

Enrolment (HE) Procedure

Section 1 - Purpose

(1) This procedure describes enrolment processes and assigns responsibility for effective implementation across Higher Education courses.

Section 2 - Definitions

(2) For the purpose of this procedure the following definitions apply:

(3) Census date: The date in the teaching semester when all enrolment requirements need to be finalised including HECS-HELP, FEE- HELP loans, provision of Tax File Numbers and withdrawing from a subject to avoid incurring a debt or tuition fee.

(4) Concurrent enrolment: Enrolment in more than one course at a time such as non-award study or cross-institutional study.

(5) Course: A program of study, which leads to a higher education award.

(6) Course Withdrawal: The process by which a student who is currently enrolled cancels their enrolment in a course.

(7) Cross-institutional study: Where a student enrolls in a subject at another institution, which will count towards Melbourne Polytechnic studies.

(8) Enrolment: The process by which a student registers for subjects in a course.

(9) Leave of Absence: The process by which enrolled students can request formal approval to suspend their studies following one semester of study up to a maximum period of 12 months.

(10) Refund of fees: Repayment of a sum of money.

(11) Standard Study load: The number of credit points a student enrolls in for the semester of study on a full time (48 credit points) or part time basis (24 credit points).

(12) Study overload: Where a student enrolls above the standard study load for the semester of study.

(13) Subject amendment: The addition or removal of a subject enrolment for the semester of study.

(14) Subject withdrawal: The process by which a student removes a subject from their enrolment.

Section 3 - Responsibility and Accountability

Enrolment Status Codes

(15) The following enrolment status and result codes apply to Higher Education courses.

| Status Code | Description |
|-------------|---|
| WNA | Withdrawn, never attended, not counted as a fail |
| WE | Withdrawn prior to census date, not counted as a fail |
| W | Withdrawn up to end of Week 9, not counted as a fail |
| xx/WN | Withdrawn between Week 10 - 13, and counted as a fail |

Enrolment in a Course

(16) All students are required to enrol on the specified date advised in their offer letter. Students can send a proxy to complete the enrolment process on their behalf. People attending as a proxy will be required to present a letter confirming that they have been authorised to enrol on behalf of the student.

| Task | Responsibility | Notes |
|---|--|--|
| Prior to enrolment session | | |
| Schedule enrolment sessions prior to the commencement of semester in consultation with Schools | Enrolment Centre/Schools | Develop an enrolment session calendar with dates and locations |
| Send communication (via email using template email from Strata) to students who have been offered a place to attend an enrolment session | Head of Program/ Course Administrator | Includes the following cohorts: Course Transfers Non-award studies Approved re-admission following enrolment lapse Approved re-admission following exclusion from a course |
| Prepare paperwork for the enrolment session | Course Administrator | Copies of Higher Education enrolment form and course plans |
| At the enrolment session | | |
| Advise students of the course requirements and provide each student with course plan detailing the subjects for enrolment for the whole year | Head of Program, delegated Academic staff and Course Administrator | |
| Advise students of fees and payment options | Head of Program/ Course Administrator | |
| Complete and sign enrolment form with assistance from Head of Program/Course Administrator | Students | |
| Following the enrolment session | | |
| Escort student group with completed enrolment documentation to the Enrolment Centre | Course Administrator | No requirement to maintain a copy of the enrolment form |
| Process enrolment on Strata and determine fees, provide student with a confirmation of enrolment and issue the student with a student ID card | Enrolment Centre | Complete processing with student present |
| Pay fees or complete HECS-HELP or FEE-HELP documentation by the due date | Student | |
| Forward processed enrolment forms to Academic Registry | Enrolment Centre | Maintain official enrolment record |
| Contact Academic Registry to obtain a copy of the original enrolment form if required to address enrolment queries | Course Administrator | |

Concurrent Enrolment

| Task | Responsibility | Notes |
|--|----------------------|---|
| Speak with Head of Program regarding concurrent study request including the reasons for the study | Student | Cross -institutional study with another provider Exchange program A VET course Non-award studies |
| Consider request in light of current Melbourne Polytechnic course/subject offerings and credit to be granted for completed study | Head of Program | |
| Determine and document decision | Head of Program | |
| Advise the student of the outcome in writing (via letter or email) | Course Administrator | |
| Contact Course Administrator in the relevant School to complete enrolment requirements (if approved) prior to the commencement of semester | Student | Melbourne Polytechnic or another provider Refer to enrolment process 3.2 above |

Amendment to Enrolment

(17) An amendment to enrolment may include adding a subject, removing a subject or replacing one subject with another subject. Students should discuss any subject changes with the Head of Program/Senior lecturer in the first two weeks of semester to ensure changes meet approved course requirements. Subjects cannot be added after the end of the second week of semester.

(18) Following the result release date at the end of the first semester, students must review their subjects for the following semester to ensure they are correctly enrolled. Students who have failed any subject that is a pre-requisite for a subject in the following semester will need to amend their enrolment prior to the beginning of semester and no later than the end of the second week of semester.

Subject Withdrawals

(19) Students with a HECS-HELP or FEE-HELP loan will not incur fees for subject withdrawals prior to the census date. Students will be eligible for a refund for any upfront fees paid to Melbourne Polytechnic. Students will remain liable for fees for any subject withdrawals after the census date. A refund may be possible in special circumstances. Refer to Student Enrolment, Fees and Charges Policy (section A.4.7).

(20) International students may amend their enrolment in specific circumstances. This may result in a reduced study load and a change to their expected course duration, which may have visa implications. Refer to International Students Completion of Studies within the Expected Duration Policy.

| Task | Responsibility | Notes |
|--|--------------------------------------|---|
| Speak with Head of Program/Senior lecturer regarding changes to enrolment and the circumstances for the change | Student | No later than first 2 weeks of semester |
| Generate amendment to enrolment form from Strata, assist student to complete and sign form | Head of Program/Course Administrator | Includes adding a subject, withdrawing a subject and withdrawing from a course A student can withdraw a subject up to the end of the teaching semester |
| Forward request to Head of Program/Senior lecturer to sign (only if HOP not included in previous step) | Course Administrator | |

| Task | Responsibility | Notes |
|---|---------------------------------|--|
| Consult with International Office regarding international student changes prior to approving any changes | Head of Program | Complete relevant paperwork such as Application to Reduce Full Time Study Load for international students |
| Determine and authorise amendment to enrolment form (if approved) | Head of Program/Senior lecturer | |
| Forward completed amendment to enrolment form to Academic Registry to process the subject change on Strata and advise Subject Coordinators of change to enable updates on Moodle, class lists, teacher appointments and tutorial distribution | Course Administrator | Maintain official enrolment record |
| Process enrolment change and forward a confirmation of enrolment to the student to verify the enrolment change | Academic Registry | |
| Process tuition fee refund for subject withdrawals prior to census date | Academic Registry | A FEE HELP or HECS-HELP student will incur no debt for subject withdrawals prior to census date Upfront fees paid to Melbourne Polytechnic for subjects withdrawn prior to the census date will be refunded |
| Contact Academic Registry to obtain a copy of the original amendment to enrolment form if required to address enrolment queries | Course Administrator | |

Course Withdrawal

(21) Students are encouraged to speak with the Head of Program/Senior lecturer about any course concerns and/or academic support they need with their studies early in the semester. Students can withdraw from a course at any time during the year however need to be aware that fees for that semester will not be refunded after the census date.

(22) International students seeking to withdraw should discuss their intention with the International Office regarding possible visa implications. International students may be eligible for a partial refund as per the [International Withdraw, Transfer and Refund Policy](#).

| Task | Responsibility | Notes |
|--|---|--|
| Speak with Head of Program/Senior lecturer regarding course withdrawal and the circumstances for ceasing study in the course | Student | |
| Discuss any concerns with the course and/or explore other course options with the student | Head of Program/Senior lecturer | For example, leave of absence, change to another course or provider |
| Complete amendment to enrolment form | Student with assistance from Course Administrator | Includes adding a subject, withdrawing a subject and withdrawing from a course |
| Consider request and liaise with International Office regarding international course withdrawal | Head of Program/Senior lecturer | Refer to International Students Withdrawal Transfer and Refund Procedure |
| Determine and authorise amendment to enrolment form | Head of Program/Senior lecturer | |

| Task | Responsibility | Notes |
|---|--|--|
| Forward completed and signed amendment to enrolment form to Academic Registry to process the course withdrawal on Strata and advise Subject Coordinators of change to enable updates on Moodle, class lists, teacher appointments and tutorial distribution | Course Administrator | Maintain official enrolment record |
| Process course withdrawal and forward a confirmation of enrolment to the student to verify the enrolment change | Academic Registry | |
| Process tuition fee refund for a course withdrawal prior to the census date | Academic Registry/International Office | A FEE HELP or HECS-HELP student will incur no debt for a course withdrawal prior to census date Upfront fees paid to Melbourne Polytechnic for subjects withdrawn prior to the census date will be refunded |

Study Load

(23) Domestic students can undertake full time or part time study in a course. Study overload is possible to support accelerated completion of a course. International students are expected to maintain a full-time study load. However, there may be instances where international students may need to underload their enrolment where required subjects are not available, repeating failed subjects and timetable clashes.

| Task | Responsibility | Notes |
|--|---------------------------------|--|
| Request to overload | | |
| Discuss option to overload with Head of Program/Senior lecturer prior to the commencement of semester | Student | |
| Consider request based on student's academic record and course completion timelines | Head of Program/Senior lecturer | Credit average or above in the last 12 months of study |
| Provide recommendation to Head of School | Head of Program/Senior lecturer | |
| Consider matter and approve/reject request | Head of School | |
| Advise student of the outcome in writing (via letter or email) | Course Administrator | |
| Generate amendment to enrolment form from Strata | Course Administrator | Includes adding a subject, withdrawing a subject and withdrawing from a course |
| Contact student to complete amendment to enrolment form | Course Administrator | |
| Forward signed amendment to enrolment form to Head of Program/Senior lecturer to authorise form | Course Administrator | |
| Forward signed amendment to enrolment form to Academic Registry to process the change on Strata and advise Subject Coordinators of change to enable updates on Moodle, class lists, teacher appointments and tutorial distribution | Course Administrator | Maintain official enrolment record |
| Process enrolment change and forward a confirmation of enrolment to the student to verify the enrolment change | Academic Registry | |
| Request to reduce load | | |

| Task | Responsibility | Notes |
|---|---------------------------------|--|
| Discuss option to reduce load with Head of Program/Senior lecturer prior to the commencement of semester | Student | |
| Consider request based on student's academic record, circumstances and course completion timelines | Head of Program/Senior lecturer | |
| Generate amendment to enrolment form from Strata Download Application to Reduce Full Time Study Load for international students | Course Administrator | Includes adding a subject, withdrawing a subject and withdrawing from a course |
| Contact student to complete amendment to enrolment form and Application to Reduce Full Time Study Load for international students | Student | |
| Forward signed forms to Head of Program/Senior lecturer to authorise | Course Administrator | |
| Forward signed form to Academic Registry to process the change on Strata | Course Administrator | Maintain official enrolment record |
| Process enrolment change and forward a confirmation of enrolment to the student to verify the enrolment change | Academic Registry | |
| Forward completed Application to Reduce Full Time Study Load for international students (if approved) to International Office | Course Administrator | |

Leave of Absence

(24) Leave of absence is possible after one semester of study up to a maximum period of 12 months.

| Task | Responsibility | Notes |
|---|---|---|
| Speak with Head of Program/Senior lecturer regarding leave of absence request including the circumstances for the leave | Student | |
| Complete and sign leave of absence application form | Student with assistance from Course Administrator | Domestic students complete Higher Education leave of absence form International students complete Application for Deferral or leave of absence form |
| Consider request against criteria and liaise with International Office regarding international student requests | Head of Program/Senior lecturer | Student has completed one semester of study Student will be able to complete the course within the required time frame For international students refer to: International Students Deferral and Leave of Absence Policy International Students Withdrawal Transfer and Refund Procedure |
| Determine and document decision | Head of Program/Senior lecturer | |
| Advise the student of the outcome in writing (via letter or email) | Course Administrator | Maintain list of students approved for leave of absence |

| Task | Responsibility | Notes |
|--|----------------------|------------------------------------|
| Forward signed leave of absence form to Academic Registry/International Office (if approved) to process leave of absence on Strata | Course Administrator | Maintain official enrolment record |
| Process request and forward a copy of the form to the student to confirm the period of leave of absence | Academic Registry | |

Re-enrolment in a Course

(25) Students intending to continue with studies in the following year are required to re-enrol by the specified due date.

| Task | Responsibility | Notes |
|---|--|--|
| Prior to re-enrolment session | | |
| Schedule re-enrolment sessions for October/November in consultation with Schools | Enrolment Centre/Schools | Develop an enrolment session calendar with dates and locations Preferable for sessions to be scheduled while students are still on campus |
| Send communication (via email using template email from Strata) to re-enrolling students to attend an enrolment session | Head of Program/ Course Administrator | |
| Generate a personalised re-enrolment form for each student | Course Administrator | |
| At the re-enrolment session | | |
| Advise students of the course requirements for the following year | Head of Program | |
| Remind students of fees and payment options | Head of Program/ Course Administrator | |
| Complete and sign re-enrolment form with assistance from Head of Program/Course Administrator | Students | Seek assistance/briefing from Enrolment Centre to ensure all sections on the form are completed correctly |
| Following the re-enrolment session | | |
| Escort student group with completed re-enrolment documentation to the Enrolment Centre OR Bundle forms and deliver to the Enrolment Centre for processing | Course Administrator | No requirement to maintain a copy of the enrolment form |
| Process re-enrolment on Strata and determine fees, provide student with a confirmation of enrolment OR Email confirmation of enrolment to the student | Enrolment Centre | |
| Pay fees or complete HECS-HELP or FEE-HELP documentation by the due date if changing fee option | Student | |
| Forward processed re-enrolment forms to Academic Registry | Enrolment Centre | Maintain official enrolment record |
| Contact Academic Registry to obtain a copy of the original re-enrolment form if required to address enrolment queries | Course Administrator | |
| Amend enrolment following result release date up to the end of the second week of the following semester. | Student | Refer to Amendment to enrolment section |

Section 4 - Supporting Documents and Templates

- (26) [Enrolment \(HE\) Policy](#)
- (27) Amendment to Enrolment Form
- (28) HE Re-Enrolment and Addition to Enrolment Form
- (29) Higher Education Enrolment Form
- (30) [Higher Education Leave of Absence Application Form](#)
- (31) Student Enrolment Fees and Charges Policy
- (32) Student Enrolment Fees and Charges Policy-Part E Schedule 1 Rules for Refund of Fees and Charges for International Students
- (33) International Students Completion of Studies within Expected Duration Policy
- (34) [International Students Application for Withdrawal and Refund Form](#)
- (35) International Students Deferral and Leave of Absence Policy
- (36) [International Students Deferral or Leave of Absence Application Form](#)
- (37) [International Students Withdrawal, Transfer and Refund Policy](#)
- (38) [International Students Withdrawal Transfer and Refund Procedure](#)
- (39) [Reduced Study Load Application Form.](#)

Status and Details

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|--------------------------------------|---|
| Status | Current |
| Effective Date | 1st January 2018 |
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| Policy Implementation Officer | Nicola Cooley Director Higher Education |
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