

Change of Enrolment Policy and Procedure

Version 1.1

Overview

This policy and procedure set out the circumstances under which a current AIM Institute student, or AIM Institute, may defer, suspend, cancel or withdraw a student's enrolment at AIM Institute.

Scope

This policy document applies to all students undertaking accredited study at AIM Institute, whether that study is Higher Education (HE) or Vocational Education and Training (VET).

Policy and Procedure

AIM Institute is committed to supporting students to maintain their enrolment and progress in their studies, while also fulfilling its obligations under applicable regulatory frameworks. This policy outlines the circumstances under which students (domestic and international) may defer, suspend, withdraw from, or have their enrolment cancelled by the institution.

For the purposes of this policy:

- Deferral refers to any student-initiated request to delay the commencement of studies before the course start date.
- Suspension refers to any temporary interruption to enrolment that occurs after the course has commenced, whether initiated by the student (e.g. for compassionate or compelling reasons) or by the provider (e.g. for misconduct).
- Cancellation refers to AIM Institute ending the enrolment of a student
- Withdrawal refers to a student deciding to withdraw from their course enrolment (student default).

For domestic students, this policy aligns with the Higher Education Standards Framework (Threshold Standards) 2021, the Outcome Standards for Registered Training Organisations 2025, and the Higher Education Support Act 2003 (HESA). p.2

For international students, this policy aligns with the *Education Services for Overseas Students Act 2000* (ESOS Act) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018, particularly Standard 8 and 9. Where different obligations apply based on a student's visa status, these are clearly distinguished throughout the policy.

AIM Institute recognises that deferment, suspension, and withdrawal may be initiated by the student or the provider, and that decisions must be fair, evidence-based, and consistently

applied. This policy also outlines the required reporting obligations, including the use of PRISMS for international students and the associated visa implications.

Deferral - International students

Deferral requests may be made due to compelling or compassionate reasons and require demonstrable evidence to be provided (such as medical certificates). Deferral requests must be made in writing prior to the start date on the student's Confirmation of Enrolment (CoE). Compelling and compassionate circumstances are those beyond the control of the student and which have a significant impact upon the student's course progression or wellbeing.

AIM Institute will inform international students of the impact of the deferral on their student visa and will report any course variation in line with legislative requirements. AIM Institute, as a registered provider of education for overseas students through the ESOS Act, is obliged to report course variations to the Department of Home Affairs. Reporting is done through the Provider Registration and International Management System (PRISMS).

Students have the opportunity to appeal a decision, in line with the *Appeals and Complaints policy and procedure*.

Suspension of enrolment – international students

Student may request to temporarily suspend their enrolment once they have commenced studies under limited compelling and/or compassionate circumstances. As with deferrals, this suspension must be requested in writing and accompanied by documentation as evidence. Provided evidence must be sufficient to demonstrate compelling and/or compassionate circumstances and may include official doctor's notes, government issued documentation or statements, or Statutory Declarations.

AIM Institute may seek to suspend the student's enrolment if the student fails to achieve satisfactory course progress (as outlined in the *Student Progression Policy*), breaches a condition of their visa, breaches of the student code of conduct or fails to meet agreed academic intervention targets. Suspension is considered a lesser sanction for poor behaviour than cancellation. Decisions regarding suspension will be made by the CEO and Academic Director and will be based on available evidence, typically generated as part of an investigation or through cyclical reporting.

AIM Institute will inform international students of the impact of the suspension on their student visa and will report any course variation in line with legislative requirements.

If a student is to be suspended for longer than 28 days, they will be required by Department of Home Affairs to return to their home country, unless special circumstances exist.

Students have the opportunity to appeal a decision, in line with the Complaints and Appeals policy and procedure.

Withdrawal from studies

From time to time, student capacity to complete a course of study may change and a student may elect to withdraw from the course. This is a permanent cessation of enrolment. If the

student, at some point in the future, wishes to return to study at AIM Institute, they will need to reapply.

Any application for withdrawal must be in writing and should include as many details as possible. Where appropriate, the student will be provided with alternative arrangements to assist them in completing their studies.

The change in enrolment will be noted in the student management system and, for international students, recorded in PRISMS. This will alert the Department of Home Affairs (DHA) and may impact the student's visa status. International students are encouraged to speak to the DHA prior to making any significant enrolment variations.

Cancellation of enrolment – international students

AIM Institute may seek to cancel an international student's enrolment if the student fails to pay fees, does not meet satisfactory course progression targets, breaches the student code of conduct or fails to meet academic intervention targets. Cancellation is considered the most significant sanction available to AIM Institute.

AIM Institute will inform international students of the impact of the cancellation on their student visa and will report any course variation in line with legislative requirements, as described above.

Students have the opportunity to appeal a decision, in line with the Appeals and Complaints policy and procedure.

Procedure

Students (current or future students) should request any amendment to their enrolment in writing as soon as practicable. The administrative team at AIM Institute are able to help with this process and can be reached via email.

All applications for changes to enrolment will be considered in the order in which they are received, and within 10 days of receipt. If a student requires an expedited decision, they should note this in their written application.

The final decision to amend a student's enrolment lies with the Academic Director. Students have the right to appeal this decision and should refer to the Complaints and Appeals policy for further information.

Upon determination of the change to enrolment, the student's record on the Student Management System will be amended by the administration team, as directed by the Academic Director. This will adjust attendance rolls and notify lecturers and tutors. The Course Coordinator and any other relevant academic staff will be notified through the senior management reporting lines.

Review

This policy will be reviewed every three years, or earlier if required due to changes in regulatory requirements, institutional operations, or student cohort profile.

Related Legislation	Higher Education Standards Framework (Threshold Standards) 2021 Tertiary Education Quality and Standards Agency (TEQSA) Act 2011
Related Policies and Procedures	Admissions Policy and Procedure Grievances and Appeals Credit and Recognition of Prior Learning (RPL) Academic Progression and Student at Risk Assessment and moderation Learning and Teaching plan Student refund Policy and Procedure

Document Approval

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Responsibilities:			
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Document Change and Review log

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1.0	TWEIR	Choose an item.	Initial version
1.1			Added review clause