

## Enrolment Procedures

### Table of Contents

1. Governing Policy
2. Purpose
3. Late arrivals
4. Extended leave of absence
5. Amendments to enrolment
  - 5.1. Withdrawal by student
  - 5.2. Transfer to another provider
  - 5.3. Withdrawal by IELI
  - 5.4. Consequences of withdrawal for students
6. Student complaints resolution and appeals

## 1. Governing Policy

Enrolment Policy

## 2. Purpose

- a. specify the enrolment and change to enrolment processes.
- b. ensure compliance with the ESOS National Code 2018 in respect of international students in Australia on a student visa.

## 3. Late arrivals & Deferrals

### 3.1 Later Arrivals

- a. Students should arrive at IELI on the day of course commencement as stated in the CoE. However, if a student's arrival is delayed for any reason, the student should notify IELI Admissions at [ieliadmissions@flinders.edu.au](mailto:ieliadmissions@flinders.edu.au). Students arriving late are able to commence their course at any point during their first 5 weeks of study; however, absences will be recorded for all missed classes.

### 3.2 Deferrals

- a. If a student's commencement of their course is delayed due to compassionate or compelling circumstances, the student may be granted a deferral of the full course length at no extra charge as long as documentary evidence of the compassionate or compelling circumstances is provided either prior to or within 1 week of the original course commencement date.
- b. Formal requests for deferrals should be submitted along with evidence of compassionate or compelling circumstances to IELI Admissions at [ieliadmissions@flinders.edu.au](mailto:ieliadmissions@flinders.edu.au).

## 4. Extended absence

- a. Students may request an extended absence during their studies if they can demonstrate compassionate or compelling circumstances. Students should contact IELI Admissions at [ieliadmissions@flinders.edu.au](mailto:ieliadmissions@flinders.edu.au) for further enquiries or to request an Application for Extended Absence form.
- b. Applications must be supported by documentary evidence of the compassionate or compelling circumstances, i.e., circumstances which are beyond the student's control. They may include medical (e.g. illness, where a medical certificate states that the student is unable to attend classes) or family/personal circumstances (e.g. death or severe medical problems within a family, or unforeseen family financial difficulties, so that it is unreasonable to expect a student to be able to continue their studies for a period of time).

- c. Students may be required to attend an interview with the Admissions and Compliance Coordinator and/ or the Director of Studies and/ or the Student Welfare Manager to discuss their circumstances.

## 5. Amendments to enrolment

### 5.1 Withdrawal by student

- a. To withdraw, students must submit an Application for Course Withdrawal form to IELI Admissions. To receive an Application for Course Withdrawal form, students should email the Admissions team at [ieliadmissions@flinders.edu.au](mailto:ieliadmissions@flinders.edu.au).
- b. Students withdrawing from their course may be eligible for a refund. Please refer to the IELI Refund Procedure.
- c. For Student visa holders, upon course withdrawal, the student's CoE will be cancelled. The student should contact the Department of Home Affairs for information on how this will impact their Student visa.

### 5.2 Transfer to another provider

- a. An international student who seeks to withdraw from IELI and transfer to another registered CRICOS institution before they have completed 6 months of their principal course of study must apply for approval to transfer in accordance with the International Student Transfer Procedures.

### 5.3 Withdrawal by IELI

- a. In the event that IELI cancels a student's enrolment due to provider default, the student will be notified in writing and will receive a full refund of all unused tuition fees in [Education Services for Overseas Students \(Calculation of Refund\) Specification 2014](#). If IELI is unable to provide a refund, the Tuition Protection Service (TPS), administered by the Director of TPS, will place the student in a suitable alternative course at no extra cost to the student. Finally, if TPS cannot place the student in a suitable alternative course, the student will be eligible for a refund as calculated by the Fund Manager.
- b. IELI may suspend a student's enrolment in certain circumstances, including but not limited to, on the basis of:
  - misbehaviour by the student (refer to the [IELI Attendance Policy](#))
  - failure to pay fees (refer to the [IELI Non-Payment of Fees Policy](#))
  - a breach of course progress or attendance requirements as outlined in this agreement (refer to the [IELI Behavioural Expectations Policy](#))

If IELI suspends an enrolment for any reason, a student may appeal this decision as per the [IELI Complaints Resolution and Appeals Policy](#). Suspension of a student's enrolment may affect their visa. Please consult the Department of Home Affairs for more information.

### 5.4 Consequences of withdrawal for students

- a. If an international student withdraws from, or IELI administratively withdraws a Student visa holder from, their course, IELI will notify the Australian Government of the withdrawal, as required by law. This may result in termination of the student's visa.

## 6. Student complaints and appeals

- a. An enrolled student may submit a complaint or appeal an enrolment-related decision by IELI in accordance with the [IELI Complaints Resolution and Appeals Policy](#).