

ENROLMENT POLICY

1. Purpose and Objectives

- 1.1 This policy explains the requirements and processes for enrolling in Le Cordon Bleu Australia (LCBA) vocational and higher education courses. Its objective is to provide clear and unambiguous information in relation to enrolment, or variations to enrolment, initiated either by a student or by LCBA.

2. Scope

- 2.1 This policy applies to all prospective and current students of LCBA.

3. Legislative Context

- ESOS Act
- Higher Education Support Act 2003
- National Code 2018

4. Policy Statement

- 4.1 Students who enrol in an LCBA program will remain enrolled until program requirements are met, or they withdraw from their program, or LCBA cancels or suspends their enrolment.
- 4.2 LCBA recognises that students may experience circumstances that affect their ability to maintain continuous program enrolment, including physical or mental ill health, family crisis or bereavement and natural disaster or political upheaval in their home country. LCBA facilitates changes to student enrolments where possible to accommodate these types of circumstances.
- 4.3 LCBA will only initiate changes to student enrolments in limited and clearly defined circumstances, as described in this Policy.

5. Policy

5.1 Program Enrolment

- 5.1.1 Students of LCBA must be enrolled before commencing their program and must maintain enrolment over the course of their program.
- 5.1.2 Students will remain enrolled in their LCBA program until program requirements have been completed, or they withdraw from their program, or LCBA cancels or suspends their enrolment.
- 5.1.3 LCBA recognises that students may experience circumstances that affect their ability to maintain continuous program enrolment, including physical or mental ill health, family crisis or bereavement and natural disaster or political upheaval in their home country.
- 5.1.4 Higher education students must complete programs within the maximum limits, regardless of leave of absence, deferral or suspension periods (refer to Student Guide).

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5.1.4.1 The following maximum durations by type of qualification apply:

	Expected duration (1 ETFSL)	Maximum duration
Undergraduate Certificate	0.5-year	2-years
Bachelor Degree	3-years	7-years
Double Bachelor Degree	5-years	11-years
Graduate Certificate	0.5-year	2-years
Masters Degree	2-years	5-years

5.2 Unit enrolments

- 5.2.1 Students must ensure that unit enrolments for each study period are confirmed by the enrolment registration date and any changes are made prior to the census date.
- 5.2.2 Students of higher education programs must complete all required unit pre-requisites before enrolling in a unit (refer to [Student Guide](#) for list of pre-requisites).
- 5.2.2.1 Unit pre-requisite requirements in higher education programs may be waived by the Head of School (or delegate), in consultation with relevant Co-Delivery Partner or LCBA staff (such as the Program Manager or Industry Engagement Manager). Exemptions will only be approved in compassionate or compelling circumstances.
- 5.2.3 Students of vocational programs must complete all required pre-requisites for a unit before a result for that unit is finalised.
- 5.2.4 Changes to the structure of a program may be approved by the Head of School in compassionate or compelling circumstances.
- 5.2.4.1 Changes to the higher education program structure by way of substitute units are only authorised where students have received an offer for enrolling into the substitute unit from the Program Manager (or equivalent) or if they apply for a substitute unit on grounds of compassionate or compelling circumstances.
- 5.2.4.2 Substitute units may be offered due to discontinuation or unavailability of a unit (higher education only).
- 5.2.4.3 Substitute units must be deemed equivalent as assessed by the Head of School (higher education only).
- 5.2.5 Assessment results must not be entered on a student's record before the census date.
- 5.2.6 Students are liable for fees and charges according to their unit enrolments on the census date for each study period.
- 5.2.7 Students with outstanding fees will not be enrolled in future study periods.
- 5.2.8 Students are advised to refer to the *Fees and Refunds Policy - Domestic Students* and the *Fees and Refunds Policy - Overseas Students* for information about the

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financial impacts of changes to their enrolment including withdrawal, deferral, leave of absence, suspension and cancellation.

- 5.2.9 Student visa holders must seek advice from the Department of Home Affairs (DHA) on the potential impact on their student visa of any changes to their enrolment, including withdrawal, deferral, leave of absence, suspension and cancellation.
- 5.2.10 LCBA will notify the DHA about changes to the enrolment of student visa holders, including withdrawal, deferral, suspension and cancellation.

5.3 Withdrawal

- 5.3.1 Students who wish to withdraw from a program must do so in writing through Admissions (commencing students) or Student Services (continuing students).
- 5.3.2 The final date for students to make changes to their enrolment for a study period, or withdraw from a program, without academic penalty or incurring financial liability for full tuition fees is the census date.
- 5.3.3 If a request for withdrawal is lodged after census date, students will be awarded a Withdrawn (WD) (VET), Withdrawn – Failed (WDF) (HE) result for any units in which they are enrolled and unit tuition fees will apply.
- 5.3.4 Exemptions to 5.3.3 may be approved by the Executive Dean in exceptional cases, such as in compassionate or compelling circumstances.
- 5.3.5 Student visa holders requesting to withdraw and transfer to another provider should refer to the *Overseas Student Transfer between Registered Providers Policy*.
- 5.3.6 A student who has withdrawn may reapply at a later date. Any such re-application will be considered under the normal application processes.

5.4 Deferral

- 5.4.1 LCBA programs are intended to be undertaken continuously to completion. However unforeseen circumstances may necessitate temporary interruption to a student's course of study. To accommodate any such occurrence:
 - 5.4.1.1 Continuing students may apply to the Student Services Manager to defer their program.
 - 5.4.1.2 Commencing students may apply to the Admissions Manager to defer to a later intake. Commencing students who have deferred their studies to a later intake are required to meet entry requirements at the revised time of commencement.
- 5.4.2 Continuing domestic students may request to defer for a period of up to 12 months.
- 5.4.3 Student visa holders may only defer their studies on grounds of compassionate or compelling circumstances supported by documentary evidence.
 - 5.4.3.1 Continuing student visa holders may request to defer for a period of up to six (6) months.

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- 5.4.3.2 If a student visa holder requires an absence of up to 12 months, the student's case will be considered and may be approved based on their individual circumstances and best interest.
- 5.4.4 In extenuating circumstances, where the conditions in 5.4.3 are fulfilled and where it is demonstrably in the student's best interest, Student Services Managers may approve continuous deferral periods of between 12 months and two-years.
- 5.4.5 Where a student's deferral period extends beyond 12 months, students must re-apply to defer their studies at least every six (6) months (i.e. at 12 months and 18 months).
- 5.4.6 Students who have deferred for a continuous period longer than 12 months are required, on resumption of study, to participate in an activity to evaluate their learning support needs and may be required to engage with an intervention strategy (refer to *Learning Support Policy VET* and *Learning Support Policy HE*).
- 5.4.7 If the request for deferral is lodged after census date, students will be awarded a Withdrawn (WD) (VET) or Withdrawn – Failed (WDF) (HE) result for any units in which they are enrolled and unit tuition fees will apply.
- 5.4.8 Exemptions to 5.4.7 may be approved by the Executive Dean in exceptional cases, such as where compassionate or compelling circumstances apply.
- 5.4.9 Student visa holders with a packaged program are responsible for complying with mandatory student visa conditions should there be any study gaps between the two programs as a consequence of the deferment period. This may include returning to their home country.

5.5 Leave of Absence

- 5.5.1 Any student who anticipates an absence from scheduled classes or a Work Integrated Learning/Industry Placement workplace of three (3) consecutive days of study (or more) must apply for Leave of Absence.
- 5.5.2 Students must provide sufficient appropriate evidence to support their application for a leave of absence.
- 5.5.3 Leave is approved at the discretion of the Program Manager (for leave applications from on-campus students for fewer than five (5) days); or Student Services Manager (applications for five (5) days or more); or Industry Engagement Manager (acts as Program Manager for students on WIL placement). Leave will be approved only if it is in the best interest of the student, that is, if LCBA believes that the student is able to achieve program requirements despite taking the leave.

5.6 Non-commencement of studies and deemed withdrawal

- 5.6.1 A student who does not confirm their enrolment by the enrolment registration date and/or does not attend a scheduled class before the census date of the first study period of their program is determined not to have commenced their studies.
- 5.6.2 A student is deemed to have withdrawn from their program of study if they:
- do not confirm their enrolment by the enrolment registration date;

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- do not attend a scheduled class before the census date for the current study period; or
- are absent for five (5) consecutive days of scheduled classes without approval for a Leave of Absence or Deferral; or
- fail to meet attendance requirements while on a Work Integrated Learning or Industry Placement as specified in the *Work Integrated Learning Policy*.

5.7 Cancellation and Suspension

5.7.1 Student enrolments may be suspended by LCBA or cancelled on the basis of:

- non- commencement of studies;
- deemed withdrawal;
- unpaid fees;
- unsatisfactory academic progress;
- a breach of academic integrity;
- misbehaviour by the student.

5.7.2 The conditions for suspension or cancellation of enrolment are contained in the relevant policies as follows:

- Non-commencement of studies and deemed withdrawal - *Enrolment Policy, Work Integrated Learning Policy*
- Unpaid fees – *Fees and Refunds Policy - Domestic Students or Fees and Refunds Policy - Overseas Students*
- Unsatisfactory academic progress - *Academic Progress Policy HE or Academic Progress Policy VET*
- Breach of academic integrity - *Academic Integrity Policy*
- Misbehaviour by the student - *Student Code of Conduct*

5.7.3 Prior to suspending or cancelling a student's enrolment for any reason aside from non-commencement of studies, LCBA notifies students of an intention to suspend or cancel their enrolment and provides the student with access to LCBA appeals processes.

5.7.4 When LCBA cancels a student's enrolment for non-commencement of studies the student does not have access to the appeals process.

5.7.5 Suspension of enrolment or cancellation of enrolment does not take effect until the internal appeals process is completed, unless the student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

5.8 Exclusion and Expulsion

5.8.1 Students who are excluded from LCBA programs may be re-admitted when the exclusion period (usually 2-years) has elapsed.

5.8.2 Students who are excluded from an LCBA program and wish to be re-admitted must reapply for admission and meet all applicable selection criteria.

5.8.3 Students who are expelled from an LCBA program may not be re-admitted.

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6. Roles and Responsibilities

Roles	Responsibilities
Students	Provide accurate and complete information to LCBA
Registrar	Oversee the maintenance of accurate enrolment records Oversee the implementation of this policy and related policies in matters of changes to student enrolment
Deputy Registrar	Maintain national student enrolment processes Communicate with students on enrolment matters
Program Managers	Ensure students are enrolled in classes and on the LMS
Data Quality Assurance Manager	Complete internal and external enrolment reporting Validate student enrolment data
Student Services Manager (campus-based)	Approve amendments to enrolments Keep up to date records of student enrolment information Inform Department of Home Affairs (DHA) of changes to students' enrolment via PRISMS
Finance	Advise students' financial status
Admission Manager	Provide accurate information about the requirements of programs Provide students with a written agreement that explains their enrolment and any conditions
Executive Dean	Approve exceptions to this policy

7. Definitions

'Cancellation of enrolment' is the term used to describe the termination of a student's enrolment in their program.

'Census Date' is the date on which LCBA finalises student enrolments. Students cannot withdraw or defer from an enrolled unit after 11:59pm on the census date without incurring financial liability for full tuition fees and receiving a grade for the unit. For domestic students who have government support, it is also the last opportunity to make up-front fee payments, the latest date to apply for FEEHELP and the day they become liable for FEEHELP debts. Census dates for each study period are available on the Le Cordon Bleu Australia website.

'Commencement Date' is the first day of the first week in any term of study during an academic year.

'Commencing students' refers to students who have accepted LCBA program offers and have yet to commence their program of study.

'Compassionate or compelling circumstances' are usually beyond the control of the student and are considered to have an impact on the student's ability to successfully progress through their program of study. The staff of LCBA and its Co-Delivery Partners will use their

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professional judgement to assess each case where students make a request on the grounds of compassionate or compelling circumstances, and will consider documentary evidence provided by students to support their claims.

These circumstances could include:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- Bereavement of close family members such as parents or grandparents.
- Major political upheaval or natural disaster in the home country requiring emergency travel, and this has impacted on the student's studies.

'Confirmation of Enrolment' a document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the student's eligibility to enrol in the particular course of the registered provider.

'Continuing students' refers to students who have commenced their program of study with LCBA and who, in some cases after period of withdrawal, continue their course of study.

'Deferral' refers to an approved delay in commencing or continuing an LCBA program.

'Domestic student' means a student who is not an overseas student.

'Enrolment registration date' the last working day of the first week of each study period and the date by which students must confirm their unit enrolments.

'Exclusion' refers to the cancellation by LCBA of a student's enrolment, with eligibility to re-apply for admission after a specified period, usually two-years.

'Expulsion' refers to the termination by LCBA of a student's enrolment due to misconduct, with eligibility for re-admission only at the discretion of the Executive Dean.

'Leave of absence' is an approved period of time during which students have permission not to attend class.

'Overseas student' means a person who:

- is not an Australian citizen; and
- is enrolled, or proposes to become enrolled, in:
 - a course of study with a higher education provider; or
 - a unit of study access to which was provided by Open Universities Australia;

but does not include:

- a person entitled to stay in Australia, or to enter and stay in Australia, without any limitation as to time; or
- a New Zealand citizen; or
- a diplomatic or consular representative of New Zealand, a member of the staff of such a representative or the spouse, de facto partner (within the meaning of the Acts Interpretation Act 1901) or dependent relative of such a representative.

'Prerequisites' are units or sequence of units which must be completed before enrolling into a unit or stage of study.

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‘Program enrolment’ commences upon the first day of Orientation.

‘Suspension’ refers to the process whereby a student is not allowed to participate in their course of study until such time all conditions set out in the suspension letter have been met.

‘Unit enrolment’ means enrolment in units (HE) or Units of Competence (VET) on LCBA’s Learning Management System (LMS).

‘Withdrawal’ is a process whereby a student advises LCBA that they wish to discontinue an enrolled course of study and can refer to either:

- withdrawal from units offered in that term of study with academic and/or financial penalty, or
- withdrawal from units offered in that term of study without academic and/or financial penalty

8. Related Documents

- Academic Integrity Policy
- Academic Progress Policy HE
- Academic Progress Policy VET
- Fees and Refunds Policy - Domestic Students
- Fees and Refunds Policy - Overseas Students
- Learning Support Policy HE
- Learning Support Policy VET
- Student Attendance Policy
- Student Code of Conduct
- Overseas Student Transfer between Registered Providers Policy
- Work Integrated Learning Policy

9. Implementation

9.1 The Registrar is responsible for ensuring that future major changes to this policy will be accompanied by a completed Implementation Plan, and presented with the policy to the Corporate Board.

9.2 The Implementation Plan will include a Communication Strategy that identifies key stakeholders and the requirements for effectively implementing and monitoring this policy.

10. Procedure

10.1 Withdrawal

10.1.1 Commencing students apply to withdraw from an enrolled program by completing the Withdrawal Application Form and Request for Refund form, which must be lodged with Admissions (refer to *Fees and Refunds Policy - Domestic Students* and *Fees and Refunds Policy - Overseas Students*).

10.1.2 Continuing students apply to withdraw from an enrolled program by completing the Withdrawal Application Form, which must be lodged with LCBA Student Services.

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10.1.3 At the time of lodging the application form the student must make an appointment to talk with the Student Services Manager. The Student Services Manager determines whether to approve the application, advises the student in writing of the outcome and keeps a record on the student's file.

10.1.4 The Student Services Manager advises the DHA via PRISMS of program withdrawals for student visa holders.

Applying for an exemption to finalising withdrawal by census date

10.1.5 To apply for an exemption to section 5.3.3, students must email Students Services and explain why they believe an exemption is appropriate and provide any supporting documentation.

10.1.6 Student Services forwards applications to the Executive Dean who determines whether to approve the application.

10.1.7 Student Services conveys the outcome of the application to the student in writing within 10 working days of receiving the complete application.

10.2 Deferral

10.2.1 Commencing students apply for deferral to a later intake by writing to the Admissions Manager no later than five (5) business days prior to the program commencement date.

10.2.2 The Admissions Manager determines whether to approve the application, advises the student in writing of the outcome and keeps a record on the student's file.

10.2.3 Continuing students apply for deferral by completing the Deferral Application form and returning the completed form to Student Services (LCBA).

10.2.4 The Student Services Manager determines whether to approve the application, advises the student in writing of the outcome and keeps a record on the student's file.

10.2.5 The Student Services Manager advises the DHA via PRISMS of program deferrals for student visa holders.

Applying for an exemption to finalising deferral by census date

10.2.6 To apply for an exemption to section 5.4.7, students must email Students Services and explain why they think an exemption is appropriate and provide any supporting documentation.

10.2.7 Student Services forwards applications to the Executive Dean who determines whether to approve the application.

10.2.8 Student Services conveys the outcome of the application to the student in writing within 10 working days of receiving the complete .

10.3 Leave of Absence

10.3.1 Students apply for a leave of absence by completing the Leave of Absence Application form and submitting the form, with supporting documentation, at the Student Services office.

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- 10.3.2 The application is forwarded to the Program Manager.
- 10.3.3 If the request is for fewer than five (5) days, the Program Manager is responsible for deciding whether to approve the leave and advising the student of the outcome in writing.
- 10.3.4 If the leave is for five (5) or more days, the Program Manager recommends an outcome to the Student Services Manager. The Student Services Manager is responsible for deciding whether to approve the leave and advising the student of the outcome in writing.
- 10.3.5 If the leave of absence is approved, the Program Manager will advise students of alternate arrangements to meet course requirements.
- 10.3.6 If the student is undertaking a Work Integrated Learning/ Industry Placement unit, the Industry Engagement Manager acts as the Program Manager.

11. Summary of changes since last review

Authored by	Description
Registrar	3-year scheduled review: Improvements to language; addition of definitions of 'overseas student' and 'domestic student'; editorial changes; addition of clause 4.2