

## Enrolment Procedure

**Colleges of Business and Technology (WA) Pty Ltd**  
 Trading as Curtin College, a member of Navitas Pty Limited  
 CRICOS Provider Code: 02042G  
 TEQSA Provider Code: PRV12157  
 ABN: 13 092 155 970

### 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 Name and Office
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

### 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:
  - a) enrolling in programs and registering in units;
  - b) study load;
  - c) deferring commencement or taking a break from studies;
  - d) withdrawing from programs or units;
  - e) refusal, cancellation or suspension of enrolment;
  - f) changing to another Curtin College program; and
  - g) requests to transfer provider.
- 1.2 This Procedure supports the *Enrolment Policy*.

**2 Enrolment**

- 2.1 Subject to the directions 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.
- 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 enrolment errors are immediately rectified by either:
  - a) amending the enrolment via the student portal when this is still possible; or
  - b) contacting Student and Academic Services via [academic@curtin.edu.sg](mailto:academic@curtin.edu.sg)
- 2.5 A unit registration recorded as at a census date will:
  - a) remain recorded on the student's academic transcript; and
  - b) incur a tuition fee liability.
- 2.6 A student will not be able to attend classes and be assessed unless their 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 by the specified due date.
- 2.10 During the first two weeks of the study period, Diploma students are able to check their enrolment, add and withdraw units, and select the appropriate units by submitting a request via email to [academic@curtin.edu.sg](mailto:academic@curtin.edu.sg).
- 2.11 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 miss. Late arrival will reduce a student's attendance, which may impact on their eligibility for special consideration, for example, being granted Further Assessment or an Assessment Extension.
- 2.13 Curtin Singapore may reject a unit registration made or requested after the due date.
- 2.14 Continuing international students who have not re-enrolled and have not responded to Curtin Singapore communications by Wednesday of Week 3 will be withdrawn from Curtin Singapore and their Student' Pass will be cancelled.

- 2.15 Domestic students who do not enrol by Wednesday of Week 3 will be withdrawn from Curtin Singapore.
- 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 clearly specified on the Curtin Singapore website.
- 2.18 The maximum allowable time for a student to complete a program is 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 for completion of that program.
- 2.21 Where the maximum allowable time conditions are met, 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, (generally by failing to enrol in a study period and not applying for Deferral), 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 Subject to the provisions below and meeting eligibility, an international student who changes citizenship or residency status may convert their enrolment from 'international' to 'domestic'. Students are required to provide Curtin Singapore 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 change to Curtin Singapore.

**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 in the following study period is deemed to have advised Curtin Singapore that they have cancelled their enrolment. Consequently, their Student's Pass will be cancelled.
- 2.28 If continuity of enrolment in a program is not maintained, the 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.

d) 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's Pass are required to enrol in a full-time study load.
- 3.2 A full-time study load at Curtin Singapore is 100 credits for a trimester.
- 3.3 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 the Student and Academic Services Officer.
- 3.4 The Director of Academic Services will approve changes to study load; in exceptional cases, the Academic Director (or nominee) will approve overloading and underloading.

#### International Students on a Student's Pass

- 3.5 International students are only permitted to reduce their registration study load below full-time in certain circumstances including where:
  - a) a reduced study load is recommended as part of an intervention strategy;
  - b) a student has applied for and received approval to reduce their study load due to compassionate or compelling circumstances such as an illness;
  - c) it is not possible for a student to enrol in the expected full-time study load because the units they need to enrol in 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.
- 3.6 The Senior Manager (Academic) is responsible for ensuring that the student has received appropriate advice and/or counselling regarding the potential impact of the study load on their academic and personal circumstances.
- 3.7 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 [academic@curtin.edu.sg](mailto:academic@curtin.edu.sg).
- 3.8 If approval for an overload registration is provided, the student will be asked to sign a disclaimer saying that they agree to accept any consequences of the overload including any failure of units due to workload, time management issues, additional fees or tuition fees.

### 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 withdraw from a unit by completing and submitting an *Enrolment Variation Form* to [academic@curtin.edu.sg](mailto:academic@curtin.edu.sg). The form needs to be signed by the Director of Academic Services or nominee.
- 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 Director of Academic Services (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.

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.

### **5 Enrolment 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.

5.3 In exceptional circumstances and subject to approval by the relevant Program Manager, a student may have a unit added to their enrolment after the above times by completing and submitting an *Enrolment Variation Form* to [academic@curtin.edu.sg](mailto:academic@curtin.edu.sg).

#### **Changing to another Curtin College Program or Stream**

5.4 A student is required to undertake the program for which they receive an offer of admission. Where a student wishes to change to another program or stream offered by Curtin Singapore, they will need to discuss the matter with the Senior Manager (Academic) or nominee.

5.5 Subject to the approval of the Director of Academic Services and the availability of places, a student will apply to change their program of study by Friday of Week 9 of the current study period for the change to take effect in the subsequent study period, to allow sufficient time for the processing of the required Student's Pass changes.

5.6 Prior to applying to change program or stream, it is the responsibility of the student to:

- seek appropriate academic counselling from the Student and Academic Services Officer; and
- be aware of any potential impact the change may have on their progression, Student's Pass 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 Curtin Singapore will consider each application to change program on a case-by-case basis. In some instances, it may not be possible/viable to transfer to another program for reasons of timing, Student's Pass conditions, program availability, current academic performance or not meeting entry requirements.

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

5.10 Subject to the provisions below, the University may permit any person to enrol in a unit(s) on a Not For Degree (NFD) basis.

5.11 A NFD registration may be permitted if:

- registration in the unit or units is for the purpose of personal or professional development (e.g. to attain professional accreditation); 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 Director of Academic Services (or nominee).
- 5.14 Approval to enrol on a NFD basis is for the approved unit(s) only. No entitlement to further unit registrations exists or will be construed.
- 5.15 Applications to enrol on a NFD basis will be made in accordance with the processes and timelines prescribed by the Academic Registrar. 2.4
- 5.16 Assessment of a unit taken on a NFD basis will be in accordance with the normal program assessment methods and criteria applied to the unit. The Curtin College grading system will apply, and the results of the assessment will be entered into the College-approved secure electronic repository for assessment task results.
- 5.17 In addition to NFD tuition fees, a fee may be payable for NFD unit assessment.
- 5.18 A formal academic transcript recording the result of any NFD registration will be issued on payment of any prescribed fee.

#### **Re-Enrolment in Passed Units**

- 5.12 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.
- 5.16 A student is not permitted to repeat Stage 2 units to improve a program weighted average.
- 5.17 Any re-registration in a passed unit will be endorsed by the Program Manager, approved by the Academic Director (or nominee) and the student will accept any possible changes to their tuition fees.

### **6 Deferral of Commencement, Deferral of Studies and Cancellation of Enrolment**

- 6.1 A student may request to defer or cancel their enrolment in a program at any time during a study period.

#### **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 Singapore 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 Student's Pass application; or
  - b) compassionate or compelling circumstances.
- 6.4 Compassionate or compelling circumstances are circumstances that were or are:
  - a) beyond the student's control, which a reasonable person would consider not due to the student's action or inaction, either direct or indirect, and for which the student was not responsible. The circumstances must be unusual, uncommon, or abnormal; and
  - b) not making their full impact on the student until on, or after their offer was accepted or studies commenced; and
  - c) such that it is impracticable for the student to commence or complete their studies; and
  - d) having an impact upon the student's academic progress or wellbeing.
- 6.5 Examples of circumstances that may be compassionate or compelling include:
  - a) serious illness or injury;
  - b) involvement of custody proceedings for their child;
  - c) the student or accompanying family member has an acute medical condition requiring treatment;

- d) the student has been involved in legal proceedings where the timing is beyond the student's control;
- e) the student is pregnant;
- f) ineligibility to enrol in any College unit in the following study period;
- g) major political upheaval or natural disaster requiring emergency travel or immediate action; and
- h) a traumatic experience, such as involvement in or witnessing a serious accident, or witnessing or being the victim of a serious crime.

6.6 An application on the grounds of compassionate or compelling circumstances must include relevant supporting documentation and evidence.

### **Deferral of Studies**

- 6.7 Subject to the provisions set out in these Procedures and any legislative requirements that may apply, a student may suspend their studies and retain their place in a program of study for a specified period, in other words, defer their studies.
- 6.8 Domestic students may apply to defer their studies by emailing [academic@curtin.edu.sg](mailto:academic@curtin.edu.sg)
- 6.9 International students wanting to defer their studies will need to demonstrate compassionate or compelling circumstances as outlined in Clauses 6.4 - 6.6 (above).
- 6.10 While on an approved deferral of studies, a student will not undertake any program or unit-related activities in that program.
- 6.11 To be eligible to apply for a deferral of studies, a student will be currently enrolled in a program of study at Curtin Singapore and were an enrolled student on the census date in their first semester.
- 6.12 Generally, a deferral is granted for one study period; under extenuating circumstances, a deferral may be extended up to two study periods.
- 6.13 International students seeking to defer need to return to their home country throughout the deferral period.
- 6.14 Deferral will only be granted on one occasion during a student's enrolment, unless approved by the Director of Academic Services (or nominee) due to compelling or compassionate circumstances.
- 6.15 Beyond one deferral, a student will need to withdraw from their program and reapply for admission later.

### **Conditions for Applying for a Deferral of Studies**

- 6.16 Applications to defer studies will be made in the manner and according to the timelines prescribed by the Director of Academic Services.
- 6.17 Deferrals from study will have a definite start date and will be for a specified amount of time.
- 6.18 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**

- 6.19 Prior to applying for a deferral of studies, it is the responsibility of the student to:
  - a) seek appropriate academic counselling from the Student and Academic Services Officer;
  - b) 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
  - c) be aware of the consequences that suspending their studies may have on their status as a student.

### Approval to Defer Studies

6.20 The Director of Academic Services (or nominee) will approve deferral of study requests, taking into consideration any or all of the following:

- a) the reason provided by the student for the application;
- b) the student's assessed capacity to successfully resume studies and complete the program after the period of leave;
- c) the student's academic record;
- d) 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);
- e) evidence of the academic counselling that has occurred;
- f) for international students, the scope of 'compassionate or compelling circumstances' as per the *National Code* is to be a primary consideration; and
- g) program completion time frame and currency of units.

6.21 A deferral of studies may only be approved for a maximum of two study periods. 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.

6.22 The Director of Academic Services (or nominee) may approve a LOA beyond two study periods where exceptional circumstances exist (e.g. military service obligations).

6.23 The Academic Director (or nominee) 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.

6.24 If the Director of Academic Services (or nominee) 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. A record of the decision will be retained.

### Maintaining Continuity of Enrolment

6.28 A student on an approved deferral will be considered to have maintained their admitted status in the program.

6.29 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 another program).

### Variations to Program During a Deferral of Studies

6.31 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.

6.32 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 Singapore is aware of a change in program, approval of the deferral of studies is conditional on the student accepting these consequences.

## 7 College Cancellation, Suspension and Refusal of Enrolment

7.1 A cancellation or refusal of enrolment 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 or enrolment would breach legal obligations of the Curtin Singapore;
- f) an applicant or student has provided false or misleading information to Curtin Singapore 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 Curtin Singapore is considered to be a potential danger or potentially detrimental to the well-being of student(s) and staff or to the reputation of Curtin Singapore and Curtin College;
- j) an applicant or student is not able to lawfully enter Curtin Singapore 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 Curtin Singapore's 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 Curtin Singapore will notify an applicant or student in writing of the decision to cancel or refuse enrolment 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 Curtin Singapore has the right to suspend or cancel a student's enrolment 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 Director and Head of Academic Services (or nominee) may, at any time and without a hearing, suspend a student from Curtin Singapore on such terms as are reasonably necessary to protect person(s), property, and/or to prevent serious disruption to Curtin Singapore activities.

## 8 Evidence of Exceptional, Compassionate or Compelling Circumstances

8.1 Students may request special consideration under this Procedure for reasons of exceptional, compassionate or compelling circumstances. Expectations regarding documentation are outlined below.

8.2 Reasons and expectations for supporting documentation are provided in the table below. Additional documentation may be accepted at the discretion of the decision-maker. All supporting documentation will be submitted in English.

Reason	Supporting Documentation
Student injury, illness or medical condition	Signed statement on relevant official letterhead from a Medical Practitioner or other approved health professional registered with the Singapore Medical Council. Medical statements from pharmacists are not acceptable.
Family issues (e.g. family injury, illness or bereavement)	Death Certificate or funeral notice. Police report or statement. Any form of supporting documentation accepted under the Student injury, illness or medical condition category listed above.
Participation in Defence Force or Emergency Services	Emergency Services: Signed statement of support on relevant official letterhead detailing the mandatory service requirements or participation in a recognised Emergency Services callout. Defence Force: Signed statement on relevant official letterhead detailing the student is rendering Defence Service.
Elite Athlete sporting activity participation	Signed statement of support a coach or team manager outlining how circumstances have impacted the student's ability to submit the assessment item on the due date.

8.3 Acceptable and unacceptable forms of medical documentation are outlined below:

<b>Acceptable documents</b>	<ul style="list-style-type: none"> <li>Medical certificate signed on official letterhead from a Medical Practitioner registered with the Singapore Medical Council</li> <li>Signed statement on official letterhead from a Dentist registered with the Singapore Dental Council</li> <li>Signed statement on official letterhead from a Physiotherapist registered with the Allied Health Professions Council (AHPC)</li> <li>Support from Curtin Singapore Counsellor or valid Curtin Access Plan (CAP)</li> <li>Signed statement on official letterhead from: <ul style="list-style-type: none"> <li>Curtin Singapore's Counselling Services;</li> <li>Valid Curtin Access Plan (CAP); or,</li> <li>Registered Psychologist/Therapist.</li> </ul> </li> <li>Such statements must outline how circumstances have impacted the student's ability to submit the assessment item on the due date</li> </ul>
<b>Unacceptable Documents</b>	<ul style="list-style-type: none"> <li>Pharmacy Certificates</li> <li>Statutory Declarations</li> <li>Medical Certificates from practitioners that are not registered with the Medical or Dental Board in Singapore</li> <li>Medical statements from online services</li> </ul>

8.4 Documentation will:

- be directly applicable to the reasons provided;
- include the dates the student was affected by the relevant circumstances; and
- specifically support the time period identified by the student.

8.5 If required, the Director of Academic Services may request the student provide further documentation appropriate to the circumstances or inform themselves of any other issues in relation to the request.

8.6 Any dispute regarding the required level of documentation (including any requirement to provide medical certificates from a specific medical practitioner or range of medical practitioners) will be determined by the Director of Academic Services (or nominee).

- 8.7 Where mental health circumstances are identified by a student, Curtin Singapore will be cognisant of its duty of care to students and will advocate for and/or expect professional care to be provided to the student of a quality and duration relevant to the situation. A formal diagnosis by a suitable health practitioner should be established and a care plan is expected to be in place.
- 8.8 Curtin Singapore may contact health professionals to confirm the accuracy of documentation and will consider the submission of fraudulent documentation as a violation of the *Student Code of Conduct*.

## **9    Reviews and Appeals**

### **Formal Review**

- 9.1 A student may request a Formal Review of the following decisions made under these Procedures:
  - d) unit registration timeframes;
  - e) time limits on recognition of units within programs;
  - f) enrolment continuity;
  - g) study load;
  - h) withdrawing from programs or units; and
  - i) enrolment and registration variations.
- 9.2 Students will apply for a Formal Review by completing the *Application for Formal Review* form and submitting it to Curtin Singapore via [academic@curtin.edu.sg](mailto:academic@curtin.edu.sg). The application must include an explanation as to why the student wishes the decision reviewed.
- 9.3 Applications for Formal Review will be submitted within ten (10) working days of written notification by Curtin Singapore of the decision listed in Clause 9.1.
- 9.4 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.
- 9.5 To avoid any conflict of interest, where the Program Manager has been responsible for the decision being appealed, they must nominate another senior staff member to conduct the Formal Review.

### **Appeal**

- 9.6 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) a denied request to transfer provider.
- 9.7 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 Director of Academic Services in line with the continuous improvement schedule, and any changes to the regulatory compliance requirements, legislation, regulation and guidelines to ensure alignment to appropriate strategic direction and continued relevance to the Curtin Singapore's current and planned operations.
- 10.2 All records in relation to this document will be managed as follows:

<b>Record type</b>	<b>Owner</b>	<b>Location</b>	<b>Retention</b>	<b>Disposal</b>
Procedure	Academic Director	Policy HUB	Permanently	Archived once updated or reviewed