



University of
South Australia

Enrolment

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CROSS REFERENCES:

- A-13: Recognition of prior learning
- A-18: Selection and entry to programs
- A-36: Student mobility
- A-47: Student fees and loans
- Assessment Policy and Procedures (AB - 68)
- [M1 Privacy Policy](#)
- C-17: Student complaints resolution
- *Education Services for Overseas Students Act 2000* ('the ESOS Act')
- *Higher Education Support Act 2003* ('the Act')
- *Health Practitioner Regulation National Law* ('the National Law')
- *National Code of Practice for Providers of Education and Training to Overseas Students 2018* ('the National Code')
- RES 10: Higher degrees by research

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Purpose

This policy explains the requirements and processes for enrolling in UniSA courses and programs, including:

- the types of enrolment available at UniSA
- making changes to enrolment, taking leave, withdrawing from or cancelling courses and/or programs
- specific provisions for international students studying in Australia on a student visa, consistent with the National Code

Scope

This policy applies to all University staff and students.

Definitions

Act is the Higher Education Support Act (HESA) 2003.

Commonwealth supported place (CSP) is a higher education place for which the Australian Government makes a financial contribution under the Act. Domestic undergraduate places at the University are generally Commonwealth supported. Postgraduate coursework places can be offered on a tuition fee-paying basis or as Commonwealth supported places.

Commonwealth supported student is a student who is eligible for, and enrolled in, a Commonwealth supported place. Commonwealth supported students pay a student contribution amount towards the cost of their program, and a student services and amenities fee.

To be eligible for a Commonwealth supported place, a student must be a domestic student (see below) and undertaking part of their program of study in Australia. A domestic student who holds an Australian permanent visa and/or is a New Zealand citizen must reside in Australia for the duration of their studies to be eligible for enrolment as a Commonwealth supported student.

Confirmation of Enrolment (CoE) is a form issued by the University to international students studying in Australia on a student visa, for student visa purposes.

Corequisite is a course that must be undertaken at the same time as another course. Corequisites are listed on the program home page.

CRICOS is the Commonwealth Register of Institutions and Courses for Overseas Students.

Domestic students are Australian citizens, New Zealand citizens, or holders of an Australian permanent visa.

Equivalent full-time student load (EFTSL) is the Australian Government's measure of a student's enrolment load. One 'EFTSL' is equal to full-time study for one student for one year. At UniSA, one EFTSL is 36 units, usually made up of 8 x 4.5 unit courses.

Enabling program is a course of instruction that prepares a person to subsequently undertake a higher education award program. An enabling program is not a higher education award.

Enrolled student is 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.

Expected completion date is the date by which a student intends to finish their award. Students can amend this date in the University's online enrolment system.

Expected duration is the duration of the program as registered with CRICOS and specified on the student's CoE. The expected duration is based on the calendar year.

Full-time student is a student undertaking 36 units or one EFTSL per year. A student undertaking at least 75% of a full-time load for the academic year will be full-time for that year. A student undertaking at least 75% of a full-time load in either the first or second half of the year will be full-time for that half year.

Grade Point Average (GPA) is the outcome of a calculation to determine a student's academic performance averaged over a specified period of time. The calculation is based on the final grade achieved in each course, the grade point value associated with each final grade, and the unit value of each course.

International student is a student who is studying in Australia on a temporary visa, or a non-Australian citizen who is studying overseas via online or distance education. Students enrolled in a program delivered by an offshore partner are not considered international students.

Key Dates are the census date, the withdraw date, and the withdraw-fail date. These occur in every study period.

- **Census date** is the day on which a student's enrolment for the study period must be finalised. It is the last day on which a student may withdraw from a course and have it deleted from their academic record. Applicable fees and charges are incurred on the census date.
- **Withdraw date** is after the census date. It is the last day on which a student can withdraw from a course and have this recorded as 'withdrawn' (W) on their academic record. A withdrawal does not contribute to the GPA.
- **Withdraw-fail date** is after the withdraw date. It is the last day on which a student can withdraw from a course and have it recorded as 'withdrawn-fail' (WF) on their academic record. A withdraw-fail contributes 1.5 grade points to the program GPA. Withdrawals after the withdraw-fail date are recorded as a fail (F) on the academic record.

Offshore student is a student undertaking a UniSA program in an offshore location, excluding students studying a UniSA Online program from an offshore location.

Package of programs is a prerequisite program combined with a principal program of study. For example, students may need to undertake an English language program as a prerequisite to meet the entry requirements for a principal program.

Pathway provider is a provider that delivers a prerequisite program.

Preliminary or qualifying program is a higher education award that is an entry requirement for a subsequent award at the same undergraduate or postgraduate level. Preliminary or qualifying programs include:

- Bachelor programs that are an entry requirement for a subsequent graduate-entry Bachelor or Honours program
- Diploma programs that are an entry requirement for a subsequent Bachelor program
- Graduate Diploma and Graduate Certificate programs that are an entry requirement for a subsequent Masters program.

An honours program is not a preliminary or qualifying program as it is not an entry requirement for a subsequent undergraduate award.

Prerequisite course is a course or group of courses that must be passed before commencing a subsequent course. Prerequisites are listed on the course home page.

PRISMS is the Provider Registration and International Student Management System, administered by the Department of Education in association with the Department of Immigration and Border Protection.

Single course enrolment is non-award or audit enrolment, which does not contribute to the requirements of a program.

Student Learning Entitlement (SLE) is the amount of enrolled load a domestic student is entitled to undertake as a Commonwealth supported student.

Policy

1. General Principles

- 1.1** A student undertaking a program of study at UniSA must be enrolled before commencing their program.
- 1.2** Students may enrol in courses:
 - a.** as part of a UniSA program to which they have been admitted, or
 - b.** as part of a program at another Australian provider, through a cross-institutional arrangement, or
 - c.** as part of a program at an overseas provider, through an exchange agreement, or
 - d.** as part of a program at an overseas provider, through a study abroad arrangement, or
 - e.** on a single course basis, as a non-award student, or
 - f.** on a single course basis, as an audit student.
- 1.3** An enrolled student remains enrolled until:
 - a.** the student notifies the University that they have withdrawn from the program, or is deemed to have withdrawn in accordance with clause 8 of this policy, or
 - b.** the student is precluded from completing their studies or suspended from the University, or
 - c.** a higher degree by research student has submitted their thesis for examination, or
 - d.** the student has completed their program of study.
- 1.4** The University will not enrol Australian citizens into offshore programs.
- 1.5** All students who enrol into a program that is subject to registration requirements must maintain registration with the relevant body for the duration of their program. A student cannot remain enrolled in the program without a current registration.
- 1.6** Internal transfer of students between programs will occur in accordance with policy *A-18: Selection and entry to programs* or the *Academic Regulations for Higher Degrees by Research*, as applicable.
- 1.7** Each course taught at UniSA has three key dates: a census date, withdraw date and withdraw-fail date. The University publishes key dates on its website. Key dates that fall on a public holiday or weekend will remain in effect and will not be altered to a different date. Online transactions will take effect from the actual date on which they were made.
- 1.8** Students are entitled to take leave of absence from their program in accordance with this policy.
- 1.9** A student will not be eligible for a Commonwealth supported place or study assistance schemes if the University reasonably expects that the student will not undertake any part of their program of study in Australia.
- 1.10** Commonwealth supported students admitted into a program may enrol as non-award students in courses that do not contribute to their program requirements, but are not eligible to receive Commonwealth support for those courses. If a Commonwealth supported student enrolls in a course that does not contribute to their program requirements without enrolling as a non-award

student, the Commonwealth support will be reversed for that course. The student will incur the non-award tuition fee and their enrolment will be amended to non-award.

- 1.11** All Commonwealth supported students are allocated a Student Learning Entitlement (SLE) to the value of 7 EFTSL (from January 2022). This entitles a student to seven years of equivalent full-time study load (EFTSL) as a Commonwealth supported student. Commonwealth supported students will consume SLE equal to the EFTSL value of the courses they are enrolled in at the census date of each study period.
- 1.12** Fee-paying domestic and international students may enrol in courses that are additional to their program requirements. These students will incur the pro-rata tuition fee for the course.
- 1.13** A student who is precluded from a program is not permitted to enrol as a non-award student in a course that forms part of that program.
- 1.14** A student who has passed a course cannot re-enrol in the same or an equivalent course in the same program. Students who do so will have their course enrolment cancelled and receive a refund for fees or charges incurred.
- 1.15** A result cannot be entered onto the student record if a student attempts the assessment within a course without enrolling into it before census date.
- 1.16** Until a student has paid all outstanding fees and charges for the current year, they will not be permitted to:
 - a. enrol in the following academic year
 - b. receive a CoE
 - c. obtain an academic transcript
 - d. graduate from their program.
- 1.17** Students in bad financial standing will have their enrolments in future study periods cancelled.
- 1.18** Providing false documents, statements or claims in relation to enrolment is academic misconduct and can result in suspension or expulsion from the University.

2. The enrolment process

- 2.1** The University is responsible for:
 - a. providing accurate information about the requirements of all programs
 - b. providing an online enrolment and student record system that enables students to enrol, amend their enrolment, and enter their personal information within the required timelines
 - c. offering an alternative method for enrolling, amending enrolment, and collecting personal information from students who do not have access to electronic communication
 - d. enrolling offshore students and higher degree by research students on the student record system
 - e. providing international students with a written agreement that explains the student's enrolment and any applicable conditions
 - f. providing the student declaration for all students to sign
 - g. correcting any administrative errors in the enrolment process or on the student's record, and ensuring that students are not disadvantaged by errors.
- 2.2** Students are responsible for:
 - a. enrolling online, if enrolling in a coursework program
 - b. registering with Campus Central, if they do not have access to electronic communication. The University will provide an enrolment form and information equivalent to the online enrolment process

- c. enrolling in the correct mode of study
- d. ensuring approval is gained for any enrolment exceeding 0.5 EFTSL in a study period
- e. providing accurate and complete information to the University, and updating it when necessary
- f. correcting any inaccurate information on a CoE, Commonwealth Assistance Notice or Enrolment Confirmation Notice within 14 days of receiving it
- g. signing the student declaration
- h. complying with registration requirements, if enrolling in a program that requires registration with a registration body
- i. completing their program within the approved program duration.

3. Types of enrolment

3.1 Non-award enrolment

3.1.1 Completion of a non-award course does not count towards a student's program.

3.1.2 Course coordinators or online course facilitators must approve non-award enrolments.

3.1.3 Non-award enrolments can be approved as credit towards an award program in accordance with policy *A-13: Recognition of prior learning*.

3.1.4 Non-award students:

- a. are not required to satisfy any entry requirements before enrolling
- b. are enrolled on the student record system by UniSA staff
- c. cannot enrol in more than nine units in a study period
- d. may not complete more than one quarter of the total units of an award program
- e. complete assessment tasks
- f. receive results that are recorded on the student record system and the student's transcript
- g. incur tuition fees and student services and amenities fees but are not eligible for Commonwealth support
- h. have access to the University's information technology resources and the library.

3.2 Audit enrolment

3.2.1 Completion of a course by audit enrolment does not count towards a student's program. Attendance is for information only.

3.2.2 Audit students may attend lectures, but must obtain permission from the course coordinator to participate in other learning activities.

3.2.3 Audit enrolment cannot be used for credit towards an award program.

3.2.4 Audit enrolment is not available:

- a. in courses that require registration with a registration body
- b. OUA courses, or
- c. any UniSA Online courses.

3.2.5 Audit students:

- a. are not required to satisfy any entry requirements before enrolling
- b. are enrolled on the student record system by the University's staff
- c. can enrol in more than one course in any study period

- d. do not complete assessment tasks
- e. receive an 'AU' notation on the student record system, which then appears on the student's transcript
- f. incur tuition fees and student services and amenities fees but are not eligible for Commonwealth support
- g. do not have access to the University's information technology resources and the library.

3.3 Cross-institutional enrolment

3.3.1 A student's status at their home provider will determine their status at the host provider. Students who are Commonwealth supported at their home provider will be Commonwealth supported at the University. Students who are fee-paying at their home provider will be fee-paying at UniSA.

3.3.2 Despite 3.3.1, a student can only be enrolled as a Commonwealth supported student for a cross-institutional course if both the home and host provider offer Commonwealth-supported places. When one provider does not offer Commonwealth-supported places, the student will be enrolled according to the contract between the two providers.

3.3.3 If a domestic undergraduate student is fee-paying at their home provider, the University will enrol the student as non-award as UniSA does not offer fee-paying places in domestic undergraduate programs. Alternatively, the University can enrol the student as Commonwealth supported if the student is eligible and consenting.

3.3.4 International students must ensure that relevant visa requirements are met before enrolling in a cross-institutional course.

3.3.5 International students on a student visa must be enrolled in at least one course that requires on campus attendance in each study period, unless the student is completing the final course in their program. This can be undertaken at either provider.

3.3.6 Incoming cross-institutional enrolment:

- a. occurs when a student from another provider enrolls in one or more UniSA courses that will be credited to their award at the home provider
- b. the University provides the course and charges the applicable student contribution amounts, tuition fees, and student services and amenities fees
- c. is included in UniSA load calculations and reporting
- d. both providers must authorise the cross institutional enrolment
- e. applications must be made on the prescribed form and lodged with Campus Central two weeks before teaching commences in the relevant study period. Late applications must be approved by the course coordinator
- f. course coordinators must confirm that a place is available before approving an application for cross-institutional enrolment in a course that involves practice-based learning
- g. students must be able to provide evidence of registration with the relevant body when seeking cross-institutional enrolment in a course that requires registration
- h. the University will enrol incoming cross-institutional students on the student record system and notify registration bodies where applicable

3.3.7 Outgoing cross-institutional enrolment:

- a. occurs when a UniSA student enrolls in a course delivered by another provider that will be credited to their UniSA award
- b. in courses must be approved by the UniSA program director and the host provider

- c. after the student has completed their course at the host provider, the student applies for credit towards their UniSA award
- d. credit for courses is not graded and does not contribute to a student's GPA.

3.4 Exchange enrolment

- 3.4.1** Exchange enrolments enable students from UniSA and from an overseas provider to exchange places while continuing to pay fees at their home provider. Arrangements for exchange enrolments are made in accordance with policy *A-36: Student mobility*.
- 3.4.2** Exchange students do not pay tuition fees at the provider they are visiting.
- 3.4.3** A UniSA student undertaking a formal exchange will be eligible for a Commonwealth supported place.
- 3.4.4** Exchange students visiting the University are liable for the student services and amenities fee.
- 3.4.5** Exchange students must obtain registration when undertaking a course that requires registration. The University will provide the student's information to the applicable registration body.

3.5 Study abroad enrolment

- 3.5.1** Study abroad enrolment is an individual arrangement for a student to study with a host provider for one or more study periods, without a formal exchange agreement being in place.
- 3.5.2** Incoming study abroad students are international students who study at UniSA while enrolled in an award program at an overseas provider.
- 3.5.3** Incoming study abroad students incur UniSA international tuition fees and the student services and amenities fee.
- 3.5.4** Outgoing study abroad students are UniSA students who undertake study at an overseas provider that is not party to an exchange agreement.
- 3.5.5** Outgoing study abroad students incur fees at the provider they visit. They do not incur UniSA fees for study undertaken overseas.
- 3.5.6** Incoming study abroad students must enrol in a minimum of 13.5 units per half year in either Study Period 2 or Study Period 5. Students can enrol in a maximum of 18 units per half year and 36 units per academic year.

3.6 Enrolment in work experience in industry (WEI) courses

- 3.6.1** A work experience in industry course is one that involves a work experience placement.
- 3.6.2** Tuition fees apply for some WEI courses. The University determines which type of WEI course applies in the program as part of the program approval process.

3.7 Enrolment in combined higher education/vocational education and training (VET) programs

- 3.7.1** A combined higher education/VET program is one in which a student can enrol in courses that lead to a higher education award, and also in courses that lead to a VET award.
- 3.7.2** Students who enrol in UniSA courses that lead to a higher education award within a combined higher education/VET program are UniSA students for those courses.

3.7.3 Students who enrol in VET courses that lead to a VET award within a combined higher education/VET program are VET students for those courses.

3.7.4 Students undertaking courses that lead to a VET award within their combined higher education/VET program are not eligible for Commonwealth support or FEE-HELP for those courses.

3.8 Research enrolment

3.8.1 The University will enrol research students on the student record system.

4. Amendment to enrolment

4.1 Students must finalise their enrolment by the census date for each study period.

4.2 Amendment to enrolment after the census date will only be allowed in the following circumstances:

- a. post-census correction to enrolment as defined in policy *A-47: Student fees and loans*, or
- b. special circumstances as defined in policy *A-47: Student fees and loans*, or
- c. enrolment in a bridging program for overseas professionals. This can be amended at any time up to and including the notified payment date.

4.3 A student is liable for fees and charges according to their enrolment load on the census date for each study period. Liability includes: tuition fees, student contribution amounts, student services and amenities fees, and any incidental fees or charges.

4.4 Students can add a course to their enrolment for a study period after the deadline for adding courses if they obtain the course coordinator's approval using the prescribed form. This must be done before the census date.

4.5 A commencing student may have their initial enrolment withdrawn on the census date of their first study period if they fail to engage with their studies. This will be determined by an analysis of online participation with their course content, and a lack of response to phone and email communication from University staff.

5. Leave of absence for domestic students and online international students

5.1 An enrolled undergraduate or coursework postgraduate student who has received a grade in at least one course within their first enrolment period, may take leave of absence for up to 12 months.

5.2 Students must lodge their leave of absence form before the withdraw date in the first study period for the leave of absence. Lodging a leave of absence form after the withdraw date will result in being awarded a Withdraw Fail grade for any courses in that study period. The end of the leave of absence must coincide with the end of a study period.

5.3 The leave of absence form must be lodged with Campus Central. Campus Central will confirm a student's leave via the student portal and the UniSA student email account.

5.4 Campus Central will notify the program director when a student lodges a leave of absence form.

5.5 Special circumstances can be negotiated with the program director. These may include, but are not limited to:

- a. extensions to leave of absence
- b. applications for leave after the withdraw date in a study period.

5.6 The outcome of the application will be recorded in the student's file.

- 5.7** A student who is enrolled in a program that requires registration with a registration body must maintain their registration while they are on leave of absence. The University may cancel the student's enrolment in the program if registration is not maintained.
- 5.8** Students on leave will have limited access to University services. The University's policies governing access will continue to apply.

6. Leave of absence for international students on a student visa

- 6.1** International students may take leave of absence for up to six months, but only when there is demonstrable evidence of 'compassionate or compelling circumstances'.
- 6.2** Compassionate or compelling circumstances are beyond the control of the student and have an impact on the student's academic progress or wellbeing. Examples include:
- a.** serious illness or injury supported by a medical certificate
 - b.** bereavement of close family members such as parents or grandparents. A death certificate should be provided, where possible.
 - c.** major political upheaval or natural disaster in the home country requiring emergency travel, which has impacted on the student's studies
 - d.** the University is unable to offer a prerequisite course
 - e.** inability to begin studying on the program's commencement date due to a delay in receiving a student visa.
- 6.3** International students seeking a leave of absence must complete a Leave of Absence form. The form must be signed by a UniSA International student officer and lodged with Campus Central before the withdraw date in the first study period for the leave of absence.
- 6.4** Campus Central will confirm a student's leave via the student portal and the UniSA student email account.
- 6.5** A leave of absence may affect a student's visa status and may result in the cancellation of their CoE. UniSA International can provide international students seeking leave of absence with general advice on where to seek information regarding their visa requirements.
- 6.6** International students who are enrolled in a program that requires registration with a registration body must maintain their registration while on leave of absence.
- 6.7** International students on leave will have limited access to the University's services. The University's policies governing that access will continue to apply.

7. Leave of absence for offshore students

- 7.1** An enrolled offshore student who has received a grade in at least one course within their first enrolment period, may take leave of absence for up to 12 months.
- 7.2** Students must lodge their leave of absence form before the withdraw date in the first study period for the leave of absence. The end of the leave of absence must coincide with the end of a study period.
- 7.3** The leave of absence form must be lodged with the partner institution. The partner institution will forward the application to Student and Academic Services for processing.
- 7.4** Student and Academic Services will advise the program director when a student lodges a leave of absence.

- 7.5** Special circumstances can be negotiated with the program director. These may include, but are not limited to:
- a.** extensions to leave of absence
 - b.** applications for leave after the withdraw date in a study period
 - c.** applications for leave of absence made by students who have not completed one course.
- 7.6** Student and Academic Services will advise the student of the outcome of the application by sending an email to their UniSA student email account and copying the partner institution.
- 7.7** The outcome of the application will be recorded in the student's file.
- 7.8** A student who is enrolled in a program that requires registration with a registration body must maintain their registration while they are on leave of absence. The University may cancel the student's enrolment in the program if registration is not maintained.
- 7.9** Students on leave with have limited access to University services. The University's policies governing this access will continue to apply.

8. Withdrawal

- 8.1** Domestic students who withdraw on or before the census date do not incur tuition fees, student contribution amounts or student services and amenities fees for courses from which they have withdrawn.
- 8.2** International and offshore students may incur fees for withdrawals, as explained in their letter of offer.
- 8.3** All students who withdraw after the census date are liable for tuition fees, student contribution amounts and student services and amenities fees for each course in which they were enrolled.
- 8.4** A withdrawal after the census date and on or before the withdraw date will be recorded as withdrawn (W) on the student record. A 'W' notation does not contribute to the GPA.
- 8.5** A withdrawal after the withdraw date and on or before the withdraw-fail date will be recorded as withdraw-fail (WF) on the student record. A 'WF' notation contributes 1.5 points towards the GPA.
- 8.6** A withdrawal after the withdraw-fail date will be recorded as fail (F) on the student record.

9. Deemed withdrawal

- 9.1** A commencing student is deemed to have withdrawn from their program in their first study period if they do not enrol or if they withdraw without penalty, unless a leave of absence has been granted.
- 9.2** A continuing student is deemed to have withdrawn from their program if they are not enrolled or have not taken a leave of absence, at any census date for two successive academic years.
- 9.3** Specific arrangements for deemed withdrawal will apply to continuing students who are enrolled in programs that are being withdrawn. These arrangements will be made in accordance with the agreed exit strategy for each program.
- 9.4** Any student who takes a leave of absence without following the processes prescribed in this policy is deemed to have withdrawn from their program.
- 9.5** A student who is deemed to have withdrawn from their program, and therefore to have discontinued their enrolment under the Act will have their student record annotated accordingly. The student will be required to re-apply for admission if they intend to resume study.

- 9.6** Approval from the Registrar and Director: Student and Academic Services, or nominee, is required to:
- a.** readmit a student to a program, or
 - b.** retrospectively grant leave to extend the time before which a student is deemed to have withdrawn, and/or reverse the deemed program withdrawal.
- 9.7** Where appropriate, the University will advise students choosing to withdraw from a program that they will also be deemed to have discontinued their enrolment under the Act. The consequences of discontinuing their enrolment will also be explained.

10. Cancellation of enrolment in programs requiring registration

- 10.1** The University will cancel a student's enrolment if:
- a.** the student does not obtain registration required by a registration body, or
 - b.** the registration body refuses, rescinds or suspends the student's registration.
- 10.2** A student can appeal to the registration body. A successful appeal is the only grounds on which a student can request that the University reinstates their enrolment.
- 10.3** A request to reinstate enrolment must be made in writing to the General Manager, or nominee, within five working days of the date specified on the letter confirming that the student has obtained registration from the registration body.
- 10.4** The University will reinstate the student's enrolment when it receives confirmation from the registration body that the student has obtained registration, if a place in the program is available.
- 10.5** If the student cannot obtain registration, they will be required to re-apply for future admission into the program using the appropriate admission process.
- 10.6** If the student cannot obtain registration, the University may offer enrolment in another program if the student meets that program's entry requirements and a place is available.

11. Requirements for international students on a student visa

- 11.1** International students must enrol in accordance with their study plan. If they do not, the University will cancel the student's CoE. This may affect the student's visa.
- 11.2** International students must complete their study within the expected duration of the program as shown on their CoE.
- 11.3** International students must enrol in at least one course that requires attendance at a campus in each study period, unless the student is completing the final course in their program and the course is only available in an external mode. If this attendance requirement is not met, the University will cancel the student's CoE. This may affect the student's visa.
- 11.4** International students must not enrol in distance and/or online study for more than one third of their total program. The University will cancel the student's CoE if the student's enrolment exceeds that limit. This may affect the student's visa.

11.5 Extending an international student's program duration

11.5.1 An international student can apply to the program director to extend the expected duration of their program only on the grounds of:

- a. demonstrable evidence of compassionate and compelling circumstances as defined in the National Code, or
- b. an outcome of academic review, or
- c. a leave of absence, or
- d. failing a course or courses that extend the program duration.

11.5.2 When a program director grants an extension to the student's program duration, the University will issue a new CoE, notify the Australian Government of the variation, and retain all relevant correspondence on the student's file.

11.5.3 Despite any other circumstances, the University may cancel a student's CoE or refuse to issue a new CoE if the student is refused a student visa or their visa is cancelled.

11.6 International student transfer between providers

11.6.1 International students cannot transfer between providers before they have completed six months of their principal program of study unless:

- a. the original provider or program of study in which the student is enrolled ceases to be CRICOS-registered, or
- b. the original provider has agreed to the student's release and has recorded the date of the effect and reason for the release in PRISMS, or
- c. the original provider is subject to a government sanction which prevents the student from continuing their principal program of study, or
- d. the student's government sponsor confirms in writing that the transfer is in the student's best interest.

11.6.2 In any of the circumstances listed under sub-clause 11.6.1, the student may apply for transfer from the University. The student must lodge a request for transfer with the Director: UniSA International, who will assess it within ten working days. The request must be accompanied by:

- a. the Application for Transfer form lodged with the pathway provider if applicable, and
- b. a statement explaining the student's reasons for lodging the request, and
- c. the offer letter from the receiving provider, and
- d. where the student is aged less than 18 years:
 - i) written evidence of support from the parent/guardian, and
 - ii) where the student is not being cared for in Australia by a parent or suitable nominated relative, written evidence to confirm that the receiving provider accepts responsibility for approving the student's accommodation, support and general welfare arrangements

11.6.3 The University will consider granting a release when:

- a. the student is unable to complete a pathway program that is part of a package of programs, or
- b. the transfer is in the interests of the student's welfare, such as when a relative relocates, or
- c. the student is unable to achieve satisfactory course progress at the level they are studying, even after engaging with the University's intervention and support strategies, or
- d. there is evidence that the student has enrolled in the program based on misleading advice from the University or an education or migration agent, or

- e. there is evidence that the student's reasonable expectations about their program are not being met, or
- f. the University is unable to deliver the program as outlined in the written agreement, or
- g. an appeal (internal or external to the University) on another matter results in a decision or recommendation to release the student, or
- h. there is demonstrable evidence of compassionate and compelling circumstances.

11.6.4 When considering granting a release on the basis of compassionate and compelling circumstances, the University will consider, among other factors:

- a. whether the student has sought academic or personal support from the pathway provider or from UniSA, and
- b. whether the receiving provider's program is equivalent to a program offered by UniSA or the pathway provider, and
- c. where the student is aged less than 18 years:
 - i) whether there is written evidence from the student's parent or legal guardian to support the transfer, and
 - ii) whether there is written evidence to confirm that the receiving provider will accept responsibility for approving the student's accommodation, support and general welfare arrangements, if the student is not being cared for in Australia by a parent or suitable nominated relative.

11.6.5 The University will refuse a request for release when:

- a. the transfer would jeopardise the student's progress through a package of programs, or
- b. the program into which the student intends to transfer has already commenced, or
- c. the student intends to transfer to another sector, or another qualification level, or to a provider that is not entitled to streamlined visa processing arrangements, or
- d. the student has changed their mind, or
- e. the University considers that the student may be trying to avoid being reported to the Australian Government for failure to meet the pathway provider's academic progression rules.

11.6.6 When the University approves a request for release, it will:

- a. record the date of the effect and reason for the release in PRISMS, and
- b. recommend that the student seek advice from the Australian Government about student visa issues, and
- c. cancel the student's CoE, and
- d. refund any fees in accordance with policy *A-47: Student fees and loans* when the student applies.

11.6.7 When the University intends to refuse a request for release, it will advise the student in writing within 10 working days, providing reasons for the decision and information about the student's right of appeal. A copy of the advice will be retained on the student's file and sent to the student's prospective provider.

11.6.8 The student can lodge an appeal by writing to the Registrar and Director: Student and Academic Services within 20 working days of the date specified on the letter of intent to refuse. The appeal must include supporting documents. Please note that this appeal relates only to the University's administrative processes. It is not an appeal of the decision itself.

- 11.6.9** The Registrar and Director: Student and Academic Services will consider the appeal within ten working days of receiving it, and advise the student of the outcome in writing.
- 11.6.10** The Registrar and Director: Student and Academic Services is the final avenue of appeal within the University. Students have the right to lodge a complaint about decisions made by the University with a relevant external agency. Contact details for relevant external agencies can be found on the [University's website](#).

AMENDMENTS:

- Director: Student and Academic Services – December 2004
- Director: Student and Academic Services – 8 June 2005
- Academic Board – 25 November 2005
- Director: Student and Academic Services – 14 March 2006
- Director: Student and Academic Services – 1 July 2006
- Director: Student and Academic Services – March 2008
- Director: Student and Academic Services – November 2008
- Director: Student and Academic Services – January 2009
- Director: Student and Academic Services – November 2009
- Director: Student and Academic Services – 4 January 2011
- Director: Student and Academic Services – January 2012
- Director: Student and Academic Services – July 2012
- Director: Student and Academic Services – February 2013
- Director: Student and Academic Services – 18 November 2013
- Director: Student and Academic Services – 3 February 2015
- Director: Student and Academic Services – 14 April 2015
- Director: Student and Academic Services – June 2017
- Director: Student and Academic Services – July 2017
- Director: Student and Academic Services – December 2017
- Director: Student and Academic Services – March 2018
- Director: Student and Academic Services – July 2018
- Academic Board – June 2019
- Director: Student and Academic Services – November 2019
- Vice-Chancellor – December 2019
- Director: Student and Academic Services – December 2020
- Director: Student and Academic Services – September 2021
- Registrar and Director: Student and Academic Services – January 2022
- Registrar and Director: Student and Academic Services – January 2023
- Registrar and Director: Student and Academic Services – March 2023
- Academic Board – March 2023
- Registrar and Director: Student and Academic Services – May 2023