

POLICY S6.7

DOMESTIC ENROLMENT, DEFERRAL, WITHDRAWAL AND REFUND

1.0 INTRODUCTION

1.1 Context

The AIM Business School (ABS) is a registered institute of higher education offering qualifications at AQF Level 8 & 9. ABS aims to provide courses that are of a high standard to facilitate students to achieve graduate qualities that equip them for their chosen careers.

1.2 Purpose

This policy provides the principles which govern domestic student enrolment, deferral, and withdrawal in/from ABS courses and units, and refund of fees paid by students. The processes for enrolment, deferment, withdrawal, and refunds are outlined in the Domestic Enrolment, Deferral, Withdrawal, and Refund Procedure.

1.3 Scope

This policy applies to all ABS courses and units, including those courses and units delivered by ABS Third Party Partners (TPP), all prospective and enrolled domestic students, and all ABS and TPP staff involved in student enrolment, deferral, withdrawal, and refunds.

1.4 Scope Exceptions

None.

2.0 RESPONSIBILITIES

1. ABS is responsible for providing students with information about the course, policies and procedures, census dates, course fees, and any other relevant information prior to admission and as part of the enrolment package.
2. Students are responsible for ensuring their enrolment record is current and to notify Student Support of any issues.
3. Students are responsible for complying with this policy and its procedure and for providing any documentation required or requested.
4. ABS and TPP staff are responsible for complying with this policy and the responsibilities and processes in the Domestic Enrolment, Deferral, Withdrawal, and Refund Procedure.

3.0 POLICY

3.1 Principles

1. ABS complies with all relevant legislation, and the Higher Education Standards Framework (2021), specifically Standard 1: Participation and Attainment, in managing student enrolment, deferral, withdrawal, and fee refunds.
2. ABS provides prospective and enrolled students with clear information on census dates, enrolment, deferral, withdrawal, course fees, non-tuition fees, and fee refunds.
3. Fees are payable for all ABS courses and students are provided with information on payment methods. Students can pay upfront or apply for FEE-HELP, a Commonwealth loan to assist students with all or part of their higher education fees, provided they meet the government criteria.
4. Students are considered to be enrolled in a course if they:
 - a. have unit enrolment(s) in at least one study period of an academic year;
 - b. are not enrolled in units but have formal approval for deferment of study for between two (2) to twelve (12) months.
5. Students remain enrolled in the course until:
 - a. the student has completed all the requirements of the course; or
 - b. the student withdraws from the course; or
 - c. the student's enrolment is withdrawn/cancelled by ABS. This will occur if:
 - i. the student is excluded from the course for a period of time, for not meeting course progression requirements as outlined in the Student Progression and Support Policy and Procedure; or
 - ii. non-payment of course fees by the census date; or
 - iii. the student is expelled from ABS for any reason, such as serious academic or general misconduct; or
 - iv. the student fails to submit required documentation to ABS; or
 - v. the student submits falsified documentation; or
 - vi. the student has not enrolled in any units for a minimum period of one (1) year, with no notification to ABS of withdrawal and no approved deferment of studies for that period.

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- vii. ABS defaults, as defined by the Tuition Protection Services (TPS). Refer to the ABS Statement of Tuition Assurance.
6. Students may apply for transfer to another ABS course if the course they wish to transfer to accepts transfers and the student meets the entry requirements for that course. Credit is not guaranteed in the new course - see the Credit and Recognition of Prior Learning Policy.
 7. Students wishing to defer their studies may request to do so for a period up to twelve (12) months. Refer to the Enrolment, Deferral, Withdrawal, and Refunds Procedure.
 8. Students may withdraw from the course or from units but must do so by midnight on the relevant census date or they will remain financially and academically liable for the units in which they were enrolled.
 9. Students who withdraw past the census date will incur an academic penalty for those units in which they were enrolled unless Special Consideration is approved. Refer to the Enrolment, Deferral, Withdrawal, and Refunds Procedure.
 10. After the census date, fees for units are not refundable, and academic penalties are not reversed except where Special Consideration is approved, as defined by ABS in the Domestic Enrolment, Deferral, Withdrawal, and Refunds Procedure.
 11. Where a refund of fees post census is granted for students with a FEE-HELP loan, ABS will follow government requirements in terms of remission of fees as outlined in the Higher Education Support Act 2003, Sub-division 104-B.
 12. ABS will pay approved refunds to the person/entity that made the original payment.
 13. Administration and non-tuition fees are non-refundable at all times.
 14. Students withdrawing from a course prior to completing the qualification will be provided with recognition for any units successfully completed, provided that all course fees due have been paid.
 15. Students should keep a copy of their written agreement and receipts of payment of course fees and non-tuition fees.
 16. ABS will ensure appropriate records relating to applications, assessments, and outcomes relating to enrolment, deferrals, withdrawals, and refunds are maintained on its student management system.
 17. ABS provides students with an appeal process against any decision made under this policy and its procedure. Refer to the Student Grievances and Complaints Policy and Procedure.
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4.0 DEFINITIONS

Census date - the date within each study period by which a student's enrolment must be finalised for a unit, and when applicable fees and charges are incurred. It is the last date that a student can withdraw from a unit and have it deleted from their academic record, and the last date to withdraw without incurring fees for the unit and an academic penalty. It is also the deadline for various financial requirements, including submission of requests for FEE-HELP.

- **Course** - a program of study consisting of units.
- **Deferral** - delaying enrolment for a specified period of time.
- **Enrolled student** - a student who has enrolment load or leave of absence recorded on the student record system on the census date for at least one study period in an academic year.
- **Exclusion** - A student who is excluded under the Student Progression and Support Policy has their enrolment cancelled for a period of not less than two (2) academic years, and must formally re-apply for admission, in the prescribed manner, at the end of the Exclusion period. Students can also be excluded for non-payment of fees, and serious academic or general misconduct.
- **Expulsion** - a last resort action, with the cancellation of a student's enrolment in an ABS course, along with the banning of the student from being re-admitted to ABS in the future.

FEE-HELP - an Australian commonwealth government loan that covers all or part of tuition fees. It does not cover costs like accommodation, textbooks, laptops, or other items as well as non-tuition and administrative fees.

- **Remission**- A person's FEE-HELP debt in relation to a unit is taken to be remitted if the person's HELP balance is re-credited.

Special Consideration - in making a decision on, for example, requests for post census refunds of course fees and/or reversal of grades, special consideration allows for review of the circumstances which the student alleges were not the fault of the student, impacted on them on or after the census date, and made it impracticable for them to complete the unit.

Unit- a discrete component of a course, also referred to as 'subject' in some education environments.

Withdrawal - cancelling enrolment in a unit or units or cancelling enrolment in a course. The student may withdraw enrolment or ABS may initiate withdrawal in specific circumstances.

5.0 REFERENCES AND ASSOCIATED INFORMATION

- Domestic Enrolment, Deferral, Withdrawal and Refund Procedure
- Academic Integrity and Honesty Policy
- Managing Student Academic Misconduct Procedure
- Credit and Recognition of Prior Learning Policy and Procedure
- Domestic Selection and Admissions Policy and Procedure
- FEE-HELP [government criteria](#).
- [Higher Education Standards Framework \(2021\)](#)
- [Higher Education Support Act 2003](#) and Guidelines
- Student Code of Conduct Policy
- Managing Inappropriate Student Behaviour Procedure
- Student Grievances and Complaints Policy and Procedure
- Student Progression and Support Policy and Procedure
- ABS Statement of Tuition Assurance
- Information Management Policy and Procedure

6.0 POLICY OWNERSHIP

Policy Owner	Executive Dean
Status	Reviewed April 2024
Approval Authority	ABS Corporate Board
Date of Approval	01/05/2024
Effective Date	01/05/2024
Implementation Owner	Executive Dean
Maintenance Owner	Head of Compliance
Review Due	May 2027
Content Enquiries	Professor Sabina Cerimagic - Executive Dean Email: sabina.cerimagic@aimbusinessschool.edu.au

7.0 AMENDMENTS

Version	Amendment Approval (Date)	Amendment Made by (Position)	Amendment Details
S6.0	14 June 2017	The Dean / Head of Compliance, Partners	Initial Document - First Draft
S6.1	21 June 2017	The Dean / Head of Compliance, Partners	Updated based on ABS internal review
S6.2	30 June 2017	The Dean / Head of Compliance, Partners	Updated to reflect Dean, ABS feedback
S6.3	11 September 2017	The Dean / Head of Compliance, Partners	Updated incorrect course title reference.
S6.4	26 October 2021	ABS Corporate Board	<p>New title - Enrolment added.</p> <p>New template.</p> <p>Procedure separated from policy.</p> <p>Enrolment clauses added.</p> <p>Academic penalty grades for withdrawing post-census added.</p> <p>Clause on refund of FEE-HELP loans added.</p> <p>Definitions and References updated.</p>
S6.5	10 March 2023	Head of Compliance	Minor administrative change: update to staffing titles
S6.6	1 May 2024	ABS Corporate Board	Reference to TPS and Provider Default, and record keeping.
S6.7	14 May 2025	Head of Compliance	Minor update to align with TEQSA ASMT nomenclature and PRV categories, 'registered Institute of Higher Education in Australia'.