemed to be effectively enrolled and liable for any relevant fees or FEE-HELP debt for the Subjects in which they are enrolled.

6. Academic Withdrawal Dates

- (a) Each Program has a designated Academic Withdrawal Date which is typically week seven of the relevant teaching period. Specific dates for each teaching period are published on the College website under [Key Dates](#) and in the [Student Handbook](#).
- (b) The Academic Withdrawal Date is the last date by which Students may drop a Subject without academic penalty even though they may still be financially liable (*depending on the timing of the Withdrawal in relation to the Census Date*).
- (c) Each Program also has a designated late Academic Withdrawal Date which is typically the last day of teaching. Specific dates for each teaching period are published on the website under [Key Dates](#) and in the [Student Handbook](#).
- (d) If a Student wishes to Withdraw without academic penalty after the Academic Withdrawal Date, they must complete a [Subject Variation Form](#).
- (e) Withdrawing after the Academic Withdrawal Date but before the last day of teaching will have an academic impact on a Student's transcript and academic risk level in accordance with the [Academic Progression and Exclusion Policy](#), but will not impact on a Student's Weighted Average Mark (WAM).
- (f) Any Withdrawal from a Subject after the Friday of week twelve of the teaching period will affect a Student's WAM.
- (g) Appendix 1 provides details of academic and financial penalties which apply at different times for Enrolment changes.

7. Current contact details for Students

- (a) All College Students are required to maintain current contact details within the College Student Management System (SMS).
- (b) International Students are required to notify the College of their contact details within seven (7) days of arriving in Australia and within seven (7) days of any subsequent change. Contact details required include current residential address, mobile number, email address and name and details of a contact in the event of emergency situations.

8. Change of personal details and/or visa status

- (a) Students can request to change or correct the College record of their: formal name, date of birth, gender, contact details including email address and mailing



address and preferred name. The legal name must appear on the Student's birth certificate or passport.

- (b) Students are not permitted to change their personal details or visa status in the College SMS.
- (c) In order to change a Student's personal details or visa status, Students must lodge a [Change of Personal Details](#) request via the [Student Portal](#) with the Enrolments team and provide relevant supporting documents.
- (d) Students who have been admitted or have applied as an International Student and subsequently acquire Australian Permanent Residency must notify the College within seven (7) days of receiving formal confirmation from the Department of Home Affairs by submitting the [Residency Change Form](#).

9. Enrolment process

9.1 Enrolment

- (a) Students are required to enrol in Subjects on or before the first day of the Term.
- (b) Subject Enrolments must be finalised on or before close of business on the Census Date of the Term in which they are enrolling, as specified in the Letter of Offer or on the College website under [Key Dates](#).

9.2 Subject selection

- (a) For the first Term of study, Students may be automatically enrolled by the College into their required Subjects.
- (b) For subsequent Terms of study, Students are required to enrol into Subjects through the Student Management System (SMS).
- (c) At all times, Students are responsible for checking and managing their Enrolment status and Subject selection in the SMS, including ensuring their Enrolment:
 - i. conforms to the list of Subjects available in the specific Term in which they are enrolling;
 - ii. forms part of the approved structure for the Program in which they are enrolled;
 - iii. meets any pre-requisite or co-requisite conditions; and
 - iv. does not exceed a maximum of nineteen (19) Units of Credit in the Term.

9.3 Reporting of International Students who fail to re-enrol

International Students who fail to re-enrol will be reported to the Department of Home Affairs within thirty-one (31) days of Commencement of the relevant Term or Study Period.

9.4 Registration for classes

Students who have enrolled in Subjects but not registered for classes on or before the Census Date and have not responded to repeated communication attempts



from the College, may be dropped from the Subject to allow others in a wait list to proceed with their Enrolment and registration.

9.5 Recognition of Prior Learning (RPL) for Award Programs

- (a) Before commencing, a Student may have applied for credit towards the Award Program on the basis of completed prior studies. Any applications for credit must be submitted prior to Commencement and the outcome of the application will guide the Student's Enrolment in the Award Program.
- (b) Credit may take the form of specified credit for particular Subjects or unspecified credit towards elective Subjects, with further detail provided in the [Recognition of Prior Learning and Credit Transfer Policy](#).
- (c) If Students have received credit towards the Award Program and need assistance in selecting Subjects for their Enrolment, they should contact the Diploma Enquiry team by emailing DiplomaEnquiry@unswcollege.edu.au.

10. Adding a Subject(s)

Students can add a Subject up until close of business on the Friday of the first week of a Term via online Enrolment.

To add a Subject after week 1 of a Term, a Student must complete a [Subject Variation Form](#).

11. Withdrawing from a Subject(s)

Students can Withdraw from a Subject up until close of business on the Friday of the first week of a Term via online Enrolment.

To Withdraw from a Subject after week 1 of a Term, a Student must complete a [Subject Variation Form](#).

11.1 Withdrawal from a Subject on or before Census Date

A Student may apply for Withdrawal from a Subject at any time on or before Census Date without academic or financial penalty.

11.2 Withdrawal from a Subject after Census Date

A Student may apply for Withdrawal from a Subject at any time during a teaching period. However, different academic and financial penalties may apply depending on the timing of the Withdrawal. Information relating to Withdrawals at different times can be viewed in Appendix 1 of this Procedure.

11.3 Withdrawal from a Subject after Census Date without academic penalty

- (a) A Student may apply for Withdrawal from a Subject after Census Date but before the Academic Withdrawal Date (typically in week 7 of a Term) without academic penalty.
- (b) Withdrawing after the Academic Withdrawal Date but before the last day of teaching will have an academic impact on a Student's transcript and academic risk



level in accordance with the Academic Progression and Exclusion Policy, but will not impact on a Student's Weighted Average Mark (WAM).

- (c) Any Withdrawal from a Subject after the Friday of week twelve of the teaching period will affect a Student's WAM.

11.4 Withdrawal from a Subject after the Census Date without financial penalty (Application for Fee Remission)

- (a) A Student may apply for Withdrawal from a Subject after Census Date or the Academic Withdrawal Date without financial penalty by applying for Fee Remission.
- (b) Fee Remission is considered by the College where a Student is, or has been, unable to complete a Subject's requirements owing to Special Circumstances.
- (c) Special Circumstances are those that:
 - i. are beyond the Student's control; and
 - ii. did not make their full impact on the Student until on or after the Census Date for the Subject from which the Student is requesting Withdrawal; and
 - iii. make it impracticable for the Student to complete the requirements for the Subject.
- (d) Circumstances that present their full impact on or after the Census Date include circumstances that:
 - i. occur on or before the Census Date but worsen after the Census Date; or
 - ii. occur on or before the Census Date but the full effect does not become apparent until after the Census Date; or
 - iii. occur only after the Census Date.
- (e) These criteria are applied to Award Program Students who seek late Withdrawal after Census Date without financial and/or academic penalty whether the Student is a FEE-HELP Student, Domestic full fee-paying Student or an International Student.
- (f) Applications for Fee Remission must be submitted on a Fee Remission Form with supporting documentation, within twelve months of the Withdrawal date, or if the person has not withdrawn, within twelve months of the end of the Study Period in which the unit was, or was to be, undertaken.
- (g) The College may exercise its discretion to waive the twelve (12) month requirement if, in its opinion, it was not possible for the application to be made before the end of the twelve (12) month period.
- (h) Applications for Fee Remission will be examined by the Team Leader Enrolment, and determined on their merits by considering a Student's claim together with supporting documentation substantiating the claim.
- (i) Students will be notified in writing of the outcome of their application within 28 days of submission of their completed application.



- (j) If the application is successful and it is determined that the criteria and provisions of Special Circumstances are satisfied:
 - i. Tuition fees paid for the Subject(s) will be reimbursed in full; or
 - ii. For Domestic Students in receipt of a FEE-HELP loan - the College will re-credit the Student's HELP balance with an amount equal to the amount of FEE-HELP the Student received for the Subject(s).
- (k) There will be no repayment, refund or remission of the SSAF once the incurral date has passed.
- (l) Where an application for Fee Remission has been successful, a Student grade of PW (Permitted Withdrawal) will be recorded against the Subject in the Student system.

11.4.1 Internal Review

- (a) If an application for Fee Remission has been deemed unsuccessful, the Student will be advised accordingly and may apply for a review the decision.
- (b) This application for review should be made to reviewdecision@unswcollege.edu.au within 28 days following the notification of the decision/outcome of the initial application and state the reasons for the review.
- (c) The application for review will be acknowledged in writing within five (5) working days of its receipt. The applicant will be informed that if the reviewer has not advised the applicant of a review decision within 45 days of receiving the application, the reviewer is taken to have confirmed the original decision.
- (d) Applications for review will be considered by the Head of Student and Program Administration. If the Head of Student and Program Administration has previously been involved in the decision, the CEO will appoint a suitably qualified person as a replacement reviewer.
- (e) The Student will be notified in writing of the outcome of the review within twenty (20) days of submission.

11.4.2 External Review

If a Student remains dissatisfied with a decision of the College, an external review can be made.

(a) FEE-HELP Students

FEE-HELP Students have the right to have their case reconsidered by the Administrative Appeals Tribunal (AAT). An appeal to the AAT must be made within 28 days of receiving the outcome of internal review.

The College will forward all documents relating to the Student's case to the AAT. If the Student has additional relevant documentation not already provided to the College, they should include that in their appeal to the AAT.

For further information, including the contact details of the Administrative Appeals Registry and approximate costs of lodging an appeal, please visit the [AAT website](#).



(b) Domestic Full Fee-Paying Students

Domestic full fee-paying Students who are dissatisfied with the College decision and/or review outcome can seek an independent review through the [Student Mediation Scheme provided by the Resolution Institute](#).

Students need to complete the Student Application for External Review on the Resolution Institute website and advise the College that this process has been initiated.

The Resolution Institute charges a fee for this service, half of which will be covered by the College.

Further detail relating to the process and cost are included in the notification to the Student of the outcome internal review process.

Further information can be found on the [Resolution Institute website](#).

(c) International Students

International Students who are dissatisfied with the College decision and/or review outcome can make a complaint to the Office of the Commonwealth Ombudsman.

The service provided by the Commonwealth Ombudsman to International Students is free of charge.

Students can complete an online complaint form available from the [Commonwealth Ombudsman website](#) or contact the office by telephone on 1300 362 072 from within Australia or if outside Australia, on +61 2 6276 0111.

12. Change of Program or specialisation

(a) Students who wish to change Award Programs will need to:

- i. meet the relevant entry requirements for the Program into which they are seeking admission, in accordance with the [Admissions Policy](#); and
- ii. meet the academic progression requirements of their current Program.

(b) Students who wish to change their Award Program or their specialisation within an Award Program should email enrolments@unswcollege.edu.au and may be required to Withdraw from their current Program on or before the first day of Term.

13. Cancellation of Enrolment by the College

(a) Cancellation of Enrolment by the College may occur:

- i. for breach of and in accordance with the [Academic Progression and Exclusion Policy](#), the [Academic Integrity Policy](#) or the [Student Misconduct Policy](#);
- ii. for non-payment of fees by the date specified in the Student's Fee Statement;
- iii. for consistent failure to make Satisfactory Academic Progress;
- iv. if an International Student, for a breach of Student visa conditions, including failure of the Student to enrol;
- v. for failure to return to study from Program Leave; or



- vi. Suspension.
- (b) Where Cancellation of Enrolment by the College occurs, the Student will be:
 - i. informed in writing of the Cancellation of Enrolment and the reason for the cancellation;
 - ii. advised of their right of appeal under the [Student Grievances and Complaints Policy](#);
 - iii. if an International Student, advised of the need to seek advice about visa implications and the steps that will be undertaken by the College and those that must be undertaken by the Student.
- (c) If the Student appeals the decision to cancel their Enrolment, the Cancellation of Enrolment will be suspended until the appeals process is completed.
- (d) The College will securely store all documents and evidence relating to the cancellation.

14. Deferral of studies

- (a) Applicants who have received an offer of a place in a Program at the College, may apply for a Deferral of Studies.
- (b) The Deferral request must:
 - i. be in writing, addressed to admissions@unswcollege.edu.au explaining the reason for the Deferral request;
 - ii. be submitted to the College prior to the Commencement in the offered Program;
 - iii. specify the duration of the Deferral sought, which can be no longer than twelve (12) months.
- (c) Applicants will be notified in writing of the outcome of their request within five (5) working days of receipt.
- (d) If approved, the College will specify the Term or Study Period in which the applicant will take up their deferred place and enrol. If an applicant does not enrol in the specified Term or Study period, the offer of a place will lapse.
- (e) Deferral may not be available if a Program is being withdrawn and a teach out of that Program is planned.
- (f) If a student has enrolled into a subject, they may apply for a deferral before the census date, subject to approval based on Compassionate and Compelling circumstances.
- (g) If a student didn't enrol into a subject before census date, but attended orientation, they still can apply for deferral before the census date.
- (h) Fees and charges applicable will be those that are current at the time the applicant takes up their place and enrolls.



- (i) International Students will:
 - i. only be granted a Deferral if the College is satisfied there are compassionate or compelling circumstances (please refer to the Guidelines to Assessing Compassionate and Compelling Circumstances for further information);
 - ii. be advised that a Deferral may affect their visa status and that they should seek advice from the Department of Home Affairs.

15. Program Leave

15.1 Eligibility

- (a) Subject to approval, Students can take Program Leave from their Program of study of up to a maximum period of twelve months.
- (b) A commencing Student enrolled in their first Term, on or before Census Date, would apply for a Deferral rather than Program Leave.
- (c) A commencing Student that is still enrolled in their first Term after the Census Date and no longer wants to continue studying, does not need to apply for Program Leave for the Term. They can Withdraw from Subjects up until the end of the teaching period, but depending on when they Withdraw from Subject(s), there are implications for their enrolment status, academic record and/or fee liability.
- (d) If a Student is excluded or suspended under College policies or rules, no Program Leave will be granted.

15.2 International Students

- (a) The College may approve Program Leave for an International Student where there are Compassionate or Compelling Circumstances (Please refer to the Guidelines for Assessing Compassionate or Compelling Circumstances).

International Students should note that:

- i. applications for Program leave will need to be submitted using the Program Leave Form. Applications will be assessed against the Guidelines for Assessing Compassionate or Compelling Circumstances.
 - ii. they should be aware that the College is required to notify the Australian Government of changes in the Enrolment of Student visa holders; and
 - iii. they must seek advice from the Department of Home Affairs on the potential impact on their Student visa.
- (b) Students with approved Program Leave will be provided with an amended CoE to reflect the revised Study Period.

15.3 Returning after a period of Program Leave

- (a) Program Leave approval will specify the date on which a Student must resume their studies. Students who do not resume their studies on the specified date will have their Enrolment cancelled and the Student will then have to re-apply for admission.



- (b) Students who have applied for, and been granted, Program Leave for less than twelve months, can make a subsequent application to extend their Program Leave up to the maximum allowable period of Program Leave of twelve months.

16. Program Withdrawal

- (a) Students wishing to Withdraw their Enrolment with the College should submit a [Withdrawal Request Form](#) to Enrolments@unswcollege.edu.au.
- (b) The academic and financial impact of the Withdrawal will depend on the date the Withdrawal request is received by the College. Further detail is contained in the [Student Refund Policy](#) and [Student Refund Procedure](#).
- (c) If withdrawing from a Program and related Subjects after the Census Date due to Special Circumstances, refer to Section 11 of this procedure for detail relating to a process for Withdrawal without financial or academic penalty.
- (d) After Program Withdrawal, a Student's Enrolment is cancelled. If the Student wishes to resume studies at a future date, an application for re-admission will need to be submitted.
- (e) For International Students who Withdraw their Enrolment with the College:
 - i. the College will cancel the Student's CoE and notify the Department of Home Affairs of the Program Withdrawal; and
 - ii. the Student is required to notify the Department of Home Affairs of the Program Withdrawal to arrange an alternate visa or depart Australia within twenty-eight (28) days.
- (f) International Students who wish to transfer to another provider prior to completing the first six (6) months Program will need to apply for a release under the [International Student Transfer Policy](#).
- (g) International Students on a Packaged Program which includes a UNSW Sydney degree Program component wishing to transfer to another Provider must apply for a release in accordance with the [UNSW Sydney International Student Transfer Between Registered Providers and PRISMS Reporting Procedure](#).

17. Roles and responsibilities

Role	Responsibility
UNSW College Board of Directors	Has the ultimate responsibility of compliance with Higher Education Standards Framework and Higher Education Support Act 2003 (Cth).
UNSW College	Must provide prospective and enrolled Students with accurate information regarding Program requirements, relevant policies and procedures, any Program fees, and Census Dates.
Admissions	Must ensure the Admissions and Enrolment processes are equitable and transparent.



Enrolled Students varying Program	Are responsible for following procedures such as Withdrawal and change of Program.
Enrolled Students	Must ensure their Enrolment record is accurate and up to date.
All staff involved in Student Enrolment	Must comply with the Enrolment Policy , this Procedure and associated policies and procedures.
Assessment and Integrity Committee	Responsible for ratification of final results and Enrolments.

17. Definitions

Definitions and Acronyms	
Academic Withdrawal Date	The last date a Student can Withdraw from a Subject, where the Subject will not appear on an academic transcript.
Academic Year	This begins on the first day of the first Study Period in a calendar year and ends on the last day of the last Study Period in the same calendar year.
Admissions	This is the process whereby an applicant is formally admitted into their chosen Program of study following an offer and acceptance of that offer.
Australian Permanent Residency / Resident	An Australian Permanent Resident is someone who holds a permanent visa but is not a citizen. A permanent resident can live, work and study without restriction in Australia.
Award Program	Has the meaning as defined in the TEQSA Act (see higher education award) and include Diplomas, advanced diplomas and undergraduate degrees.
Cancellation of Enrolment	The termination of a student's Enrolment(s) with the College.
Census Date	This is the last day within each Study Period to: finalise a Student's Enrolment , Withdraw from a Subject or Program without financial penalty and submit a Request for FEE-HELP Form.
Commencement	The Date on which a Student is due to start their Subject or Program.
Confirmation of Enrolment (CoE)	A document, which is issued by UNSW College to intending overseas Students and which must accompany their application for a Student Visa. It confirms the overseas Student's eligibility to enrol in the particular Program.
Deferral	Delaying Commencement for an approved amount of time.
Diploma	Diploma is a qualification located at level 5 of the Australian Qualifications Framework.
Department of Home Affairs	The Australian Government department with responsibilities for national security, law enforcement, border control, immigration, refugees, citizenship, transport, security and multicultural affairs.
Domestic Student	A Student enrolled at an Australian location who is an Australian or New Zealand citizen or who holds an Australian permanent resident visa or Australian permanent humanitarian visa.
Enrolment	Enrolment is a process by which Students select Subjects, register for classes and commence attending classes within a specific Term or Study Period.



Definitions and Acronyms	
FEE-HELP	An Australian Government loan scheme that assists eligible full fee-paying Students pay their tuition fees at university and other higher education providers.
Fee Remission	Remission of HELP debt, FEE-HELP and/or tuition fees after the relevant Census Date, if a Student can demonstrate Special Circumstances.
Fee Statement	A statement sent to enrolled Students showing the fees amounts and Payment Due Dates for relevant fee periods.
Higher Education Standards Framework	Higher Education Standards Framework (Threshold Standards) 2021 (Cth).
International Student	A Student who is not a citizen or permanent resident of Australia or holder of a humanitarian visa, or citizens of New Zealand who are not eligible to be a Commonwealth supported Student.
Package Offer	An offer where more than one Program delivered by UNSW College or UNSW Sydney is covered by the same Student visa.
Program	An Academic Board approved set of requirements and Subjects into which a Student is admitted. In some cases, this will lead to an UNSW College qualification and others, to an Australian Qualifications Framework award.
Program Leave	An approved leave of absence from a Program for a period of no longer than twelve (12) months after completing at least one Term of study. Approved Program Leave may incur academic and/or financial penalties.
Recognition of Prior Learning	The process of assessing an individual's relevant prior learning (including formal, non-formal learning and informal / workplace learning) for equivalence to: the learning outcomes of the qualification specified as a requirement for admission to the Program, or Subjects in the Program to which a Student has been admitted to determine the credit value to be granted as advanced standing or exemptions.
Satisfactory Academic Progress	A level of performance and engagement which meets the academic and administrative requirements of the Program in which a Student is enrolled.
Special Circumstances	Circumstances that: (a) are beyond the Student's control; and (b) did not make their full impact on the Student until on or after the Census Date for the Subject from which the Student is requesting Withdrawal; and (c) make it impracticable for the Student to complete the requirements for the Subject.
Student	A person enrolled in an approved Program of study at UNSW College whose Enrolment has not lapsed or been cancelled.
Study Load	The total number of units of credit (UOC) taken in a term or Academic Year.
Study Period	A defined teaching and study period for the completion of Subjects for a particular Program.
Subject	A component of an Academic Program, normally of one Term or Study Period in duration, with a specific credit value.
Suspension	Forced, temporary leave from the College with an automatic right of re-entry for the first available intake commencing after six months from the conclusion of the Suspension have elapsed. A Student's



Definitions and Acronyms	
	Enrolment will be cancelled if a Student does not re-enrol in that timeframe.
Term	A teaching period in which Subjects and their related classes are taught and timetabled.
Unit of Credit	The value assigned to Programs and Subjects indicating duration and workload. For a Subject, UOC indicates the Student workload expectations and the contribution of the Subject to meeting Program requirements
Weighted Average Mark (WAM)	Calculated by multiplying the mark obtained for each relevant result by the Units of Credit of the particular Program, adding up the products and dividing by the total number of Units of Credit for the relevant Subjects. Only results that produce a mark are considered to be relevant. A 'Term WAM' is calculated for relevant results in a Term, and a separate cumulative WAM is calculated for relevant results over a Student's entire Program.
Withdraw/Withdrawal	Termination of a Student's Enrolment(s)

Related Policy Documents and Supporting Documents	
Legislation	<ul style="list-style-type: none"> • Higher Education Support Act 2003 (Cth) • Higher Education Standards Framework (Threshold Standards) 2021 (Cth) • Education Services for Overseas Students Act 2000 (Cth) • National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Cth)
Policy	<ul style="list-style-type: none"> • Admissions Policy • Enrolment Policy • Student Grievances and Complaints Policy • Recognition of Prior Learning and Credit Transfer Policy • Student Code of Conduct • Student Misconduct Policy • Student Refund Policy • Student Fees Policy • International Student Transfer Policy • Academic Progression and Exclusion Policy • Bring Your Own Device Policy • Academic Integrity Policy
Procedures	<ul style="list-style-type: none"> • Admissions Procedure • Student Grievances and Complaints Procedure • Student Misconduct Procedure • Student Refund Procedure



Related Policy Documents and Supporting Documents	
	<ul style="list-style-type: none"> • Student Fees Procedure • Academic Progression and Exclusion Procedure • Academic Integrity Procedure
Guidelines	<ul style="list-style-type: none"> • Guidelines to Assessing Compassionate or Compelling Circumstances

Procedure Governance

Enrolment Procedure: Award Programs (Diploma)	
Category/Business Group	Student and Program Administration
Published Externally (Yes/No)	Yes
Approver	Executive Director, Students
Responsible Officer	Head of Student and Program Administration
Contact Officer	Head of Student and Program Administration
Effective Date	30 April 2024
Next Review Date	30 April 2027
Version	3.0

Revision History

Version	Approved by	Approval date	Effective date	Sections modified
3.0	Executive Director, Students – Sally Chatterjee	30 April 2024	30 April 2024	Changes made to accommodate feedback received from the Department of Education.
2.0	Executive Director, Students – David West (Acting)	11 January 2024	11 January 2024	Sections 3, 4, 6, 10 and 17 including addition of hyperlinks.
1	Executive Director, Students – Jacqueline Clements	15 August 2023	17 August 2023	N/A

Please visit our website to ensure that you have the latest version of this Procedure. Policies and procedures are available at: unswcollege.edu.au/about/policies

Appendix 1: Withdrawal from a Subject/s (including an Enrolment Change, Leave of Absence or Program Withdrawal) – Academic and Fee Implications

	Deadline	Explanation	Grade	WAM	Academic Standing	Academic Transcript	Fees
1	On or before the Census Date (normally cob Friday of Week 4)	No academic record impact. Student may withdraw without Financial Liability.	None	Not included	Not included	No grade shown (Subject not included on Transcript)	Refunded in full *Note: International Students should refer to the Student Refund Procedure as a Withdrawal fee may apply.
2	After Census Date but before Academic Withdrawal Date (Sunday of week 7)	Academic Withdrawal without permission – no academic impact.	NF grade (no fail)	Not included	Not included	No grade shown (Subject not included on Transcript)	Student is liable for fees
3	After Academic Withdrawal Date, on or before the Late Academic Withdrawal Date (last official day of teaching in the relevant Teaching Period, i.e. Friday of week 12)	Academic record impact. Grade is shown on transcript. Student may withdraw without permission	AW grade (academic Withdrawal)	Not included	Included	AW grade shown (Subject included on transcript)	Student is liable for fees
4	After the last day of teaching of the relevant Teaching Period (after Sunday of week 12)	Academic record impact. Student may not apply for Academic Withdrawal (AW grade).	Finalised grade confirmed by Program Authority	Included	Included	Final Grade and mark shown (Subject included on Transcript)	Student is liable for fees