



## Variation of Enrolment Policy (takes effect 1 January 2008)

Approval Resolution No: DEL0708/10/1      Date: 23/7/2007

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## **PART A: POLICY**

### **1. Purpose and Scope**

This policy will establish the implications, both financially and academically, for students varying their enrolment by addition or substitution of or withdrawing from unit(s). These implications will depend on the timing of the variation in a teaching period of the unit(s). This policy recognises the need to have different arrangements apply for semester-length units and units taught in intensive mode, yet there needs to be equity of treatment of FEE-HELP and Fee-paying students.

This policy applies to coursework students who are enrolled in an ACT (College) course and who wish to vary their enrolment by adding, substituting or withdrawing from unit(s). Research students are subject to the rules related to their course.

This policy does not apply to students who seek and are approved for enrolment in a College course after the Administrative Date in this policy. Such late enrolment will attract a separate Late Enrolment Fee as per the ACT Regulations and this fee shall be consistent with the Add/Substitute Unit fee in this policy.

### **2. Policy Level**

*Governance/Academic/Management/Operational:*    Academic/Management/Operational

### **3. Background**

This policy has been revised to take account of the Higher Education Provider (HEP) Guidelines (16 September 2013) under *Higher Education Support Act 2003*. These guidelines set criteria for determining whether a fee is of a kind that is incidental to studies and acceptable under the *Act*. The category of fee that applies in this policy is "... a fine or a penalty provided it is imposed principally as a disincentive and not in order to raise revenue or cover administrative costs". To be a disincentive in the context of this policy the fee level must necessarily be reasonably substantial.

Students may add or substitute units up to the census date of each of the units or withdraw from units at any time during the period of study of units. Most units are presented over the full period of a semester (normally 13 teaching weeks), while a number of units are approved for presentation in intensive mode, usually entailing a brief period of teaching followed by a period up to assessment, with the total time not conforming to a normal semester. Census dates associated with units are critical for reporting obligations. The state of students' enrolments in unit(s) at the census dates of the units must be absolutely clear as this is the basis for payment of FEE-HELP to the College and for obligation and reporting on students, be they FEE-HELP or up-front fee-paying students.

The ACT requirements on intensive units indicate an expectation of significant pre-reading tasks, with accountability as a condition of entry to the attendance segment of the unit. Consequently a college may have incurred significant expense preparing the pre-reading material even before the attendance period has commenced. The policy recognises that students may enrol in such units for audit by the time prescribed by the college but not elect to study the unit for ACT credit until a later point in time. In addition, given the period between the Administrative Date and the Census Date, the student may have completed the intensive teaching attendance period before withdrawal, consuming a substantial amount of the intellectual property of the college. The policy also recognises that the intensive teaching attendance period may be as short as five days.

In recognition of the variety of teaching calendars applied to units across affiliated colleges, some of the critical dates in this policy will be set in a relative fashion, either relative to the start of a unit or relative to the Census Date of a unit. Moreover, days/weeks will be in terms of "teaching" days/weeks to take account of other events that occur during semesters; eg. mid-semester breaks, mission weeks, research weeks, etc.

Unless otherwise mentioned below, students will be assumed to have completed enrolment for ACT credit in units to be studied by the Administrative Date, including having either made up-front payments for the units in which they enrolled and/or lodged the necessary FEE-HELP form for their course.

Noting that after the Census date withdrawal from a unit does not normally entail the refund of any up-front payments nor the re-crediting of a FEE-HELP balance, an additional Variation of Enrolment fee for withdrawal from a unit seems unnecessarily onerous. Moreover, if a student is able to demonstrate Special Circumstances in relation to withdrawal from a unit after the Census Date with consequent refund and/or re-crediting, a Variation of Enrolment fee is likely to be inappropriate. The disincentive needs to focus on the period between the Administrative Date and the Census date.

The policy below refers to a Variation of Enrolment Form. It is assumed that each affiliated college has such a form or one which supports a student varying their enrolment.

The policy assumes that affiliated colleges have policies addressing the following matters:

- appeals against a decision of the Registrar; in particular, a decision not to refund up-front payments following a “special circumstances” application by a student.
- what (if any) distributed unit materials are required to be returned to the college Registrar in the event that a student enrolled in the unit withdraws up to the Administrative Date.

[Examples of a college policy might be:

- (a) such students are obliged to return to the Registrar all unit material distributed to date;
- (b) such students should consult the college Registrar concerning the return of unit material distributed to date;
- (c) such students are permitted to retain all unit material distributed to date.]

#### 4. Definitions

**ACT Credit** – for the result of study of an ACT unit to be credited towards an ACT award a student must have enrolled in the unit in the fashion prescribed by their college by which the ACT will be informed of the enrolment.

**Administrative Date** – the date in the period of presentation of a unit after which payment of the Variation of Enrolment Fee is required up until the Census Date for addition or substitution of a unit for ACT credit or for withdrawing from the unit.

For semester-length units, the Administrative Date is 5pm (college local time) on the last day (normally Friday) of the second teaching week of semester. For intensive units, the Administrative Date is 5pm (college local time) on the second day of classes in the unit.

**Census Date** – the date against which enrolled load in a unit is tallied. For semester-length units, the Census Date is normally 31 March or 31 August. For all units, including those taught in intensive mode, the Census Date must be no less than 20% of the period from commencement of the unit to the final date for completion of assessment tasks. Requests to be actioned against a Census Date must be lodged by 5pm (college local time) on that date. The Variation of Enrolment fee shall not apply after the census date.

**Withdrawal Date** – the date after the Census Date of a unit and before which a student must withdraw from the unit so as not to incur academic penalty. For semester-length units, the Withdrawal Date shall normally be the Friday at the end of the second full teaching week after the Census Date. For intensive units, the Withdrawal Date is approximately 60% of the period from commencement of the unit to the final date for completion of assessment tasks. Requests to be actioned against the Withdrawal Date must be lodged by 5pm (college local time) on that date.

**Teaching Weeks** – periods of up to 5 week-days in a calendar week when face-to-face on-campus classes are scheduled and presented.

**Up-front payment** – the payment made for a unit (ie. up-front) by FEE-HELP students in respect of part of the tuition fee associated with a unit or by a fee-paying student who does not defer the payment of fees to FEE-HELP in respect of the full tuition fee associated with unit.

## **5. Principles**

### **(A) Administrative Matters**

- A1. The imposition of the Variation of Enrolment Fee and other penalties and liabilities and non-refunding of any up-front payments referred to in this policy shall not apply when the variation of enrolment is an action to correct an administrative error.
- A2. In this policy the decision-maker in relation to re-crediting of FEE-HELP balances for FEE-HELP students (Re-crediting Officer) shall be the ACT Director of Academic Services and the decision-maker in relation to the refunding of up-front payments for all students (Refunding Officer) shall be the college Registrar.
- A3. If a college Registrar deems “special circumstances” (see section B below) prevailed at the time when a student was obliged under this policy to pay a designated Variation of Enrolment fee, the college Registrar may waive the fee.
- A4. The ACT Director of Academic Services shall be the decision-maker in respect of the addition of any units after the Census Date.
- A5. The Variation of Enrolment Fee is an incidental fee under HEP Guidelines and may not be claimed under FEE-HELP.

### **(B) Special Circumstances**

- B1. In determining eligibility of a student for refunding of an up-front payment or re-crediting of the FEE-HELP balance the criteria outlined in the HESA guidelines and the regulators’ guidelines shall be applied.
- B2. The ACT may re-credit a student’s FEE-HELP balance or the college may refund an up-front payment if it is satisfied that special circumstances apply to the student that are:
  - beyond the student’s control;
  - do not make their full impact on the student until, on, or after, the census date; and
  - make it impracticable for the student to complete the requirements for the unit during the period in which the student undertook, or was to undertake, the unit.
- B3. The College/college Registrar will be satisfied that the student’s circumstances are beyond the student’s control if a situation occurs which a reasonable person would consider is not due to the student’s action or inaction, either direct or indirect, and for which the student is not responsible. The situation must be unusual, uncommon or abnormal.
- B4. The College/college Registrar will be satisfied that a student’s circumstances did not make their full impact until on or after the census date for the unit of study if the student’s circumstances occur:
  - (a) before the census date, but worsen after that day; or
  - (b) before the census date, but the full effect or magnitude does not become apparent until on or after that day; or
  - (c) on or after the census date.

- B5. Special circumstances that would make it impracticable for the student to complete the requirements for the unit of study would include:
- (a) medical circumstances; or
  - (b) family circumstances; or
  - (c) personal circumstances; or
  - (d) employment related circumstances; or
  - (e) course of study related circumstances.
- B6. Each application will be examined and determined on its merits. The FEE-HELP Re-crediting Officer/college Registrar will consider a student's claims, together with independent supporting documentary evidence that substantiates these claims.

**(C) Time limits on lodgement of forms for FEE-HELP Re-crediting/Refunding of any up-front payments**

- C1. If a student formally withdraws from a unit by lodgement of a Variation of Enrolment Form but fails to apply for re-crediting of FEE-HELP balance and/or refunding of any up-front payment at that time,
- (a) a FEE-HELP student has up to twelve months from the date of lodgement of the Form within which to apply for re-crediting of their FEE-HELP debt; and/or,
  - (b) a student who made an up-front payment in respect of the unit has up to three months from the date of lodgement of the Form within which to apply for refunding of that up-front payment.
- C2. If a student "drops out" of a unit during the presentation of the unit and fails to lodge a Variation of Enrolment Form,
- (a) a FEE-HELP student has up to twelve months from the end of presentation of the unit within which to apply for re-crediting of their FEE-HELP balance; and/or,
  - (b) a student who made an up-front payment in respect of the unit has up to three months from the end of presentation of the unit within which to apply for refunding of that up-front payment.
- C3. The ACT FEE-HELP Re-crediting Officer or the college Registrar may waive the time limit for making the application if s/he is satisfied that it was not possible for the student to apply within the time limit.

**(D) Time period for response following lodgement of an application under this policy**

- D1. The ACT FEE-HELP Re-crediting Officer/college Registrar will respond to the student's application within 28 days of receiving the student's written application.

**(E) Review of Original Decisions under this policy**

- E1. In respect of an application to refund an up-front payment, where a student is not satisfied with the decision made by the college Registrar, s/he may apply in writing to the college for a review of the decision. The procedures for such a review shall be according to the policy of the college for appeals against decisions made by the college Registrar.
- E2. Where a student is not satisfied with the decision made by the FEE-HELP Re-crediting Officer, s/he may apply in writing to the ACT for a review of the decision. The Review Officer, appointed by the Board of Delegates, is the Dean of the College.
- E3. The time limit for applying for a review of the decision is 20 working days from date of the student receiving notice of the decision. In the request for a review, the student must state the reasons why he or she is applying for a review. The Review Officer will notify the applicant of his decision and the reasons for making the decision.

- E4. The Review Officer's available options are to:
- confirm the decision;
  - vary the decision; or
  - set the decision aside and substitute a new decision.
- E5. With advice of the Review Officer's decision within 30 working days of receipt of the request for the review, the student will be advised of provisions for further review of that decision.

**(F) Start date of a unit**

- F1. The start date of all units (including intensive and distance mode) is determined to be the first day of content delivery and formal classes.

**6. Policy Content**

**(A) Student Obligations**

- A1. Students seeking enrolment in an intensive unit are obliged to comply with the conditions set by the college for such enrolment. These may relate, but are not restricted, to:
- completion of enrolment being required some weeks before teaching in the unit
  - declaring completion of any required pre-reading for the unit.
- A2. Fee-paying students and FEE-HELP students wishing to make an up-front payment are obliged to make this payment for units normally no later than the first day of teaching of the unit.
- A3. Students are obliged to indicate at enrolment in a semester their intention to take up FEE-HELP assistance for that semester and to lodge the necessary documentation to obtain FEE-HELP normally no later than the first day of teaching of the unit.
- A4. All students withdrawing from a unit prior to the Administrative Date of the unit are obliged to comply with the college policy on return of unit material to the Registrar (see B3 below).

**(B) College/Registrar Obligations**

- B1. In relation to intensive units college Registrars are obliged to advise prospective students of the special conditions that relate to enrolment in such units at the college. These may include, but are not restricted to:
- the need for students to complete enrolment some weeks before formal classes commence;
  - the expectation that students will undertake pre-reading for the unit;
  - the obligation on students to declare completion of any required pre-reading for the unit;
  - the ability (or not) of a student to commence enrolment in an intensive unit after the published enrolment date.
- B2. Because the ACT Office must report the various census dates to the regulators, college Registrars are required to advise the ACT Director of Academic Services of the critical dates as they relate to units being presented at their college (See Part B: 2. Procedures > A2) according to the following schedule:
- (a) **15 September** for units with a census date in the first half of the next year
  - (b) **15 March** for units with a census date in the second half of the current year
- Failure to provide this information by the due date will have serious implications for regulatory reporting and FEE-HELP availability in respect of these units.
- B3. College Registrars are obliged to advise students of their college policy concerning the return of unit material if the student withdraws from a unit prior to the Administrative Date of the unit.

- B4. In accordance with regulatory guidelines, college Registrars should advise FEE-HELP students who withdraw from a unit after the Census Date that they may apply, in writing to the ACT Director of Academic Services through the college Registrar, for re-crediting of their FEE-HELP balance if they can demonstrate that special circumstances prevailed at the time of withdrawal (See Section 5: Principles > B).
- B5. College Registrars should advise students who made an up-front payment in respect of the unit from which they have withdrawn after the Census Date that they may apply, in writing to the college Registrar, for refunding of the up-front payment if they can demonstrate that special circumstances prevailed at the time of withdrawal (See Section 5: Principles > B).

**(C) Pre-requisite and Co-requisite Units**

- C1. Students are responsible for ensuring that any specified pre-requisites or co-requisites are met. These are listed in the handbooks and on the ACT Website. The College reserves the right to cancel a student's enrolment in a unit if the pre-requisite or co-requisite requirements for enrolment in the unit have not been met.

**(D) Addition or Substitution of Units**

- D1. For units taught across Semester 1 or Semester 2, students may add a unit for ACT credit to their program of study, or substitute units within a program of study, up until the Administrative Date of the unit being added.
- D2. For units taught in intensive mode, students may add such a unit for ACT credit to their program of study up until the Administrative Date of the unit, subject to approved unit enrolment conditions published by the affiliated college offering the unit.
- D3. Addition or substitution of semester-length units after the Administrative Date and before the Census Date of the unit will require:
- (a) written agreement of the unit presenter on or attached to the application, and
  - (b) payment of the approved Variation of Enrolment Fee prior to lodgement of the application (See Part B: Procedures > 1. Introduction), and
  - (c) lodgement of the application for Variation of Enrolment before the Census date with the college Registrar for processing.

If the unit presenter is of the opinion s/he cannot reasonably support the late commencement in the unit, s/he has the discretion to not approve the request.

- D4. Addition of or substitution by an intensive unit after the Administrative Date and before the Census Date of the unit will be subject to the enrolment conditions published by the college presenting the unit. Such enrolment is unlikely to be permitted, but if it is, payment of the Variation of Enrolment Fee is required prior to lodgement of the application.
- D5. Units approved for addition or substitution will attract a FEE-HELP liability at the Census Date or require an up-front payment to be made if full or in part.
- D6. Addition or substitution of units is not normally permitted after the Census Date for a unit. Such a request shall be forwarded to the ACT Director of Academic Services for decision.
- D7. The Appendices at the end of this document contain tables summarising this section.

**(E) Withdrawing from Units**

- E1. Up until the Administrative Date associated with a unit, students may withdraw from the unit (discontinue enrolment in the unit) with no academic or financial penalty.
- (a) No FEE-HELP liability will be incurred.
  - (b) Any up-front payments made in relation to the unit will be refunded in full.
  - (c) The unit will be deleted from the enrolment record of the student.

- (d) All students withdrawing from a unit prior to the Administrative Date will normally be obliged to return all unit material distributed – according to college policy.
- E2. After the Administrative Date and up until the Census Date associated with a unit, students may withdraw from the unit (discontinue enrolment in the unit) with no academic penalty.
- (a) The approved Variation of Enrolment Fee applies  
(See Part B: Procedures > 1. Introduction).
- (b) The Variation of Enrolment Fee must be paid prior to lodgement of the request to withdraw from the unit.
- (c) No FEE-HELP liability will be incurred.
- (d) Any up-front payment made in relation to the unit will be refunded in full.
- (e) The unit will remain on the enrolment record with a grade of W (Withdrawn) but not print on a student's transcript.
- (f) If a student is able to prove to the satisfaction of college Registrar that special circumstances (as outlined in the Section 6: Principles below) were associated with their withdrawal from the unit after the Administrative Date, they will be deemed to have withdrawn from the unit before the Administrative Date and be treated as in E1.
- E3. After the Census Date and up to the Withdrawal Date associated with a unit, students may withdraw from the unit (discontinue enrolment in the unit) with no academic penalty but FEE-HELP/up-front payment liabilities normally remain.
- (a) Normally the appropriate FEE-HELP liability will be incurred and/or fees paid up-front will not be refunded.
- (b) The Variation of Enrolment fee shall not apply.
- (c) The unit will remain on the enrolment record of the student with a grade of W (Withdrawn).
- (d) If a student is able to prove that special circumstances (as outlined in the Section 5: Principles > B) were associated with their withdrawal from the unit after the Census Date, they will be deemed to have withdrawn from the unit before the Census Date and be treated as in E2 (without application of the Variation of Enrolment fee), with written confirmation of remitted liability advised to a FEE-HELP student by the College and advise the college Registrar concerning the refunding of any up-front payments.
- E4. After the Census Date and after the Withdrawal Date associated with a unit, students may withdraw from the unit (discontinue enrolment in the unit) with an academic penalty but FEE-HELP/up-front payment liabilities normally remain.
- (a) Normally, the appropriate FEE-HELP liability will be incurred and any up-front payments will not be refunded.
- (b) The Variation of Enrolment fee shall not apply.
- (c) The unit will remain on the enrolment record of the student with normally a grade of FW (Failed to withdraw by the Withdrawal Date).
- (d) If a student is able to prove that special circumstances (as outlined in Section 5: Principles > B) associated with their withdrawal from the unit after the Census Date, they will be deemed to have withdrawn from the unit before the Census Date and be treated as in E2 (without application of the Variation of Enrolment fee but with the grade CW – compassionate withdrawal - awarded), with written confirmation of remitted debt advised to a FEE-HELP student by the College and advice to the college Registrar concerning the refunding of any up-front payments.
- E5. The Appendices at the end of this document contain tables summarising this section.



## 7. Associated Documents

### (A) Superseded Documents

This policy supersedes the following policies:

- Withdrawals – Semester Length & Annual Unit(s)
- Withdrawals – Intensive Unit(s)

### (B) Related Internal Documents

- Re-Crediting FEE-HELP Balance Policy –  
<http://www.actheology.edu.au/policy%20files/FEE%20HELP%20recrediting%20policy.pdf>

### (C) Related External Documents

- HESA Administrative Guidelines 2012
- HESA Higher Education Provider Guidelines 2102
- FEE-HELP information booklet
- Higher Education Administrative Information for Providers, November 2013

## 8. Responsibility and Authority

Body/Position with authority to initially approve the policy and procedures and amend the policy:

Board of Delegates on recommendation from Coursework Awards Board/Dean

Position with delegated authority to amend the procedures consistent with the policy:

Dean/college Registrars

Position(s) accountable for:

<b>Responsibility</b>	<b>Position</b>
Development of the policy	Quality Manager
Provision of advice in development of the policy	college Academic Deans & Registrars/ Director of Academic Services
Distribution of the policy	Director of Academic Services
Implementation of/Advice concerning the policy	Director of Academic Services /college Registrars
Monitoring of and compliance with the policy	Director of Academic Services
Evaluation and recommending amendment of the policy	Director of Academic Services and College Registrars

## 9. Approvals

<b>Document Title:</b>	Variation of Enrolment Policy	<b>Document Number:</b>	DEL0707/10/1
<b>Approval Authority:</b>	Dean & Coursework Awards Board recommending to Board of Delegates	<b>Approval Date:</b>	23 Jul 2007
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<b>Revision History</b>			
<b>Authority</b>	<b>Action</b>	<b>Resolution No.</b>	<b>Date</b>
Dean	Amendment to Part B :Procedures>1>A2		5 Sept 2007

Quality Manager	Clarification of Definition of Withdrawal date by the insertion of the word “full”		16 Sept 2010
Dean	Replacement of Part B: Procedures>1>B		14 Oct 2010
Director of Academic Services	Update erroneous content in accordance with new regulatory guidelines		19 March 2014
Director of Academic Services	Update outdated content in accordance with new regulatory guidelines		3 June 2014

## 10. Communications

Date	Recipient	Purpose	Mode
20 Apr 2007	college Registrars	Review of version 1 of this policy	Email
24 May 2007	college Registrars	Review of version 2 of this policy	Email
8 June 2007	college Registrars	Reminder – seeking comments on Version 2	Email
22 June 2007	college Registrars / Dean / CAB	Review of version 3 of this policy	Email
5 July 2007	CAB	Review of final version of policy and seeking support of recommendation for approval to BofDs	Email
23 July 2007	Delegates	Review of final version and approval	Paper
26 July 2007	Registrars	Advice of approval and final version	Email
15 Oct 2010	ACT Website	Posting of current version	Web
19 March 2014	ACT Website	Posting of current version	Web
3 June 2014	ACT Website	Posting of current version	Web

## ***PART B: PROCEDURES***

### 1. Introduction

#### (A) Publication of information by Registrars of affiliated colleges

- A1. All affiliated colleges, through their Registrars, are required to publish a summary of this policy in their student handbooks (consisting of at least the tables in the Appendices), together with a web reference to the full policy on the college website (and/or on the ACT website).
- A2. In respect of units approved by the ACT for offer by the college in the coming year, the college Registrar shall provide the ACT Director of Academic Services by the specified date (see 5. Policy Content > B2) and students prior to commencement of study in the units the following dates:
- (a) in respect of each semester-length unit
- the start of semester
  - the administrative date
  - the census date
  - the withdrawal date
  - the end date (last day for submission of the final assessment task in the unit)

Dean 050907

- (b) in respect of each intensive unit
- the start date of the unit
  - the administrative date
  - the census date
  - the withdrawal date
- Dean 050907
- the end date (last day for submission of the final assessment task in the unit)

**(B) The Variation of Enrolment Fee**

Dean 141010

This fee shall be collected by colleges and the funds applied as each college determines. While substitution of a unit entails deletion of one unit and addition of another, this total action is deemed to relate to one unit and Fee (a) below is applied once for a substitution.

Annually, usually in August for the next year, a Fee per credit point shall be set by the Dean in relation to each of the following actions:

- (a) Add/Substitute Unit (Enrol Late) after Administrative Date
- (b) Withdraw from unit after Administrative Date and before Census Date.

The Fee per credit point may vary according to the mode of delivery of the unit.

**(C) Effective Date of Policy**

On approval, this policy shall become effective on 01 Jan 2008 and apply to any variation of enrolment form lodged subsequent to that date in relation to course/unit enrolments in 2008.

**2. Procedures**

**(A) Applying for Variation of Enrolment**

- A1. To apply to vary their enrolment, students are required to complete the Variation of Enrolment Form (or similar according to college) and lodge it with the Registrar at the college of their enrolment.
- A2. For addition /substitution of a unit, if the lodgement date of the form is after the Administrative Date for the unit, the student must ...
- (a) pay the required Variation of Enrolment Fee to their college prior to lodging the form, else the form will not be processed; and,
  - (b) lodge the form with the college Registrar for processing, with the endorsement of the unit presenter accepting the late start in the unit.
- [An application to add/substitute a unit lodged after the Census Date shall be referred to the ACT Director of Academic Services.]
- A3. For withdrawal from a unit, if the lodgement date of the form is after the Administrative Date and before the Census Date, the student must ...
- (a) pay the required Variation of Enrolment Fee to their college prior to lodging the form, else the form will not be processed; and,
  - (b) lodge the form with the college Registrar for processing.
- A4. For withdrawal from a unit, if the lodgement date of the form is after the Census Date, the student must lodge the form with the college Registrar for processing.

**(B) Claiming Special Circumstances associated with withdrawal from a unit**

- B1. A student seeking re-crediting of their FEE-HELP balance or refund of any up-front payments on the grounds that special circumstances prevailed at the time they ceased study must lodge their request within the time limits specified above (see Policy: 6. Principles > B. Special Circumstances).
- B2. The request should be in the form of a letter to the FEE-HELP Re-crediting Officer/college Registrar to be lodged with their college Registrar:
- (a) indicating the unit(s) against which re-crediting/refunding is sought;
  - (b) appending a completed Variation of Enrolment Form;
  - (c) detailing the special circumstances [see Policy: 6. Principles > B. Special Circumstances] s/he believes made it impractical for him/her to complete those unit(s), including specifying dates on which relevant events occurred and detailing the extent of impact of those events on study in the unit(s); and,
  - (d) attaching all available relevant documentation supporting their claim for special consideration; such documentation may include:
    - doctor/medical certificates
    - letter(s) from current or former employers
    - letter(s) from solicitors or other qualified people advising adverse family circumstances.

**(C) Actions by a college Registrar in relation to an application to Add/Substitute a unit**

- C1. Applications received before the Administrative Date shall be processed by adding unit(s) to the student's enrolment record and deleting any units they are replacing.
- C2. Applications received after the Administrative Date and before the Census Date for addition of units shall be processed as in C1 on condition that:
- (a) the student pays the appropriate Variation of Enrolment fee prior to lodgement of the form; and,
  - (b) the student presents to the college Registrar endorsement(s) from unit presenter(s) for each unit proposed for addition that they are accepting of the late start in the unit by the student.

On fulfilment of these conditions the Registrar shall add unit(s) to the student's enrolment record and delete any units they are replacing.

- C3. The Registrar shall require a fee-paying student to make the appropriate up-front payment for any added units and advise a FEE-HELP student that they may make a partial up-front payment towards their liability for any added units or defer the total liability to FEE-HELP.
- C4. Applications received by the Registrar after the Census Date, even with endorsement from a unit presenter, MUST NOT be processed on TAMS by the college Registrar but forwarded to the ACT Director of Academic Services for a final decision.

**(D) Actions by a college Registrar in relation to an application from a Fee-paying student to withdraw from a unit**

- D1. Before the Administrative Date for the unit:
- (a) applications received shall be processed by deleting from the student's enrolment record the unit from which the student is withdrawing.
  - (b) any up-front payment made by the student for the unit shall be refunded in full.
  - (c) all unit material already distributed shall be dealt with according to the college policy.

- D2. After the Administrative Date and before the Census Date for the unit:
- (a) the application shall be processed on condition that the appropriate Variation of Enrolment fee is paid by the student.
  - (b) on fulfilment of the above condition, the Registrar shall process the application by assigning to the unit from which the student is withdrawing the grade W (Withdrawn) and notify the ACT Office of the withdrawal.
  - (c) any up-front payment made by the student for the unit shall be refunded in full.
- D3. After the Census Date and before the Withdrawal Date for the unit:
- (a) the Registrar shall process the application by assigning to the unit from which the student is withdrawing the grade W (Withdrawn) and notify the ACT Office of the withdrawal.
  - (b) the Registrar shall determine if there are any special circumstances sufficient to justify the refund of any up-front payments by the student for the withdrawn unit and make any consequent refund.
- D4. After the Withdrawal Date for the unit:
- (a) the Registrar shall process the application by assigning to the unit from which the student is withdrawing the grade FW (Failed to withdraw by the Withdrawal Date) and notify the ACT Office of the withdrawal.
  - (b) if the Registrar deems the circumstances under which the student withdrew from the unit worth of consideration for “Compassionate Withdrawal” the Registrar shall forward the application to the ACT Director of Academic Services for decisions concerning the awarding of the grade CW and the advice concerning the refund of any related up-front payments.
- (E) Actions by a college Registrar in relation to an application from a FEE-HELP student to withdraw from a unit**
- E1. Before the Administrative Date for the unit:
- (a) applications received shall be processed by deleting from the student’s enrolment record the unit from which the student is withdrawing.
  - (b) any up-front payment made by the student for the unit shall be refunded in full.
  - (c) all unit material already distributed shall be dealt with according to the college policy.
- E2. After the Administrative Date and before the Census Date for the unit:
- (a) the application shall be processed on condition that the appropriate Variation of Enrolment fee is paid by the student.
  - (b) on fulfilment of the above condition, the Registrar shall process the application by assigning to the unit from which the student is withdrawing the grade W (Withdrawn) and notify the ACT Office of the withdrawal.
  - (c) any up-front payment made by the student for the unit shall be refunded in full.
- E3. After the Census Date and before the Withdrawal Date for the unit:
- (a) the Registrar shall forward the application to the ACT Office for processing along with any request for re-crediting of the FEE-HELP balance (according to B2 above) and their recommendation concerning the re-crediting request.
  - (b) the ACT Director of Academic Services shall assign to the unit from which the student is withdrawing the grade W (Withdrawn) and, if the student has requested re-crediting of their FEE-HELP balance, determine if there are any special circumstances sufficient to justify the re-crediting of the FEE-HELP balance for the withdrawn unit and the refunding of any up-front payment. If special circumstances are deemed to have applied, the student shall receive from the ACT Office written confirmation of the remitted debt

and the Director of Academic Services shall advise the Registrar to refund any up-front payment made in relation to the unit.

E4. After the Withdrawal Date for the unit:

- (a) the Registrar shall forward the application to the ACT Office for processing along with any request for re-crediting of the FEE-HELP balance (according to B2 above) and their recommendation concerning the re-crediting request.
- (b) the ACT Director of Academic Services shall assign to the unit from which the student is withdrawing the grade FW (Failed to withdraw by the Withdrawal Date) and, if the student has requested re-crediting of their FEE-HELP balance, determine if there are any special circumstances sufficient to justify the re-crediting of the FEE-HELP balance for the withdrawn unit and the refunding of any up-front payment. If special circumstances are deemed to have applied, the grade awarded shall be CW (Compassionate Withdrawal), the student shall receive from the ACT Office written confirmation of the re-crediting of the FEE-HELP balance, and the Director of Academic Services shall advise the Registrar to refund any up-front payment made in relation to the unit.

**APPENDICES**

**Appendix A – Summary Table for Semester-length Units.**

<b>Semester- length Units</b> <i>(assumes student has completed unit enrolment for ACT credit by the end of Week 2 of semester)</i>				
Semester Week	Day	Action Date	Add/Substitute unit(s)	Withdraw from unit(s)
1	first day	Unit Start	No Variation of Enrolment Fee applies	No Variation of Enrolment Fee applies
2	last day - 5pm (college local time)	<b>Administrative Date</b>	FEE-HELP liability &/or Up-front payment applies	Unit deleted from record No academic penalty No FEE-HELP liability Full refund of any up-front payments
3	after Administrative Date up to			
	31 Mar or 31 Aug 5pm (college local time)	<b>Census Date</b>	Variation of Enrolment Fee applies ( <b>2014 fee is up to \$115/unit</b> ) + Written agreement of unit presenter required FEE-HELP liability &/or Up-front payment applies	Variation of Enrolment Fee applies ( <b>2014 fee is up to \$350/unit except GSF, which is ¼ the norm</b> ) No academic penalty (unit graded AW) No FEE-HELP liability Full refund of any up-front payments
	after Census Date up to			
Friday at end of second full teaching week after Census date	last day 5pm (college local time)	<b>Withdrawal Date</b>	No unit(s) may be added or substituted after Census date	No Variation of Enrolment Fee applies No academic penalty (unit graded W) FEE-HELP liability* No refund of any up-front payments*
	after Withdrawal Date			No Variation of Enrolment Fee applies Academic penalty (unit graded FW) FEE-HELP liability* No refund of any up-front payments*

\* If a student considers “special circumstances” prevailed at the time of withdrawal from the unit, the student may request re-crediting of their FEE-HELP balance and/or refunding of any up-front payment(s) made in relation to the unit.

**Appendix B – Summary Table for Units taught in intensive mode.**

<b>Units presented in intensive mode</b> <i>(assumes student has completed unit enrolment for ACT credit by the end of Day 2 of unit presentation)</i>				
Day	Time	Action Date	Add/Substitute unit(s)	Withdraw from unit(s)
Presentation Day 1		Unit Start	No Variation of Enrolment Fee applies	No Variation of Enrolment Fee applies
Presentation Day 2	5pm (college local time)	<b>Administrative Date</b>	FEE-HELP liability &/or Up-front payment applies	Unit deleted from record No academic penalty No FEE-HELP liability Full refund of any up-front payments
		after Administrative Date up to	<i>Subject to college rules</i> Variation of Enrolment Fee applies ( <b>2014 fee is up to \$115/unit</b> ) + Written agreement of unit presenter required FEE-HELP liability &/or Up-front payment applies	Variation of Enrolment Fee applies ( <b>2014 fee is up to \$350, except GSF, which is ¼ the norm</b> ) No academic penalty (unit graded AW) No FEE-HELP liability Full refund of any up-front payments
day more than 20% of the time into the unit (including assessment period)	5pm (college local time)	<b>Census Date</b>		
		after Census Date up to	No unit(s) may be added or substituted after Census date	No Variation of Enrolment Fee applies No academic penalty (unit graded W) FEE-HELP liability* No refund of any up-front payments*
approx. 60% of the time into the unit (including assessment period)	5pm (college local time)	<b>Withdrawal Date</b>		
		after Withdrawal Date		

\* If a student considers “special circumstances” prevailed at the time of withdrawal from the unit, the student may request re-crediting of their FEE-HELP balance and/or refunding of any up-front payment(s) made in relation to the unit.