

# Enrolment Procedure

## Colleges of Business and Technology (WA) Pty Ltd

Trading as Curtin College, a member of Navitas Pty Limited

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### Document

<b>Document Name</b>	Enrolment Procedure
<b>Brief Description</b>	This Procedure outlines how Curtin College will manage matters relating to student enrolment including deferral, suspension or cancellation of enrolment and provider transfer.
<b>Responsibility</b>	Academic Director
<b>Initial Issue Date</b>	13/06/2007

### Version Control

Date	Version	Summary of Changes	Reviewer
4/6/2024	3.0	New template. Major review	Student and Academic Services Manager and Quality and Compliance Manager
16/6/2025	4.0	Major review. Closer alignment to Curtin University procedures. Incorporates <i>Transfer Between Registered Providers Policy</i> and <i>Deferral, Suspension and Cancellation Policy</i> .	Academic Policy Working Group
08/04/2026	4.1	Increased consistency in Deferral of Studies provisions for domestic and international students. Transfer of Provider initial determinations to be made by two managers.	Academic Policy Working Group

### Related Documents

Name	Location
Admissions and Student Selection Policy	Curtin College website
Appeals Policy	Curtin College website
Assessment Policy	Curtin College website
Credit for Recognised Learning Policy	Curtin College website
Progress and Intervention Policy	Curtin College website
Refund Policy	Curtin College website
Support for Students Policy	Curtin College website

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## 1 Purpose and Scope

- 1.1 This Procedure outlines how Curtin College will manage enrolment-related activities, including:
- enrolling in programs and registering in units;
  - study load;
  - deferring commencement or taking a break from studies;
  - withdrawing from programs or units;
  - refusal, cancellation or suspension of enrolment;
  - changing to another Curtin College program; and
  - requests to transfer provider.
- 1.2 This Procedure supports the *Enrolment Policy*.

## 2 Enrolment

- 2.1 Subject to the direction of the Academic Board, Student and Academic Services will specify the procedures, forms and opening and closing dates for each study period during which students may enrol in programs and register in units.
- 2.2 Students will put any requests to the College regarding their enrolment into writing.
- 2.3 Students are required to register in the correct units for their program as outlined in the relevant program structure or as advised by the appropriate staff.
- 2.4 Students are responsible for ensuring that any registration errors are immediately rectified by either:
- amending their registration via the student portal when this is still possible; or
  - contacting Student and Academic Services via [support@curtincollege.edu.au](mailto:support@curtincollege.edu.au).
- 2.5 A unit registration recorded at census date will:
- remain recorded on the student's academic transcript; and
  - incur a tuition fee liability.
- 2.6 A student will not be able to attend classes and be assessed unless their unit registration has been completed in the manner prescribed in the Enrolment Policy and these Procedures.
- 2.7 Students wanting to apply for Credit for Recognised Learning (CRL) are required to do this at the time of application to the College or up until the end of Week 1 of their first study period, as per the *Credit for Recognised Learning Policy*.
- 2.8 Students who have withdrawn from the College and wish to return are required to complete a new application form as per the *Admissions and Student Selection Policy*.

### Timeframe for Enrolment

- 2.9 It is a student's responsibility to submit a valid unit registration for each study period, at the latest by Thursday of Week 1 for Semester programs and Friday Week 2 for Trimester programs.
- 2.10 During the first two weeks of the study period for Diploma and MQP students and during the first week for Stage 2 Diploma of Health Science students, students are able to check their enrolment, add and withdraw units, and select the appropriate units offered using the online system available via the Student Portal.
- 2.11 All students are expected to attend classes from Week 1 in every study period; it is Curtin College's stance that academic success is more likely when students attend all timetabled classes throughout the study period, including the first week when essential unit onboarding and information is provided.
- 2.12 Students who arrive late are responsible for catching up on the academic work they missed. Late arrival will reduce a student's attendance, which may impact on their eligibility for special consideration, for example, being granted Further / Supplementary Assessment or an Assessment Extension.
- 2.13 Curtin College may reject a unit registration made or requested after the due date.

- 2.14 Continuing international students who have not re-registered and have not responded to Curtin College communications by Wednesday of Week 3 will be withdrawn from the College and their Confirmation of Enrolment (CoE) with Curtin College and Curtin University (if on a packaged offer) cancelled.
- 2.15 Domestic students who do not enrol by Wednesday of Week 3 will be withdrawn from the College.
- 2.16 Students who register in units after Friday of Orientation Week will not be eligible for a reduced study load or a payment plan. Assessment Extensions will need to be approved by the Program Manager and evidence of special circumstances will need to be provided.

#### **Maximum Time to Complete a Program**

- 2.17 The full-time program length and registered program credits will be specified on the College website.
- 2.18 The maximum allowable time for a student to complete a program will be detailed in the *Awards and Graduation Policy*.
- 2.19 Any discretion to amend the maximum time in which a student can complete their program is reviewed on a case-by-case basis and determined by the Academic Director.

#### **Time Limit on Recognition of Units in a Program of Study**

- 2.20 Where a student has maintained continuity of enrolment and is within the maximum time to complete a program, any unit passed by the student as part of the program may remain valid and be able to be counted towards completion of that program.
- 2.21 Where it is academically defensible and consideration has been provided to the special circumstances of the case, the Academic Director may extend the timeframe for recognition of units in a program of study if the student has exceeded the maximum time to complete.
- 2.22 The Academic Director may apply a shorter timeframe for recognition of units, to meet professional accreditation requirements, program renewal or where there have been significant changes in the relevant field of study since the prior study occurred.
- 2.23 Any student who breaks continuity of enrolment or is outside the maximum time to complete a program, may be required to repeat units (e.g. with updated content), or may be required to successfully undertake a challenge test as determined by the Academic Director.

#### **Citizenship Status Change**

- 2.24 An international student who changes citizenship or residency status may convert their enrolment from 'international' to 'domestic'. Students are required to provide the College with certified documentation of this change.
- 2.25 In accordance with the Higher Education Support Act 2003, a student's change in citizenship or residency status will be effective from the next applicable census date after the student has notified the College of the change.

#### **Maintaining Continuity of Enrolment**

- 2.26 To maintain continuity of enrolment in a program, a student will either:
  - a) maintain a continuous enrolment from one study period to the next by registering in units that form part of the program; or
  - b) obtain approval to defer studies for a designated study period which no registration is recorded.
- 2.27 A student who breaks continuity of enrolment by not registering in units a study period is deemed to have advised the College that they have cancelled their enrolment.
- 2.28 If continuity of enrolment in a program is not maintained, consequences for the student may be:
  - a) the loss of right to a place in the program (in other words, loss of right to re-register in units in the program and a requirement to apply for re-admission to the program);
  - b) a requirement to re-apply for admission to a later version of the program; or
  - c) a possible requirement to undertake the same, additional or alternate units to complete the new version of the program.

Admission to a new version of a program is conditional upon the student accepting these consequences.

### 3 Study Load

- 3.1 International students on a student visa are required to register in a full-time study load.
- 3.2 Domestic students will check with relevant authorities (e.g. Centrelink) regarding what constitutes full-time study load for government administrative purposes.
- 3.3 Full-time study loads at the College are:
  - a) 100 credits for a semester; and
  - b) 75 or 100 credits for a trimester.
- 3.4 All students may, in certain circumstances, apply to study more than the maximum units outlined (overload) or less than the minimum units outlined (underload) in a study period. Students who wish to overload or underload will discuss this with their Program Manager.
- 3.5 The Program Manager will approve changes to study load; in exceptional cases, the Academic Director will approve overloading and underloading.
- 3.6 Students who request unit withdrawal from Student and Academic Services staff at Reception will need to provide evidence of Program Manager approval of the withdrawal.

#### International Students on a Student Visa

- 3.7 International students are only permitted to reduce their study load below full-time in certain circumstances including where:
  - a) a reduced study load is recommended as part of an intervention strategy;
  - b) the student has applied for and received approval to reduce their study load due to compassionate or compelling circumstances;
  - c) it is not possible for a student to enrol in the expected full-time study load because the units they need to complete are either not available or have prerequisites; or
  - d) a student is in their final study period and requires less than the expected full-time study load to complete the program.
- 3.8 The Program Manager is responsible for ensuring that the student has received appropriate advice and/or counselling regarding the potential impact of study load changes on their academic and personal circumstances.
- 3.9 Where an international student wishes to reduce their study load below full-time, the student is to complete and submit the *Enrolment Variation Form* and submit to [support@curtincollege.edu.au](mailto:support@curtincollege.edu.au).
- 3.10 Students will be asked to sign a disclaimer saying that they agree to accept any consequences of an overload including failure of units due to workload, time management issues, additional fees or possible changes to their government loan status.

### 4 Withdrawal

#### Unit Withdrawal

- 4.1 In each study period, there is a prescribed:
  - a) financial census date (Friday Week 4); and
  - b) last date to withdraw / academic census date (Friday Week 9).
- 4.2 A student may apply to withdraw from a unit by completing and submitting an *Enrolment Variation Form* to [support@curtincollege.edu.au](mailto:support@curtincollege.edu.au). The form needs to be signed by the Program Manager.
- 4.3 Financial and academic penalties will be incurred depending on the date the application to withdraw is received:
  - a) withdrawal from a unit after commencing a study period and before the end of Week 4 will result in the unit being removed from the student's academic record (i.e., no academic penalty is incurred);

- b) withdrawal after the end of Week 4 and before the end of Week 9 will be noted on the academic record with a grade of Withdrawn [W], and the student will be liable for fees relating to that study period (financial penalty); and
  - c) withdrawal after the end of Week 9 will be noted on academic record with a grade of Fail [F] and the student will be liable for fees relating to that study period (financial penalty).
- 4.4 A unit withdrawal after the last date to withdraw may only be approved because of a special amendment or if approved by the Academic Director (or nominee) on the basis of documentary evidence.
- 4.5 Where a student has been found guilty of misconduct or is alleged to have committed misconduct as outlined in Curtin College's *Student Code of Conduct*, action pertaining to the misconduct will be finalised in the first instance; students will not be permitted to avoid penalties for misconduct by withdrawing from units.

### Program Withdrawal

- 4.6 A student may withdraw their enrolment in a program by completing the *Withdrawal Form* and submitting it to [support@curtincollege.edu.au](mailto:support@curtincollege.edu.au).
- 4.7 A student withdrawing their enrolment without an approved deferral, who later wishes to be re-admitted to their program or admitted to a different program, will be required to re-apply for admission in the prescribed manner.

### Refund/Remission due to Exceptional Circumstances

- 4.8 A student whose withdrawal or enrolment cancellation is due to exceptional or compelling circumstances can request that cancellation charges be waived or reduced within a twelve (12) month period. Refer to the College's *Refund Policy* (Exceptional Circumstances section) and the *Guidelines on Exceptional, Compassionate and Compelling Circumstances*.

## 5 Enrolment / Registration Variations

- 5.1 A student may add a unit / replace a unit in their registration via the Student Portal until the close of online registration.
- 5.2 A student may amend their registration to add and/or withdraw from units in the program, provided this is in accordance with the approved study plan, maintains an appropriate study load and is not subject to any restrictions within the first two weeks for trimester students and the first week for semester students.
- 5.3 In exceptional circumstances and subject to approval by the relevant Program Manager, a student may have a unit added to their registration after the above times by completing and submitting an *Enrolment Variation Form* to the Program Manager.

### Changing to another Curtin College Program or Stream

- 5.4 A student is required to undertake the program and stream (where relevant) for which they received an offer of admission. Where a student wishes to change to another program or stream offered by the College they will need to discuss the matter with the relevant Program Manager.
- 5.5 Subject to the approval of the relevant Program Manager and the availability of places, a student will apply to change their program of study before Friday of Orientation Week of the subsequent study period.
- 5.6 Prior to applying to change program or stream, it is the responsibility of the student to:
- a) seek appropriate academic counselling from their Program Manager and, if wanting to change program, the Program Manager of the proposed program; and
  - b) be aware of any potential impact the change may have on their progression and fees.
- 5.7 Where the change of program is a consequence of being terminated from another program due to failure to make satisfactory academic progress, restrictions apply; refer the *Progress and Intervention Policy*.
- 5.8 New students who wish to change their program prior to unit registration should direct their request to Admissions.

- 5.9 The College will consider each application to change program on a case-by-case basis. In some instances, it may not be possible or viable to transfer to another program for reasons of timing, visa conditions, program availability, current academic performance or not meeting entry requirements.

### **Not For Diploma (NFD) Unit Registration**

- 5.10 Subject to the provisions below, the College may permit any person to register in a unit(s) on a Not For Diploma (NFD) basis. This applies to diploma programs only.
- 5.11 A NFD registration may be permitted if:
- a) registration in the unit or units is for the purpose of personal or professional development; or
  - b) registration in the unit or units is for the purpose of meeting Curtin's minimum entry requirements.
- 5.12 Where the NFD registration is for the purpose of meeting Curtin's minimum entry requirements, a maximum of 75 credits may be registered in simultaneously and cumulatively.
- 5.13 The acceptance of NFD registrations is at the discretion of the Academic Director (or nominee).
- 5.14 Approval to enrol / register on a NFD basis is for the approved unit(s) only. No entitlement to further unit registrations exists or will be construed.
- 5.15 Assessment of a unit taken on a NFD basis will be in accordance with the normal unit assessment methods and criteria. The Curtin College grading system will apply, and the results of the assessment will be entered into Moodle.
- 5.16 In addition to NFD tuition fees, a fee may be payable for NFD unit assessment.
- 5.17 A formal academic transcript recording the result of any NFD registration will be issued on payment of any prescribed fee.

### **Re-Registration in Passed Units**

- 5.18 Other than in exceptional circumstances, for instance a requirement to update professional knowledge or because units have ceased to be valid towards meeting program requirements, a student is not permitted to register in and repeat a unit that they have already passed.
- 5.19 A student is not permitted to repeat Stage 2 units to improve a program weighted average.
- 5.20 Any re-registration in a passed unit will be endorsed by the Program Manager and approved by the Academic Director (or nominee) and the student will accept any possible changes to their tuition fees.

## **6 Deferral of Commencement and Deferral of Studies**

- 6.1 A student may request to Defer their academic studies at Curtin College.

### **Deferral of Commencement**

- 6.2 A deferral of commencement means a student will begin their studies in a study period later than the one originally identified in their Letter of Acceptance. Deferrals of commencement will be handled at Curtin College by the Admissions team.
- 6.3 International student applications to defer commencement will be considered on one or more of the following grounds:
- a) a delay in visa grant; or
  - b) exceptional, compassionate or compelling circumstances.
- 6.4 An application by international students on the grounds of compassionate or compelling circumstances must include relevant supporting documentation and evidence, as outlined in the *Guidelines on Exceptional, Compassionate or Compelling Circumstances*.
- 6.5 Ideally, an application to Defer Commencement of studies by an international student will be submitted to Curtin College prior to their arrival in Australia; students should not travel to Australia if they do not intend to study in that study period.

- 6.6 A new domestic or international student will apply to Defer Commencement of their studies via an email to the Admissions team.

### Deferral of Studies

- 6.7 A Deferral of studies means a student takes a break or suspends their studies for a specified period of time.
- 6.8 Students wanting to Defer their studies will need to demonstrate exceptional, compassionate or compelling circumstances.
- 6.9 To be eligible to apply for a Deferral of studies, a student will be currently enrolled in a program of study at the College and were an enrolled student on the census date in their first study period.
- 6.10 Generally, a Deferral is granted for one study period. Under extenuating circumstances, a deferral may be extended for up to two study periods, with two deferrals the maximum number across a program. This ensures that changes to program structures and content during the Deferral will be anticipated and the student retains an up-to-date understanding of the program content. If a student Defers and does not return, they will be withdrawn from the college and will need to reapply for admission.
- 6.11 While on an approved Deferral of studies, a student will not undertake any program or unit-related activities in that program.
- 6.12 International students seeking to Defer need to return to their home country through the deferral period. Students are encouraged to seek advice from the relevant Australian government authorities.
- 6.13 to apply to Defer studies, students will complete the *Application to Defer Studies* form and submit it to [support@curtincollege.edu.au](mailto:support@curtincollege.edu.au). Where possible, relevant evidence should be submitted with the form.
- 6.14 In terms of administration, when an application to Defer studies is submitted prior to the census date for a study period with a start date prior to the census date, the student will be un-registered from units and fees paid will be credited to the subsequent study period.

### Student Responsibility

- 6.15 Prior to applying for a Deferral of studies, it is the responsibility of the student to:
- seek appropriate academic counselling from their Program Manager or Discipline Lead;
  - be aware of the potential impact of their absence on their ability to successfully complete the program and progress to Curtin University (including any implications for unit currency and program completion time limits); and
  - be aware of the consequences that Deferring their studies may have on their status as a student.

### Approval to Defer Studies

- 6.16 The Academic Director will approve Deferral of study requests, taking into consideration any or all the following:
- the reason provided by the student for the application;
  - the student's assessed capacity to successfully resume studies and complete the program after the period of leave;
  - the student's academic record;
  - any past applications for leave and the potential duration that the student will have taken to complete the program (relevance of study for the granting of the award);
  - evidence of the academic counselling that has occurred;
  - the compassionate or compelling circumstances; and
  - program completion time frame and currency of units.
- 6.17 The Academic Director may attach conditions on the student's return to study, for example a requirement to repeat a unit already passed. Any conditions will be notified in writing to the student and a record of the conditions retained on the student's file. The Academic Director will inform all staff members involved in the case of the outcome.

- 6.18 If the Academic Director rejects a student's application to defer their studies or varies the period for which the student applied, full reasons for this decision will be documented and provided to the student and all college staff members involved in the case. A record of the decision will be retained.

#### **Maintaining Continuity of Enrolment**

- 6.19 A student on an approved Deferral will be considered to have maintained their admitted status in the program.
- 6.20 Failure to recommence studies at the end of the period of Deferral or to meet any conditions imposed will result in a failure to maintain continuity of enrolment and therefore loss of the student's place in the program. In this case, the student will lose all rights and privileges of a continuing student and will be required to apply for re-admission into the program or admission into another program.

#### **Variations to Program During a Deferral of Studies**

- 6.21 It is a condition of any approved Deferral of studies that the student accepts that student contribution amounts, tuition fees, unit and program variations may occur during the deferral and that the content or availability of some units may have changed. This may result in a need to alter registration or program progress plans when returning to study.
- 6.22 A student may be required to transfer to a later version of the program and may need to undertake additional or alternate units to complete the new version of the program. Where Curtin College is aware of a change in program, approval of the Deferral of studies will be conditional on the student accepting these consequences.

### **7 College Cancellation, Suspension and Refusal of Enrolment / Registration**

- 7.1 A cancellation or refusal of enrolment / registration may occur where:
- a) the program or unit has filled its allocated quota, reached maximum or allowable capacity or is no longer available;
  - b) an applicant or student fails to meet any relevant pre-requisite or conditional admission or enrolment requirements;
  - c) an offer is not accepted or enrolment not actioned by the student within the specified timeframe;
  - d) a program is phased out prior to a student commencing or where it can be demonstrated that it is not possible for a student to complete a program in an appropriate timeframe;
  - e) admission, registration or enrolment would breach legal obligations of the College;
  - f) an applicant or student has provided false or misleading information to Curtin College or any other higher education provider in relation to their admission, enrolment or credit application;
  - g) an applicant or student has been found guilty of serious misconduct at another higher education provider;
  - h) the nature of the issue giving rise to concerns whether an applicant or student has displayed unacceptable behaviour defined by the College's *Student Code of Conduct* or at any other higher education provider;
  - i) the nature of the issue giving rise to concerns whether an applicant or student or the presence of an applicant or student at the College is considered to be a potential danger or potentially detrimental to the well-being of student(s) and staff or to the reputation of the College;
  - j) an applicant or student is not able to lawfully enter university/College premises;
  - k) an applicant or student has an unresolved block(s) on their student record;
  - l) an applicant or student is attempting to register in a unit that is not approved for their program or year of study;
  - n) the unit is withdrawn as a result of a College decision;
  - o) an applicant or student has failed to comply with legislative requirements including those set out in the *Higher Education Support Act 2003*;
  - p) an applicant or student has failed to pay tuition or other fees by the specified deadline;

- q) a student has failed to make satisfactory academic progress and it has been determined that a reduced study load, or enrolment in specific unit(s) is required as an intervention strategy or as part of a return to good standing plan; or
- s) a student is deceased.

- 7.2 The College will notify an applicant or student in writing of the decision to cancel or refuse enrolment / registration and provide reasons for the action.
- 7.3 An applicant or student who is subject to a decision to cancel or refuse on non-academic grounds may access the College's appeals process.
- 7.4 The College has the right to suspend or cancel a student's registration in units or re/enrolment in a program in response to:
  - a) serious misbehaviour or misconduct in accordance with the *Student Code of Conduct*;
  - b) a health or wellbeing concern, as outlined in the *Fitness to Study Policy*.
  - c) academic misconduct penalties as per the *Academic Integrity Policy*.

The College Director and Principal (or nominee) may, at any time and without a hearing, suspend a student from the College on such terms as are reasonably necessary to protect person(s), property, and/or to prevent serious disruption to college activities.

## 8 Transfer of Provider

- 8.1 Domestic students may transfer to another higher education provider if they choose to do so. Curtin College recommends that domestic students meet with their Program Manager to discuss program and career direction prior to deciding.
- 8.2 In relation to international students, the [Education Services for Overseas Students Act 2000 \(Cth\)](#) and Standard 7 of the associated [National Code of Practice for Providers of Education and Services to Overseas Students 2018](#) require registered providers to assess requests from students for a transfer between registered providers before the student completes six months of their principal program.

The principal program is the main program of study to be undertaken by an international student, where the student visa has been issued for multiple programs, usually the final program of study (Curtin University degree program). The first six months are calculated as six calendar months from the date an international student commences their principal program. This means that transfer restrictions apply to an international student during all programs they undertake prior to the principal program. No restrictions apply after the student has completed six months of their principal program.

Curtin University has delegated authority to issue "Letters of Release" on its behalf to Curtin College. Curtin University retains the right to rescind this authority at any time.

- 8.3 International students who plan to submit a transfer of provider request must:
  - a) continue to meet the [conditions of their student visa](#); and
  - b) maintain enrolment with Curtin College (which means registering in units during the study period, submitting assessments and attending classes) until the transfer of provider request is determined and a written outcome is sent to the student by the College.
- 8.4 Curtin College will not assess an application to transfer provider submitted by a student who no longer has a current enrolment with the College.
- 8.5 Student requests to "be released" to transfer to another registered higher education provider will be evaluated based on the comprehensive information provided to prospective students prior to their admission to the College as well as their time at the College, such as program structures, requirements and potential pathways.

### Transfer of Provider Application Process

- 8.6 Students who wish to undertake a transfer of provider must complete the *Transfer of Provider form* and send it to Student and Academic Services with relevant documentary evidence ([support@curtincollege.edu.au](mailto:support@curtincollege.edu.au)).
- 8.7 To be eligible to apply to for a transfer of provider, a student must:

- a) hold a valid 'unconditional' enrolment offer from the receiving CRICOS registered provider, with a future start date; and
- b) provide documentation to support their application; and
- c) have paid all outstanding fees to the College; and
- d) provide written confirmation of approval to transfer from legal guardian/parent, if they are under 18; or
- e) provide written confirmation of approval to transfer from government sponsor, if they are a sponsored student.

### Grounds for Transfer of Provider

- 8.8 A student must satisfy Curtin College that they have a genuine case to request a transfer to another provider. The College will consider the following circumstances as reasonable grounds for a release, provided they are accompanied by the required evidence:
- a) the student has received a direct offer for a Curtin University degree;
  - b) Curtin College is unable to continue to provide the program;
  - c) Curtin University is unable to provide the principal program;
  - d) the government sponsor of a student considers the change to be in the student's best interest and has provided written, authorised support for that change;
  - e) the student is unable to achieve satisfactory program progress, even after engaging with the College's intervention strategies and support systems;
  - f) the student has compassionate or compelling circumstances that suggest transferring to another provider is in the student's best interest (see Curtin College's *Guidelines on Exceptional, Compassionate or Compelling Circumstances*);
  - g) there is evidence that the overseas students' reasonable expectations about their current program are not being met;
  - h) the student can provide documentary evidence that the College or an education or migration agent misled them regarding the College or its programs, constituting a breach of the *ESOS Act*; or
  - i) a complaint (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- 8.9 Curtin College considers the following circumstances grounds to refuse a transfer of provider request:
- a) the student does not have a valid unconditional offer from another CRICOS registered provider;
  - b) the student has only recently started studying and has not experienced the full range of academic and support services available at the College;
  - c) the student applies to transfer after accepting their offer but before starting classes, for reasons other than compassionate or compelling circumstances;
  - d) the transfer may jeopardise the student's progression through a package of programs or is not likely to provide adequate preparation for further study (e.g. the new program does not articulate into the principal program);
  - e) the student is downgrading to a lower-level qualification or vocational qualification, for reasons other than academic ability;
  - f) the student does not meet program entry requirements after studying English;
  - g) the student has been warned for non-attendance;
  - h) the primary reason for the request is based on a personal preference, such as wishing to experience living in another city in Australia or wishing to live and/or study with friends enrolled at another registered provider;
  - i) the student has not made a genuine attempt to participate in the program, including accessing support programs to achieve academic success;
  - j) the student expresses difficulty with the program material but has failed to submit assessments that would have provided formative feedback to support the student;
  - k) the student has a change of mind;
  - l) the student's visa application included information that is inconsistent to the claim made in a transfer of provider application;
  - m) the program for which the student is intending to enrol in with the other provider, is similar to or the same as the programs offered at Curtin College;

- n) the student is experiencing homestay or other accommodation problems;
  - o) the student is experiencing program schedule conflict with personal, work, or other non-study commitments;
  - p) the student claims financial hardship, which is contrary to evidence supplied for their visa application or is transferring to a provider with lower tuition fees;
  - q) the student has outstanding debts or fines to Curtin College or Curtin University;
  - r) the student does not meet the entry requirements for the program with the new provider;
  - s) the College forms the view that the student is deliberately trying to work around the Australian student visa system; and/or
  - t) the student is a sponsored student and has not provided a letter of support from the sponsor.
- 8.10 In relation to requests to transfer provider on the basis of compassionate or compelling circumstances, where students claim serious mental and/or physical health issues, the college may consider offering a Deferral under the Enrolment Policy and Enrolment Procedures in place of approving a transfer of provider request or may determine an outcome with reference to its Fitness to Study Policy and Fitness to Study Procedures.
- 8.11 Students are expected to provide an honest and complete description of the compassionate or compelling circumstances. Although it is recognised that new events can occur, generally, the college will not expect reasons to change over time or increase in number. Changes of this nature may raise credibility concerns for college decisionmakers.

### Students under the age of 18

- 8.12 Underage students (minors) require written confirmation from their parent or legal guardian supporting the transfer.
- 8.13 Where the overseas student is not being cared for in Australia by a parent or suitable nominated relative, the receiving provider must confirm it accepts responsibility for approving the student's accommodation and welfare arrangements in accordance with Standard 5 of the [National Code of Practice for Providers of Education and Services to Overseas Students 2018](#).
- 8.14 Where a student under the age of 18 has had a request for Transfer of Provider approved, Curtin College will liaise with the other provider regarding the transfer of care arrangements.
- 8.15 As a guide, Curtin College will only continue care arrangements for the student for seven (7) days after the date of the transfer to the new provider.

### Transfer of Provider Request Outcomes

- 8.16 Decisions on Transfer of Provider requests will be made by the Student and Academic Services Manager and the Admissions Manager.
- 8.17 Students will be notified in writing of the outcome of their transfer of provider request within ten (10) working days of submitting their request.
- 8.18 Where a request for Transfer of Provider has been refused, the student's enrolment will remain current and the student will be advised in writing of the reasons for the refusal of the request, via their student e-mail account.
- 8.19 Curtin College maintains a register of transfer requests and records of all requests from overseas students for a release and the assessment of, and decision regarding, the request for two years after the overseas student ceases to be an accepted student.

## 9. Reviews and Appeals

- 9.1 As per the [National Code of Practice for Providers of Education and Services to Overseas Students 2018](#), Curtin College allows international students twenty (20) working days to access its resolution process (Formal Review / Appeal) *if* they are facing exclusion, termination or suspension; however, due to the tight turnaround times between study periods at the College, we strongly recommend that this be done within ten (10) working days so that it does not impact academic progression.

### Formal Review

- 9.2 A student may request a Formal Review of the following decisions made under these Procedures:

- a) unit registration timeframes;
  - b) time limits on recognition of units within programs;
  - c) enrolment continuity;
  - d) study load;
  - e) withdrawing from programs or units; and
  - f) enrolment and registration variations.
- 9.3 Students will apply for a Formal Review by completing the *Application for Formal Review* form and submitting it to Curtin College via [support@curtincollege.edu.au](mailto:support@curtincollege.edu.au). The application must include an explanation as to why the student wishes the decision reviewed and relevant evidence.
- 9.4 Applications for Formal Review will be submitted within ten (10) working days of written notification by the College of the decision listed in Clause 10.1.
- 9.5 The Formal Review will be determined by the Program Manager (or nominee), who will provide the student with an outcome in writing via the student's Curtin College email within ten (10) working days of receipt of the Formal Review request.
- 9.6 To avoid any conflict of interest, where the Program Manager has been responsible for the decision being appealed, they will nominate another senior staff member to conduct the Formal Review.

### Appeal

- 9.7 As per Curtin College's *Appeals Policy*, a student may Appeal the following decisions made under these Procedures:
- a) an unsuccessful Formal Review outcome;
  - b) declined request to defer studies;
  - c) provider cancellation, suspension and refusal of enrolment or registration; and
  - d) for international students, a denied request to transfer provider.
- 9.8 The appeals process is the final level and form of resolution within the College. Students who are not satisfied with the outcome of an appeal will be referred to the National Student Ombudsman.

## 10 Review and Records Management

10.1 This Procedure will be reviewed every two years by the Academic Director in line with the continuous improvement schedule, and any changes to the regulatory compliance requirements, legislation, regulation and guidelines.

10.2 All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Procedure	Manager Quality and Compliance	Policy HUB	Permanently	Archived once updated or reviewed