
POLICY S6.3

DOMESTIC ENROLMENT, DEFERRAL, WITHDRAWAL AND REFUND

1.0 INTRODUCTION

1.1 Context

The Australian Dermal Science Institute (ADSI) delivers Higher Education qualifications under a third party agreement with the Australasian College of Health & Wellness Pty Ltd. ADSI aims to provide courses which are of high standard to facilitate students to achieve graduate qualities that equip them for their chosen careers.

1.2 Purpose

This policy provides the principles which govern domestic student enrolment, deferral, and withdrawal in/from ADSI courses and units, and refund of fees paid by students. The processes for enrolment, deferral, withdrawal, and refunds are outlined in the Domestic Enrolment, Deferral, Withdrawal and Refund Procedure.

1.3 Scope

This policy applies to all ADSI courses and units, including those courses and units delivered by ADSI Third Party Partners (TPP), all prospective and enrolled domestic students, and all ADSI and TPP staff involved in student enrolment, deferral, withdrawal, and refunds.

1.4 Scope Exceptions

None.

2.0 RESPONSIBILITIES

1. ADSI is responsible for providing students with information about the course, policies and procedures, census dates, course fees and any other relevant information prior to admission and as part of the enrolment package.
2. Students are responsible for ensuring their enrolment record is current and for notifying Student Support of any issues.
3. Students are responsible for complying with this policy and its procedure and for providing any documentation required or requested.
4. ADSI staff are responsible for complying with this policy and the responsibilities and processes in the Domestic Enrolment, Deferral, Withdrawal and Refund Procedure.

3.0 POLICY

3.1 Principles

1. In accordance with the third party agreement ADSI complies with all relevant legislation, and the Higher Education Standards Framework (2021), specifically Standard 1: Participation and Attainment, in managing student enrolment, deferral, withdrawal and fee refunds.
2. ADSI provides prospective and enrolled students with clear information on census dates, enrolment, deferral, withdrawal, course fees, non-tuition fees, and fee refunds.
3. Fees are payable for all ADSI courses and students are provided with information on payment methods. Students can pay upfront or apply for FEE-HELP, a Commonwealth loan to assist students with all or part of their higher education fees, provided they meet the government criteria.
4. Students are considered to be enrolled in a course if they:
 - a. have unit enrolment(s) in at least one study period of an academic year;
 - b. are not enrolled in units but have formal approval for deferment of study for between three to twelve (12) months.
5. Students remain enrolled in the course until:
 - a. the student has completed all the requirements of the course; or
 - b. the student withdraws from the course; or
 - c. the student's enrolment is withdrawn/cancelled by ADSI. This will occur if:
 - i. the student is excluded from the course for a period of time, for not meeting course progression requirements as outlined in the Student Progression and Support Policy and Procedure; or
 - ii. non-payment of course fees by the census date; or
 - iii. the student is expelled from ADSI for any reason, such as serious academic or general misconduct; or
 - iv. the student fails to submit required documentation to ADSI; or
 - v. the student submits falsified documentation; or
 - vi. the student has not enrolled in any units for a minimum period of one (1) year, with no notification to ADSI of withdrawal and no approved deferment of studies for that period.



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- vii. ADSI defaults, as defined by the Tuition Protection Services (TPS). Refer to the ABS Statement of Tuition Assurance.
 6. Students may apply for transfer to another ADSI course if the course they wish to transfer to accepts transfers and the student meets the entry requirements for that course. Credit is not guaranteed in the new course – see the Credit and Recognition of Prior Learning Policy.
 7. Students wishing to defer their studies may request to do so for a period up to twelve (12) months. Refer to the Enrolment, Deferral, Withdrawal and Refunds Procedure.
 8. Students may withdraw from the course or from units but must do so by midnight on the relevant census date or they will remain financially liable for the units in which they were enrolled.
 9. Students who withdraw past the census date will incur an academic penalty for those units in which they were enrolled unless Special Consideration is approved. Refer to the Enrolment, Deferral, Withdrawal and Refunds Procedure.
 10. After the census date, fees for units are not refundable and academic penalties are not reversed except where Special Consideration is approved, as defined by ADSI in the Domestic Enrolment, Deferral, Withdrawal and Refunds Procedure.
 11. Where a refund of fees post census is granted for students with a FEE-HELP loan, ADSI will follow government requirements in terms of remission of fees as outlined in the Higher Education Support Act 2003, Sub-division 104-B.
 12. ADSI will pay approved refunds to the person/entity that made the original payment.
 13. Administration and non-tuition fees are non-refundable at all times.
 14. Students withdrawing from a course prior to completing the qualification will be provided with recognition for any units successfully completed, provided that all course fees due have been paid.
 15. Students should keep a copy of their written agreement and receipts of payment of course fees and non-tuition fees.
 16. ADSI will ensure appropriate records relating to applications, assessments and outcomes relating to enrolment, deferrals, withdrawals and refunds are maintained on its student management system.
 17. ADSI provides students with an appeal process against any decision made under this policy and its procedure. Refer to the Student Grievances and Complaints Policy and Procedure.



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.
- **Course** – a program of study consisting of units.
- **Deferral** – delaying enrolment for a specified period of time.
- **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.
- **Expulsion** – a last resort action, with the cancellation of a student's enrolment in an ADSI course, along with the banning of the student from being re-admitted to ADSI in the future.
- **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 as well as non-tuition and administrative fees.
- **Remission** - A person's FEE-HELP debt in relation to a unit is taken to be remitted if the person's HELP balance is re-credited.
- **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 ADSI initiate withdrawal in specific circumstances.



5.0 REFERENCES AND ASSOCIATED INFORMATION

- Domestic Enrolment, Deferral, Withdrawal and Refund Procedure
- Academic Integrity Policy
- Managing Student Academic Misconduct Procedure
- Credit and Recognition of Prior Learning Policy and Procedure
- Domestic Selection and Admissions Policy and Procedure
- FEE-HELP [government criteria](#)
- [Higher Education Standards Framework 2021](#)
- [Higher Education Support Act 2003](#) and Guidelines
- Selection and Admission Policy and Procedure
- Student Code of Conduct Policy
- Student Grievances and Complaints Policy and Procedure
- Student Progression and Support Policy and Procedure

6.0 POLICY OWNERSHIP

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| Policy Owner | Head of School ADSI |
| Status | Reviewed April 2024 |
| Approval Authority | ADSI Academic Board |
| Date of Approval | 01/05/2024 |
| Effective Date | 01/05/2024 |
| Implementation Owner | Head of School ADSI |
| Maintenance Owner | Head of Compliance |
| Review Due | May 2027 |
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