1. Context

This policy defines the responsibilities and requirements for enrolling in Torrens University Australia subjects and courses, including the enrolments process, types of enrolment, changes to enrolment (including taking leave, withdrawing and cancelling subjects or courses) and specific provisions for international students consistent with the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

2. Definitions

Administrative withdrawal: withdrawal due to a student’s inactivity and lack of response to re-enrolment communications.

Award course: a course leading to an accredited qualification or national training package.

Confirmation of Enrolment (CoE): a document issued by the University to international students, and is required for purposes of applying for a student visa. It contains information about the University, the course in which the student has enrolled, and the duration of the course.

CRICOS: Commonwealth Register of Institutions and Courses for Overseas Students.

Deferral: delayed commencement by an applicant who has received an offer of a place in a Torrens University Australia course.

Domestic student: Australian citizens, New Zealand citizens, or holders of an Australian permanent visa (holders of all categories of permanent resident visas including Humanitarian Visas).

Genuine student: a domestic student who:
- has knowledge of the course requirements
- has provided up-to-date contact details
- is reasonably engaged in the course, and if an online student, has made significant participation online (this includes meeting the course requirements and participating in assessment activities for the course
- where enrolled in multiple courses, has reasonable study load that will not prevent them from successfully completing the courses
- when required and where applicable, has communicated their agreement for the Department of Education and Training Secretary to continue to use VET FEE-HELP/ VET student loan to pay tuition fees for their course.

International student: a student who is not a domestic student, and who may hold a student visa and is protected by the ESOS legislative framework.

Leave of absence: an approved period of time during which a current student is not enrolled in any subjects.
Non-award study: the study of individual subjects without the restriction of a qualification.

Principal course of study: is the highest qualification (normally the last course) covered by a student’s visa.

Study period: a defined period of time during which a student is expected to commence and complete one subject or more.

Important dates:

Census date (domestic students enrolled in FEE-HELP or VET Student Loan enabled courses only): the last date in the study period to defer or withdraw from subjects without incurring a financial liability.

Academic withdrawal date (HE students only): the last date in the study period to withdraw from subjects with a “Withdrawn Not Fail” notation.

Withdrawal deadline (HE students only): the last date in the study period to withdraw from subjects with a “Withdrawn Fail” notation. Withdrawals after this date will be recorded as a Fail grade.

3. Scope

This policy applies to all Torrens University Australia students.

4. Principles

• Every student undertaking a subject or course at Torrens University Australia must be enrolled prior to commencing their study.

• An enrolled student will remain enrolled until:
  o the student notifies the University of their withdrawal, or is deemed to have withdrawn under this policy
  o the student is suspended, excluded or expelled from their study under the Student Conduct Policy or Academic Progression Policy
  o the student has completed the requirements of their award.

• Every higher education subject has three critical dates attached to it: census date, academic withdrawal date and withdrawal deadline.

• Once a student has commenced enrolment in a course, they must gain permission for any leave of absence.
  o A period of leave will not normally exceed a total of 12 months.
  o A period of leave that exceeds the permitted time will be deemed a withdrawal, and students will be required to reapply for admission to the course, including meeting any updated entry requirements.

• Students may enrol in more than one award course, and may enrol in additional subjects as non-award, audit or short-course enrolments.
  o Students are responsible for ensuring their overall study load remains manageable from a workload perspective. Students may seek the Program Director’s advice if required.
  o A student’s study load may have a maximum imposed by an Examination Committee if a student’s progress is deemed to have been impacted by their load.
  o A student who has been suspended, excluded or expelled from a course may not enrol in components of that course as a non-award, audit or short-course enrolment.

• Students’ attendance and participation may be recorded and used to support the monitoring of their academic progression through subjects and courses, and to initiate interventions as required.

• Once a student has passed a subject, they are not permitted to re-enrol in it as part of that award or as a non-award enrolment, and any attempt to do so will result in the second enrolment being cancelled and any fees paid for that subject refunded. However, a student may re-enrol in a subject they have already passed as an audit enrolment (enrolment into a subject with no recorded grade or outcome and does not count towards the student’s course).

• Students who fail to pay their tuition fees by the due date will have their enrolment cancelled under the Student Fees Policy.
• Falsifying documents or making fraudulent claims regarding enrolment will be considered a significant breach under the Student Conduct Policy, and may result in suspension, exclusion or expulsion, and/or the reporting of confirmed cases to the Police.

NOTES:
• International students on visas other than a student visa will have the same rights and obligations as a domestic student in a non-HELP enabled course under this policy.
• Torrens University Australia students in offshore campuses (outside Australia) will have the same rights and obligations as a domestic student under this policy.

5. Responsibilities

5.1 Students
Torrens University Australia students are responsible for:

• ensuring that their personal and contact details are current
• protecting their student identification number
• regularly checking their student email account (or nominated primary email address in the absence of a student email account)
• accessing course and enrolment information and course planning advice
• being familiar with and abiding by University policies as a condition of their enrolment
• enrolling in each study period by the required deadline
• checking to ensure their enrolment is correct and meets course qualification requirements (including any pre-requisite or co-requisite requirements)
  o Students must advise the University of any errors or omissions. Failure to advise the University about any incorrect enrolment details by the approved census or academic withdrawal dates may result in academic and financial penalties
• if necessary, amending their enrolment by the required critical dates for the study period
• paying all fees incurred from enrolment by the due date
• submitting the required forms when applying for deferral or withdrawal from a course or subject, and providing the required supporting documentation
• ensuring they have an accurate understanding of what the deferral or withdrawal represents to their study options as well as its financial implications
• attending / participating in learning activities and fulfilling the requirements of the assessments
• displaying a student ID card on campus
• completing the course qualification requirements within the maximum specified time allowed
• participating in the recommended or required intervention support offered by the University, should there be concerns raised about a student’s attendance or participation.

In addition, international student visa holders must:
• enrol in no more than one-third of their Higher Education or VET course online
• ensure they complete their course within the duration stated in their Confirmation of Enrolment (CoE)
• enrol in a full-time course load 1 unless otherwise specified by the Examination Committee recommendations or due to approval of compassionate or compelling circumstances, and

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1 For Torrens University Australia vocational education courses, the student must be enrolled in subjects that require a minimum of 20 contact hours per week. This is a requirement of the National Code of Practice for Providers of Education and Training to Overseas Students2018 (Part B, Standard 11.2).

For Torrens University Australia higher education (HE) courses, the international student must be enrolled in full time study, which in HE courses is determined by EFTSL and not contact hours per week. To be considered full-time, the student must complete a minimum of 1.0 EFTSL of study per year, and the standard course duration is governed by the Australian Qualifications Framework.
• abide by the conditions of their student visa.

5.2 Torrens University Australia responsibilities
Torrens University Australia is responsible for
• providing students with accurate and timely course, subject and enrolment information
• providing written terms of agreement for enrolment into a Torrens University Australia course
• providing online access to all student-related policies
• providing access to advice on subject selection, including electives and majors (where applicable), qualification requirements and the impact of deferring or withdrawing
• providing an enrolment process that allows students to select subjects, manage the updating of their personal information, see their tuition or HELP liability and view their results
• ensuring students are not enrolled and therefore incur a financial liability for a subject that they did not agree to
• correcting any enrolment errors found through quality assurance processes or as notified by a student or staff member
• intervening with appropriate support and actions if there are concerns about a student’s attendance or participation
• being available for personalised advice regarding enrolment, leave of absence, deferral and withdrawal
• ensuring that in each compulsory study period, international students are studying at least one subject that is not distance or online unless they are completing the last subject of their course.

6. Types of enrolment
Students may enrol at Torrens University Australia:
• as part of a Torrens University Australia course to which they have been admitted
• as part of a course at another provider as a cross-institutional student at the University
• on a single-subject basis as a non-award student
• on a single-subject basis as an audit student
• as a short course student.

6.1 Non-award enrolment
Non-award enrolment allows a student to enrol in one or more single subjects, whereby completion of the subjects does not count towards a qualification. Non-award students:
• must complete assessment tasks
• will incur tuition fees, equivalent to the fees charged for an award enrolment
• do not need to satisfy course-level academic entry requirements but must meet specified course-level English language entry requirements (for International students) and meet any subject pre-requisites
• may not normally complete non-award subjects totalling one quarter of a Torrens University Australia course.

Subjects completed as non-award enrolments will not usually advantage a candidate in application for admission but completed subjects may be transferred as credit towards a qualification.

6.2 Audit enrolment
Audit enrolment allows a student to undertake a subject for interest only, with no recorded grade or outcome. Audit students:
• do not complete assessment tasks
• will incur tuition fees, equivalent to 50% of the fees charged for an award enrolment
• do not need to satisfy course-level entry requirements and do not need to meet any subject pre-requisites
• may not normally complete non-award subjects totalling one quarter of a Torrens University Australia course.

Subjects completed as audit enrolments will not advantage a candidate in application for admission and cannot be transferred as credit towards a qualification.

7. Attendance and participation

7.1 Students in Vocational Education and Training (VET), Undergraduate and Postgraduate courses

It is strongly recommended that students participate in at least 80% of their classes, whether online or on-campus, to maximise their success.

If a subject is designed to be delivered with a minimum attendance requirement, this will be specified in the Subject Outline and will be assessed. Failure to meet the attendance requirement will result in failure to pass the subject, unless there are adjustments made possible as a result of special consideration (see section 9 of the Assessment Policy for Higher Education Coursework and ELICOS and Assessment Policy for Vocational Education and Training).

For all other subjects, attendance and participation will be monitored. Interventions will be put in place where:

• a student fails to attend classes in two of the first three weeks of the study period, or
• a student fails to participate online by logging on and accessing their class materials during the first three weeks of the study period, or
• a student fails to participate in their first assessment item.

These interventions are described in section 6.1 of the Academic Progression Policy and form part of a broader range of measures designed to help students stay on track and complete their course.

7.1.1 Students applying for a VET Student Loan are also required to meet the attendance and participation requirements defined under the VET Student Loans Rules 2016, which specify that in order to be deemed a genuine student, students must:

• be engaged in the course,
• satisfy course requirements or participate in assessment activities, and
• for online courses, log in regularly.

Therefore failure to meet the requirements specified here in section 7.1 may also result in cancellation of a student’s VET Student Loan, at which point they will be liable for paying their fees or be withdrawn from the course.

7.1.2 International students who are on a Student Visa will put their enrolment at risk if they fail to meet the attendance, participation, study load, and progression requirements of the course. This may result in the issuing of a notice of intention to report to the Department of Education and Department of Home Affairs.

7.2 Students in ELICOS (English Language) courses

ELICOS students are considered to have achieved satisfactory attendance if they attended 80% or above of scheduled contact hours within the study period.

• initial action will be taken when an ELICOS student’s attendance falls to 89%.
• further action will be taken as soon as an ELICOS student’s attendance falls by 5% or more.
• if an ELICOS student is unable to achieve at least 80% attendance, the student will be given a notice of intention to report to the Department of Education and Department of Home Affairs.
8. Maximum course duration

8.1 Higher Education (HE)

8.1.1 Domestic students in higher education courses

For higher education, the maximum duration of a course is calculated as follows:

\[
\text{maximum course duration} = (\text{full time duration} \times 2) + 2 \text{ years}
\]

For example:

<table>
<thead>
<tr>
<th>Award</th>
<th>Duration type</th>
<th>Duration</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bachelor’s degree (3 years)</td>
<td>Full time</td>
<td>3 years</td>
</tr>
<tr>
<td></td>
<td>Part time</td>
<td>6 years</td>
</tr>
<tr>
<td></td>
<td>Accelerated</td>
<td>2 years</td>
</tr>
<tr>
<td>Master’s degree (2 years)</td>
<td>Full time</td>
<td>2 years</td>
</tr>
<tr>
<td></td>
<td>Part time</td>
<td>4 years</td>
</tr>
<tr>
<td></td>
<td>Accelerated</td>
<td>4 study periods</td>
</tr>
<tr>
<td></td>
<td>Maximum course duration</td>
<td>8 years</td>
</tr>
<tr>
<td></td>
<td>Maximum course duration</td>
<td>6 years</td>
</tr>
</tbody>
</table>

This extended course duration allows students to take approved leave of absence and resolve progression issues. Lower limits may be established depending on the course and with the approval of the Academic Board. The completion date will be calculated from the date of the student’s initial commencement in the award course.

Extension beyond the maximum time limit will be considered on a case by case basis, and requires the approval of the Pro-Vice Chancellor/Dean (or delegate). Details of the maximum duration of individual courses can be obtained from the Program Director (or delegate).

8.1.2 International students in higher education courses

International students are required to study full time (except with approved variation in enrolment). Therefore, the maximum time for them to complete the course will be as stated on their eCoE and according to the length of their student visa. However, the University may extend an international student’s course duration if:

- there are compassionate or compelling circumstances
- the student has been identified as at risk of not meeting the course progression requirements and the University has implemented, or is in the process of implementing, an intervention strategy
- the student’s leave of absence has been approved according to section 13 (Leave of Absence) and in accordance with the provisions of Standard 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

The University will advise an international student whose study duration has been extended to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

8.2 Vocational Education and Training (VET)

For vocational courses, Torrens University Australia determines the time limits based on market expectation and AQF guidance. Students are expected to enrol in at least one subject per study period, unless on an approved leave of absence. The relevant Industry Skills Council generally gives 12 months’ notice when cancelling or updating a Training Package. This 12-month period provides enrolled students with the opportunity to either complete their qualification or transition to a replacement or related course.
8.3 ELICOS
For ELICOS courses, total course duration is expressed in weeks:
- ELICOS courses at Torrens University Australia range from 4 to 52 weeks for English for Academic Purposes (EAP) and General English (GE), and 10 to 15 weeks for Direct Entry Programs (DEPs)
- course duration may be extended in cases of students not reaching the required English language level within the set period, with approval of the Program Director
- extension of course duration will require the issuing of a new CoE and may affect the scheduling of packaged courses in VET or HE.

9. Deferral of offer
Depending on the course and timing, an applicant who has been offered a place and is yet to accept it may have the option to defer commencement of the course. The applicant must inform their Course and Careers Advisor of their intention to defer. If course commencement has been deferred, the applicant will be issued a new Letter of Offer outlining the terms and conditions applicable at the time the applicant will be due to commence the course.

10. Study load
Students can enrol with a full-time, part-time or accelerated study load as follows:

10.1 Domestic students
A full time student must maintain a minimum study load of 75% over a year (that is, 0.75 equivalent full time student load (EFTSL) or above).

A part time student has a study load of less than 75% over a year (that is, 0.74 EFTSL or below).

Any load above 1.5 EFTSL must be approved by the Program Director to ensure student's reasonable chance of success.

10.2 International students
International students must maintain a minimum study load of 100% over a year (i.e., 1 EFTSL or above).

Any load above 1.5 EFTSL must be approved by the Program Director to ensure student's reasonable chance of success.

11. Enrolment process

11.1 Enrolment dates
To enrol, a student must have met all entry requirements, have been provided with a Letter of Offer and accepted it during the online registration or by returning a signed copy to Torrens University Australia.

A student must attend the orientation in the week prior to the course commencing except in extenuating circumstances.

A student will not normally be permitted to enrol after the commencement of the study period, unless with the permission of the Pro-Vice Chancellor/Dean (or delegate), and then only until:
- the end of week two, for a 12-week trimester
- the end of week one, for a 6-week term
VET students who will be accessing VET Student Loan will not be permitted to enrol after the second day of the study period.

11.2 Enrolment documentation and timeframes

Upon processing a student’s enrolment, Torrens University Australia provides the student with the following:
- a confirmation of enrolment (for international students the duration reflected in the CoE will not exceed the CRICOS registration period)
- a timetable
- access to the student portal (except ELICOS students)
- the University’s Statement of VET Tuition Assurance (for vocational education students)

The University provides the student with an invoice outlining the course and enrolment fees after completion of the enrolment process (refer to Student Fees Policy).

12. Multiple enrolments

Students enrolled in a Torrens University Australia award course may enrol concurrently in multiple courses at Torrens University Australia or in additional subjects as non-award, audit or short course. Where a student has enrolled in multiple courses, the student is responsible for ensuring they have a reasonable study load each study period, and that they can complete the award course(s) within the maximum allowable time. Enrolment in multiple courses will not be grounds for an appeal against interventions or penalties imposed due to poor academic progression (under the Academic Progression Policy).

13. Leave of Absence

Students may apply to take a leave of absence from a course for up to 12 months.

For domestic students in a VET Student Loan or FEE-HELP enabled course:
- applications for leave received before the census date for a study period will, if approved, result in a “Withdrawn Delete” notation on their student record and refund/re-credit tuition fees for those subjects
- applications received after the census date may still be approved, but will leave the student liable for their tuition fees and will result in a withdrawal outcome or fail grade, depending on the date of leave.

For domestic students in non-HELP enabled courses:
- applications for leave received before 28 days prior to a study period will, if approved, result in a “Withdrawn Delete” notation on their student record and refund/re-credit tuition fees for those subjects
- applications received within 28 days of a study period commencing or after commencement of the study period may still be approved, but will leave the student liable for their tuition fees and will result in a withdrawal outcome or fail grade, depending on the date of leave.

International students can only access leave of absence during a course in certain limited circumstances including:
- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- instances where Torrens University Australia is unable to offer a pre-requisite subject
- an intervention strategy for students at risk of not meeting satisfactory course progress
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country that require emergency travel and this has impacted on the student’s studies
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident, or
  - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports)
- inability to begin due to a delay in receiving a student visa.
13.1 Recommencing studies after a period of absence or suspension
Students must formally notify Torrens University Australia of their intention to return to recommence their studies after a period of absence or suspension. Students must be aware that depending on the length of absence or suspension, the courses they were originally enrolled in might no longer be available. In these instances, arrangements will be made in accordance with relevant Torrens University Australia policy and legislations.

14. Withdrawal

14.1 Domestic students in VET FEE-HELP/VET Student Loan enabled courses
Domestic students in VET FEE-HELP enabled courses can withdraw from a subject and/or a course as follows:
• by the census date of any study period: the last date in the study period to defer, take leave of absence, or withdraw from subjects and/or course without incurring a financial liability
• after the census date with the Program Director’s (or delegate) permission, with a “Withdrawn Discontinued” notation recorded on their student record.

Students who withdraw after the census date may apply for a refund or re-credit under the Special Circumstances provisions of the Student Fees Policy, if their decision to defer, take a leave of absence or withdraw is based on unexpected or extenuating circumstances.

Domestic students on the VET Student Loan Scheme can withdraw from a subject and/or a course as follows:
• by the census of any study period: the last date in the study period to defer, take leave of absence, or withdraw from subjects and/or course without incurring a financial liability
• after the census date with the Program Director’s (or delegate) permission, with a “Withdrawn Discontinued” notation recorded on their student record.
• at any time during the study period if they do not meet the ‘genuine student’ definition.

14.2 Domestic students in FEE-HELP enabled (HE) course
Domestic students in FEE-HELP enabled (HE) courses can withdraw from a subject and/or a course as follows:
• by the census date of any study period: the last date in the study period to defer or withdraw from subjects without incurring a financial liability
• by the academic withdrawal date: the last date in the study period to withdraw from subjects with a “Withdrawn Not Fail” notation
• by the withdrawal deadline: the last date in the study period to withdraw from subjects with a “Withdrawn Fail” notation. Withdrawals after this date will be recorded as a Fail grade.
Students who withdraw after the census date may apply for a refund under the Special Circumstances provisions of the Student Fees Policy, if their decision to defer or withdraw is based on unexpected or extenuating circumstances.

14.3 Domestic students in non-HELP-enabled courses
Domestic students in non-HELP-enabled courses can withdraw from their course 28 days prior to the study period commencing for a course refund (less any processing fees) and a “Withdrawn Delete” notation on their student record.

Students who want to withdraw from their subjects can do so up until the end of week two for a 12-week trimester, or the end of week one for a 6-week term, and receive a “Withdrawn Delete” notation on their student record.

All other withdrawals will result in full liability for the tuition fees.
14.4 International students
International students must maintain full-time enrolment, and cannot receive a refund for subject enrolments they withdraw from within 28 days of the enrolment study period starting. However, international students can choose a different subject selection (withdrawing from one and enrolling in a different one) up to the end of week two for a 12-week trimester or the end of week one for a 6-week term. They will receive a “Withdrawn Delete” notation on their student record.

An international student who wishes to withdraw from their course and transfer to another education provider must complete at least six months of their principal course at Torrens University Australia. The Program Director (or delegate) may approve an international student’s transfer request before completing at least six months of their principal course after consideration of special circumstances on a case-by-case basis. Factors that may be considered include those related to academic progression, course suitability, student welfare, or future education/career opportunities.

International students who are struggling academically may withdraw from a subject before the study period commences, without breaching the provisions of the ESOS/National Code and conditions of their student visa regarding study load requirements, and without financial liability. Withdrawal must be with the approval of the Program Director (or delegate) or by the Examination Committee.

Figure 1: Withdrawal types

14.5 General note
A student’s enrolment may be suspended or cancelled for the following reasons:
• breaches of Torrens University Australia policies (e.g. academic and non-academic misconduct, non-payment of fees), and
• failure to submit required documentations (e.g. Tax File Number for FEE-HELP and VET Student Loan applications).

14.6 Re-enrolment after withdrawal from a course
Students cannot re-enrol after withdrawing from a Torrens University Australia course. Withdrawn students must re-apply for admission.

15. Course transfer
A student who wishes to transfer from one Torrens University Australia course to another Torrens University Australia course must satisfy the entry requirements for the course for which they are applying as per the Admissions Policy.

Transfers will be approved subject to applicants meeting these criteria. These applications will be considered on a case by case basis by the Program Director (or delegate).
15.1 International student transfer
Torrens University Australia complies with National Code 2018, Standard 7 in assessing transfer requests for a letter of release. The University does not actively recruit students or knowingly enrol students who have not completed six months of their principal course with their original provider except in circumstances outlined in Standard 7 of the National Code. The University assesses applications for a transfer to another provider fairly and consistently, taking into account the individual circumstances and best interests of the student.

Torrens University Australia will not admit a student who wishes to transfer from another institution during the first six months of their principal course of study except where:

- the student’s original institution has provided formal approval of the student’s transfer request, or
- the student’s original institution has ceased to be registered as a CRICOS provider, or the course in which the student is currently enrolled has ceased to be registered as a CRICOS course, or
- the student’s original institution has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing their principal course of study, or
- a government sponsor of the student considers the change to be in the student’s best interest and provides written support for the transfer.

The University will approve the student’s request so that they can transfer to another institution in the first six months of their course in the following circumstances:

- The student will be reported because they are unable to achieve satisfactory course progress even after engaging in the University’s intervention strategy.
- Failure to meet conditions of offer: If a student fails to meet specific pre-conditions relating to their offer of admission, such as not successfully completing a Foundation or English language course, their transfer request will be approved.
- Compassionate or extenuating circumstances: The University will approve the transfer request of a student (within the first six months of study) who demonstrates compassionate or extenuating personal reasons for the request. Compassionate and extenuating circumstances are usually unexpected and outside the control of the student. These include:
  - serious illness or injury, where a medical certificate states that the student was unable to attend classes, or
  - the University is unable to offer a pre-requisite subject, or
  - the University implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
  - bereavement of close family members such as parents or grandparents (appropriate evidence must be provided), or
  - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies, or
  - a traumatic experience which could include:
    - involvement in, or witnessing of a serious accident, or
    - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports)
  - inability to begin due to a delay in receiving a student visa
- If a government sponsor considers that a change of provider is in the best interest of the student and provides written support for the transfer
- If the University or a student’s principal course of study ceases to be CRICOS registered
- If the student is under 18 years of age and the requested transfer to another institution has the written support of the student’s parent or guardian
- If the student has been misled: If a student can demonstrate that they were misled by information provided to them about the University or their course of study by a University representative or by an education or migration agent, the student’s transfer request will be approved
- If the offer received by a student from an alternative institution is not considered to be detrimental to the student. Consideration will be given to:
• whether the transfer would be academically unsuitable and/or detrimental to the student’s future study plans
• the possibility that a student is requesting a transfer to avoid being reported to the Department of Home Affairs for breaching academic progress requirements
• whether the transfer may jeopardise the student’s progression through a package of courses
• whether, given the time that has elapsed since the commencement of the student’s course of study, the student has had the opportunity to access the full range of support services offered by the University.
• A complaint or appeal (internal or external) on another matter results in a decision or recommendation to release the student.

A transfer request will not be approved during the first six months of study if a student does not have a valid enrolment offer from an alternate CRICOS registered provider, or if the transfer is considered to be detrimental to the student. If the student is under 18 and does not provide evidence that their parent or legal guardian supports the transfer, the University will not approve the student’s request.

In addition, a transfer request will not be approved if the student:
• is receiving assistance through the Academic Progression Policy, or
• provides insufficient evidence of special/exceptional circumstances, or
• decides they are no longer interested in the course, or
• is avoiding being reported to the Department of Home Affairs for breach of a student visa-related condition, or
• has work related issues impacting on the student’s ability to attend class, or
• is living a significant distance away from campus, and having travel difficulties, or
• has other factors that may be considered to the student’s detriment. These include, but are not limited to, the following:
  o if, in the opinion of the Program Director (or delegate), the proposed transfer is not in the best interest of the student’s future study and/ or career plans
  o the student has shown no evidence of meeting and consulting with the Program Director (or delegate) to address any personal or study related issues.

The University will not approve a transfer request if the student has outstanding fees for the current study period.

The Program Director (or delegate) may consider and reject additional special circumstances on a case-by-case basis to include factors related to academic progression, course suitability, student welfare, or future education/career opportunities.

Students who are dissatisfied with the outcome of their transfer request may appeal in accordance with the Student Complaints Policy. A student’s entitlement to a refund will be determined in accordance with the Student Fees Policy.

NOTE: Students granted a student visa under the Simplified Student Visa Framework (SSVF) arrangements generally need to enrol in another streamlined eligible course or package courses at the same level as the student’s current course. For more information, refer to SSVF Changing Courses.

16. Additional information for international students regarding enrolment cancellations and suspensions
A deferral, leave of absence, or withdrawal may impact an international student’s student visa. If an international student’s enrolment is suspended for a period of 28 calendar days or longer, the student must return to their country of permanent residence unless extenuating circumstances exist.
If an international student’s enrolment is cancelled or suspended without the re-issue of a new Confirmation of Enrolment (CoE), the student must:

- leave Australia within 28 calendar days
- show the Department of Home Affairs a new CoE, or
- provide evidence that the student has accessed an external review process.

The University is required to advise the Department of Education through PRISMS of a change to a student’s enrolment status on the basis of a decision to suspend or cancel the student’s enrolment, regardless of whether the change is initiated by the student or the University. Students are also advised to contact the Department of Home Affairs.

16.1 Cancellation of enrolments due to non-payment of fees
International students must settle their fees by the specified due date. If the student fails to do so, Torrens University Australia will notify the student of possible consequences, which include the cancellation of enrolment. The student may be issued with a notification of the University’s Intention to Report the student for non-payment of fees in accordance with the conditions of their student visa.

16.2 International students under 18
If the enrolment of an under 18 international student is cancelled or suspended, Torrens University Australia will continue to monitor the care arrangements for that student until:

- the student is accepted by another registered provider and that registered provider takes over responsibility for approving the student’s accommodation, support and general welfare arrangements, or
- the student returns home, or
- other suitable arrangements are made that satisfy the Migration Regulations (for international students), or
- the University reports that it can no longer approve the arrangements for the student.

17. Complaints and Appeals
Students should refer to the Student Complaints Policy if they have a complaint about decisions made by Torrens University Australia in relation to their attendance, enrolment, deferral, leave of absence or withdrawal.

If the student is issued an intention to report and did not lodge a formal complaint after 20 working days (from issue of the notice of intention to report) or the appeal decision supports the University’s intention to report decision, the student will be reported to the Secretary of the Department of Education via PRISMS.

18. References


