

Policy Owner	Executive Director - Academic
Contact Officer:	Registrar
Approved by:	Academic Board
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Related Policies:	Complaints and Appeals Policy Refund Policy Deferrals/Suspensions/Cancellations Policy Transfer between Registered Provider Policy Terms of Offer

1. Overview

- 1.1 This policy has been developed in line with requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective July 2007) and the HESA (Higher Education Support Act) 2003.
- 1.2 This policy outlines the conditions under which students will be considered to have a valid enrolment at Phoenix Academy.

2. Organisational Scope

- 2.1 This policy applies to all students who are intending to enrol in Phoenix Academy Award Programs or who are currently enrolled in Award Programs offered by Phoenix Academy.
- 2.2 This policy cover process related to:
 - Adding or changing Units
 - Withdrawing from a Unit
 - Deferral, Suspension or Cancellation of Enrolment
 - Changing to another Phoenix Academy Course
 - Withdrawing from a Course
 - Transferring to another Provider

3. Definitions

- 3.1 Award Programs: Any program that leads to the awarding of a formal qualification under the AQF.
- 3.2 CoE: Confirmation of Enrolment is a document registered with DIBP to confirm a student's acceptance into a particular course for a specified duration.
- 3.3 Deferral: To delay commencement or continuation of course studies normally for a period of one semester.
- 3.4 DIBP: Department of Immigration and Border Protection: The Australian government agency responsible for issuing students with visas.
- 3.5 Valid Enrolment: Is an enrolment that is carried out in accordance with Phoenix Academy's Terms of Offer, policies and procedures, course requirements, and any other criteria the student is required to meet.
- 3.6 Enrolment in a Course: Occurs at the point a Confirmation of Enrolment (CoE) is issued by the Academy

- 3.7 Enrolment in a Unit: Occurs at the point a student selects units of study and timetable for the current semester.
- 3.8 International Student: For the purpose of this policy, an International student is defined as one who is not an Australian or New Zealand citizen or the holder of a permanent residency or humanitarian visa. For the purposes of this policy, students who are in Australia, as a result of their parents/legal guardians being on a temporary business visa (e.g. visa subclass 457), are regarded as International Students.
- 3.9 Intervention Strategy: any method that identifies students who are at risk of failure and attempts to mitigate that risk through counselling, academic assistance and/or amended study plan.
- 3.10 Local Student: For the purpose of this policy, a local student is anyone who is a permanent resident of Australia, citizen of Australia or New Zealand or the holder of a permanent humanitarian visa who will be resident in Australia for the duration of a course of study.
- 3.11 National Code: The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective July 2007).
- 3.12 PRISMS: The Provider Registration and International Student Management System is the database system used to process information given to the Secretary of DEEWR & DIBP by registered providers.
- 3.13 Principal Course: In regards to packaged offers, the principal course is normally the degree course entered following the completion of bridging or qualifying course(s).
- 3.14 Packaged Offer: An offer made to a student to enrol at Phoenix Academy and another institution.
- 3.15 Stand Alone Offer: An offer to a student to enrol at Phoenix Academy only
- 3.16 Provider: Any Registered Training Organisation (RTO) or Higher Education Provider within Australia.
- 3.17 Unit: A discrete component of study within a course.

4. Policy Content

- 4.1 Students are expected to enrol in the correct units for their course as outlined in the relevant course fliers or as advised by the appropriate staff.
- 4.2 All students must complete a valid unit enrolment form for each semester during the semester Orientation Program
- 4.3 Current (continuing) students must complete a valid unit enrolment form for the following semester during the current semester's clearance process.
- 4.4 Continuing international students who have not re-enrolled and have not responded to our correspondence by the specified due date (end of Week 2 of the semester) will automatically be withdrawn from The Academy and their Confirmation of Enrolment with Phoenix Academy will be cancelled.
- 4.5 International students are required to enrol in the unit equivalent of minimum of 20 contact hours of study. This is a full time study load.
- 4.6 Subject to approval of the Executive Director Academic (or Director Academic) the Academy will allow a student to study less than a full time load under the following circumstances:

- a) where the Academy deems the circumstances to be exceptional compassionate and compelling (supported by appropriate evidence and/or explanation);
- b) serious or ongoing illness (supported by a medical certificate);
- c) to complete the remaining units in the final semester of a course;
- d) where students are limited by the availability of units appropriate to their current or principle course of study and/or pre-requisite requirements;
- e) the implementation of an Intervention Strategy as outlined in Phoenix Academy's Progress and Attendance Policy.

4.7 Adding and changing Units

- 4.7.1 A student may add a unit to their enrolment, or change their enrolment subject to approval from the Director Academic, until the end of week two of the semester.
- 4.7.2 Under exceptional circumstances and subject to approval, a student may have a unit added to their enrolment after the due date by completing and submitting a request in writing to the Director Academic.

4.8 Withdrawing from a Unit

- 4.8.1 A student may withdraw from a unit of study by making an appointment with the Director Academic at any time of the semester. Financial and academic penalties will be incurred depending on the date the application to withdraw was received. Phoenix Academy students should familiarise themselves with the Phoenix Academy Refund Policy in regard to financial penalties.
- 4.8.2 The following academic penalties will be applied according to the date the student's application is received:
 - Withdrawal from a Unit after Commencing Study before the End of Week 4. This unit is removed from student's academic record and no academic penalty is incurred.
 - Withdrawal after the end of Week 4 and before the end of Week 10 will be noted on the academic record with a grade of Withdrawn [W]. Financial penalties apply.
 - Withdrawal after the end of Week 10 will be noted on academic record with a grade of Fail
- 4.8.3 Students may appeal against financial and/or academic penalties incurred, where there are extenuating or unforeseen circumstances resulting in their withdrawal. Refer to the Phoenix Academy Complaints & Appeals Policy.

4.9 Deferral, Suspension or Cancellation of Study

- 4.9.2 A current student may apply to defer their course, after enrolment due to compassionate and/or compelling circumstances eg. illness where a medical certificate states that the student is unable to attend classes, death of a family member or other circumstance for which deferral of studies is deemed to be in the best interest of the student.
- 4.9.3 Phoenix Academy has the right to defer, suspend or cancel a student's enrolment or re-enrolment where such action is considered to be in the best interests of the student e.g. for compassionate or compelling reasons, or in response to serious misbehaviour.
- 4.9.4 Any decision to suspend or cancel a student's enrolment will be made in accordance with the Student Misconduct Policy.
- 4.9.5 For full details please refer to the Academy's Deferrals, Suspensions or Cancellations Policy and Refund Policy

4.10 Changing to another Phoenix Academy Course

- 4.10.1 A student is required to undertake the course for which they received an offer of admission. Where a student wishes to change to another course offered by the Academy they will need to discuss the matter with the Director Academic. Student's wishing to change course at the beginning of semester must apply before week 2.
- 4.10.2 The Director Academic will consider each application before approving a transfer. In some instances it may not be possible/viable to transfer to another course for reasons of timing, visa conditions, course availability, current academic performance or not meeting entry requirements.

4.11 Withdrawing from a Course

- 4.11.1 Where a new student wishes to withdraw prior to course commencement they need to notify the Academy in writing. Any fees in credit will be paid according to the Refunds Policy.
- 4.11.2 Phoenix Academy will then cancel the Confirmation(s) of Enrolment (CoE) via PRISMS (International Students Only) which may or may not result in the cancellation of the student's visa.
- 4.11.3 Where a current (continuing) student wishes to withdraw they must discuss the matter with the Director Academic. The Director Academic will provide information on the outcome of withdrawing to allow the student to make an informed decision. Once the withdrawal is confirmed, Phoenix Academy will cancel their CoE(s) via PRISMS, which may in turn result in the cancellation of the student's visa.

5. Transferring to Phoenix Academy from another Provider

- 5.1 Student's wishing to transfer to the Academy from another provider before completing six months of their principal course, must provide The Academy with a Letter of Release from their original provider before The Academy will confirm their enrolment.
- Note: For information on transferring from Phoenix Academy to another provider refer to the Student Transfer Policy

6. Administrative procedures

- 6.1 This policy and related documentation is accessible through the Phoenix Academy website at www.phoenix.wa.edu.au
- 6.2 Academic notes via the Student Database and the Student Contact Log to be updated with any changes made to a student's enrolment.
- 6.3 Completed forms to be placed on student's file once all actions have been completed.
- 6.4 Copies of Letters of Release will be maintained on the Student file.

7. Related Forms

- Application Form
 - Unit Enrolment Form
 - Course Deferral/Cancellation Form
 - Change of Course Form
 - Letter of Release
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