

## 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 variation to the enrolment either by an individual student or by LCBA.

### 2. Scope

- 2.1 This policy applies to all prospective students and current students who have accepted an offer for enrolment in a LCBA program.

### 3. Legislative Context

- National Code 2018
- ESOS Act

### 4. Policy Statement

- 4.1 Students who enrol in a LCBA program will remain enrolled until program requirements are met, or they withdraw from their program, or LCBA cancels their enrolment.
- 4.2 LCBA will only initiate changes to student enrolments in limited and clearly defined circumstances, as described in this Policy.

### 5. Policy

#### 5.1 Enrolment

- 5.1.1 Students of LCBA must be enrolled in a program before commencing their course of study and must maintain enrolment during their course of study.
- 5.1.2 Students will remain enrolled in their LCBA programs until program requirements have been completed, or they withdraw from their program, or LCBA cancels their enrolment.
- 5.1.3 Students must ensure that unit enrolments for each study period are finalised before the enrolment cut-off date or the census date (FEE HELP students).
- 5.1.4 Students must complete all required pre-requisites before enrolling in a unit (see Student Guide for list of pre-requisites).
- 5.1.5 Pre-requisite requirements may be waived at the discretion of the Program Manager, with the approval of the Academic Committee or Exam Board, in special cases. Such cases may include compassionate or compelling circumstances or a delay in finalising a student's result.
- 5.1.6 Assessment results must not be entered on a student's record before the enrolment cut-off date/census date.
- 5.1.7 Students are liable for fees and charges according to their unit enrolments on the enrolment cut-off date or census date for each study period.
- 5.1.8 Students with outstanding fees will not be enrolled in future study periods.
- 5.1.9 Students are advised to refer to the *Fees Refunds and Conditions Policy Domestic Students* and the *Fees Refunds and Conditions Policy Overseas Students* for

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information about the financial impacts of changes to their enrolment including withdrawal, deferral, suspension and cancellation.

- 5.1.10 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, suspension and cancellation.
- 5.1.11 LCBA will notify the (DHA) about changes to the enrolment of student visa holders, including withdrawal, deferral, suspension and cancellation.

### 5.2 Withdrawal

- 5.2.1 Students who wish to withdraw from a program must do so in writing via formal channels with Admissions (commencing students) or Student Services (continuing students).
- 5.2.2 The final date for students to make changes to their enrolment for a study period, or withdraw from a program, without financial or academic penalty is the enrolment cut-off date or the census date (FEE HELP students).
- 5.2.3 Students who want to withdraw from a program are encouraged to meet with the Student Services Manager to discuss the student's reasons for wanting to withdraw and whether LCBA may be able to support the student to continue their studies should they wish to do so.
- 5.2.4 Student visa holders requesting to withdraw and transfer to another provider should refer to the *Overseas Student Transfer between Registered Providers Policy*.
- 5.2.5 A student who has withdrawn may reapply at a later date. Any such re-application will be considered under the normal application processes.

### 5.3 Deferral

- 5.3.1 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:
  - 5.3.1.1 Continuing students may apply to the Student Services Manager to defer their program.
  - 5.3.1.2 Commencing students may apply to the Admissions Manager to defer to a later intake.
- 5.3.2 Continuing domestic students may request to defer for a period of up to 12 months. Deferrals of more than 12 months are not permitted.
- 5.3.3 Continuing student visa holders may request to defer for a period of up to 6 months. If an absence of up to 12 months is required, the student's case will be considered and may be approved based on their individual circumstances and best interest. Deferrals of more than 12 months are not permitted.
- 5.3.4 Student visa holders may only defer their studies on grounds of compassionate or compelling circumstances supported by documentary evidence.
- 5.3.5 If the request for deferral is lodged after the term enrolment cut-off date or census date, students will be awarded a Withdrawn (WD) (VET) or Withdrawn – Fail (WDF)

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(HE) result for any units in which they are enrolled. Unit re-enrolment fees may apply.

- 5.3.6 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.

### 5.4 Leave of Absence

- 5.4.1 Any student who anticipates an absence from scheduled classes or a Work Integrated Learning/Industry Placement workplace of three consecutive days of study (or more) must apply for Leave of Absence.
- 5.4.2 Students must provide sufficient appropriate evidence to support their application for a leave of absence.
- 5.4.3 Leave is approved at the absolute discretion of the Program Manager (for leave applications from on-campus students for four (4) days or fewer); or Student Services Manager (applications for 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 course requirements despite taking the leave.

### 5.5 Program discontinuation

- 5.5.1 A student is deemed to have discontinued their program of study if they:
- do not attend a scheduled class before the enrolment cut-off date/census date for the current study period; or
  - are absent for five 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*.

### 5.6 Cancellation and Suspension

- 5.6.1 Students may be inactively withdrawn, or their enrolments may be cancelled or suspended by LCBA, on the basis of:
- program discontinuation;
  - unpaid fees;
  - unsatisfactory academic progress;
  - a breach of academic integrity;
  - misbehaviour by the student.
- 5.6.2 The conditions and procedures for cancellation of enrolment are contained in the relevant policies as follows:
- Program discontinuation - *Enrolment Policy, Work Integrated Learning Policy*
  - Unpaid fees - *Fees, Refunds and Conditions Policy Domestic Students and Fees Refunds and Conditions Policy Overseas Students*

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- 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*
- 5.6.3 Prior to imposing a suspension or cancellation of enrolment, LCBA notifies students of an intention to cancel or suspend their enrolment and provides the student with access to LCBA appeals processes.
- 5.6.4 The suspension 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.
- 5.6.5 Students who reapply for admission after an exclusion period will only be considered if they are able to evidence a commitment to study or to the relevant industry during their absence, as deemed relevant and appropriate by either the Admissions Manager or their delegate.
- 5.6.6 Students who are readmitted to LCBA after an exclusion period will have their previous results recognised and their academic history will remain on their transcript.

### 6. Roles and Responsibilities

Roles	Responsibilities
Students	Provide accurate and complete information to LCBA
Academic Registrar	Oversee the maintenance of accurate enrolment records Oversee the implementation of this policy and related policies in matters of changes to student enrolment
National Student Services Manager	Maintain national student enrollment processes Communicate with students on enrollment matters
Program Managers	Ensure students are enrolled in classes and on the LMS
Data Quality Assurance Manager	Complete internal and external enrollment reporting Validate student enrollment 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
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

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### 7. Definitions

‘Cancellation of enrolment’ is the term used to describe the termination of enrolment, after due process has been followed in any particular case.

‘Census Date’ is the date two weeks from the commencement date of each study term and the last day by which FEE HELP and domestic students can enrol/unenroll in a unit.

‘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 delivery partners will use their 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 a LCBA program.

‘Enrolment Cut-off Date’ is the date two weeks from the commencement date of each study term and the last day by which student visa holders can enrol/unenroll in a unit.

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

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

‘Program enrolment’ commences upon student acceptance of program offer.

‘Study period’ means a defined teaching and study period specified by a faculty for the completion of units of study. For LCBA undergraduate courses, a study period is one semester in duration. For LCBA VET programs, a study period is the duration of one stage.

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‘Suspension’ refers to the process whereby a student is excluded from 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 he or she wishes 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

- Attendance Policy
- Academic Integrity Policy
- Academic Progress Policy HE
- Academic Progress Policy VET
- Fees Refunds and Conditions Policy Domestic Students
- Fees Refunds and Conditions Policy Overseas Students
- Student Code of Conduct
- Transfer between Registered Providers
- 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, counter signed by the Dean 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 (see *Fees Refunds and Conditions Policy Domestic Students* and *Fees Refunds and Conditions 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.

10.1.3 At the time of lodging the application form the student must make an appointment to talk with the Student Services Manager.

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10.1.4 The Student Services Manager will discuss the student's reasons for wanting to withdraw and whether LCBA may be able to support the student to continue their studies should they wish to do so.

10.1.5 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 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 Request' 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 relevant manager advises the DHA of program deferrals for student visa holders.

### 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.

10.3.2 The application is forwarded to the Program Manager.

10.3.3 If the request is for 4 days' leave or fewer, the PM 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 5 or more days, the PM 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 PM 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
Academic Registrar	Adopted new policy template
Registrar	Clarified explanation of 'program discontinuation' Included opportunity for student visa-holders to defer more than 12 months