

STUDENT ENROLMENT AND ATTENDANCE POLICY AND PROCEDURE

Policy Code	OPS02
Policy Lead	CEO
Approving Authority	Board of Directors
Approval date	18 February 2025
Commencement date	06 March 2025
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Version	2025.1
Relevant legislation or external requirements	<p>National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code) (NC: 1.1, 1.2, 2, 3.3, 6, 8, 9) Higher Education Standards Framework (Threshold Standards) 2021 (HESFs: 1.1.3, 1.3.2, 1.3.4, 2.2.1, 2.3, 5.2, 7.1.1, 7.2, 7.3.3a)</p> <p>Education Services for Overseas Students Act 2000 (Cth) (ESOS Act) Education Services for Overseas Students Regulations 2019 (Cth) (ESOS Regulations) Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act) Australian Qualifications Framework (AQF) Australian Consumer Law Corporations Act 2001 (Cth) (Corporations Act) Higher Education Support Act 2003 Higher Education Provider Guidelines 2023 Higher Education Administrative Information for Providers</p>
Related ASA Documents	<p>Student Support Framework Student Code of Conduct Student Fees, Charges, and Refund Policy Student Fees, Charges, and Refund Procedure Deferral, Suspension, and Cancellation Policy and Procedure Student Support, Wellbeing, and Health Policy and Procedure Student Grievance Policy Student Grievance Procedure Student Progression and At Risk Policy Student Progression and At Risk Procedure Student Admissions Policy Student Admissions Procedure Learning Resources Policy and Procedure Diversity and Equity Policy and Procedure Reasonable Adjustment Policy and Procedure Aboriginal and Torres Strait Islanders Participation Policy and Procedure</p>

1. Purpose

This policy and procedure specify the requirements and processes for satisfactory enrolment and attendance by students at the ASA Institute of Higher Education (**ASA**). ASA considers that both attendance and engagement are critical to successful academic outcomes.

This policy and procedure also identify the intervention strategies implemented by ASA to provide appropriate support for students who do not meet, or are at risk of not meeting, enrolment and attendance requirements in a consistent and equitable process.

2. Scope

This policy and procedure applies to all ASA applicants, students, and staff who support these processes.

This document sets out ASA’s requirements for students with regards to unit enrolment and student attendance at relevant formal academic activities.

3. Principles

1. ASA seeks to provide a high-quality educational experience for all students with positive graduate outcomes in their chosen fields.
2. ASA considers that regular attendance and engagement is essential to academic outcomes. Good attendance and punctuality are necessary to maintain professional and effective standards of learning.
3. ASA recognises its responsibility to adhere to the regulatory and legislated requirements of the sector, including aspects of Standard 8 of the National Code 2018 and section 19-43 of the *Higher Education Support Act 2003 (HESA Act)*, as outlined below:
 - a. inform international students before they begin a course about the requirements to achieve satisfactory course progress and attendance requirements;
 - b. monitor students’ course progress and identify, notify, and assist students who are at risk of not meeting course progress or attendance requirements.
 - c. Describe processes for identifying students that are at risk of not successfully completing their units of study, as detailed in the Procedure.
 - d. Provide support to assist students to successfully complete their units of study.
4. ASA students who hold a Student Visa must ensure they understand and take any necessary actions to meet the conditions of their visa which includes maintaining a full-time load and satisfactory course progression.
5. ASA may be required to notify the Australian Government via the Department of Education’s PRISMS reporting system. Where requested, ASA may provide attendance data to the Department of Home Affairs. If a student is reported through PRISMS, they risk having their visa cancelled by the Department of Home Affairs.

4. Definitions

Term	Definition
applicant	A person who has applied to study at ASA.
breach	An instance of a person behaving or acting in a manner as to not comply with the Code of Conduct or general community standards of behaviour.
census	The census date is the last date for a student to withdraw from a unit without incurring academic penalty for the unit.
compassionate or compelling circumstances	Compassionate and compelling circumstances are circumstances that produce a feeling of sympathy for the student’s troubles or are powerfully convincing. These circumstances can include, but are not limited to: <ol style="list-style-type: none"> a. Serious illness or injury, where a medical certificate states that the student was unable to attend classes, b. Bereavement of close family members such as parents or grandparents, c. Major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student’s studies, d. A traumatic experience which could include: <ul style="list-style-type: none"> • Involvement in, or witnessing of a serious accident; or • Witnessing or being the victim of a serious crime and these experiences have impacted on the student.

Term	Definition
Confirmation of Enrolment (CoE)	A Confirmation of Enrolment (CoE) is a document issued by ASA to verify the applicant's enrolment in a specified course. This document is required for students that require a Student Visa.
delivery methods	The manner or method that formal academic activities are provided for students.
elective	Electives are units that students select from an approved list, allowing them to study topics that add to their field of knowledge.
full-time load	A full-time load at ASA is 8 units per 12 months. If a student commences in July, then the pro-rata load would be 4 units.
formal academic activities	All activities that are scheduled by ASA and form part of a unit of study. They can include, but are not limited to: classes, lectures, tutorials, forums, assessments, and discussions.
Grade Point Average (GPA)	A grade point average (GPA) is the average result of all your grades and is calculated on a 7-point grading scale. 7 being the highest (HD), and 0 is the lowest (fail).
international student	An international student is a student who requires a Student Visa to study in Australia.
intervention	An action that reduces the likelihood of a breach of conduct or supports positive outcomes.
key dates	Key dates are dates that state when an important event or deadline starts or ends. These dates can impact financial, academic or administrative actions and students should ensure they are aware of all key dates.
Leave of Absence (LoA)	A temporary suspension of study (pause) requested by a student that has been approved for compassionate or compelling reasons.
Letter of Offer (LoO)	A Letter of Offer (LoO) is a document supplied to successful applicants which details the course enrolment that the applicant may accept or decline. Once it has been signed and returned to ASA it is the Written Agreement that constitutes a legal contract between the applicant and ASA.
prerequisite	A prerequisite is a unit or other requirement that a student must satisfactorily complete prior to the start of a given unit.
Provider Registration and International Student Management System (PRSIMS)	Provider Registration and International Student Management System (PRSIMS) which is the record system required to comply with the National Code. The system is maintained by the Department of Home Affairs, a branch of the Australian Federal Government.
Reasonable Adjustment	These are administrative, environmental, or procedural alterations in the learning situation which remove barriers for people so that they can perform the inherent requirements of the course of study. For students, this could mean adjustments to the mode of delivery or written material or the assessment process and timeframe. An adjustment is reasonable if it takes into account the requirements of the person and balances the interests of all parties affected.
Recognition of Prior Learning	Recognition of Prior Learning (RPL) is an assessment of an individual's prior learning to determine whether credit will be granted. RPL includes formal, informal, and non-formal learning.
satisfactory attendance	Attending at least 75% of the scheduled unit contact hours for the study period.

Term	Definition
satisfactory course progression	Course progression must demonstrate a student fulfilling the academic requirements of their course over time. Students must meet minimum course progression standards by: <ol style="list-style-type: none"> 1. Passing 50% or more of the enrolled units in two consecutive quarters with some or all assessments attempted. 2. Not failing 50% or more of the enrolled units in a quarter without attending any sessions and/or attempting any assessments, resulting in a failure due to non-submission of assessments (FNS). 3. Passing any non-elective unit on their first or second attempt. 4. Ensuring they enrol after an approved study break (Leave of Absence). 5. Being able to complete their course within five (5) years of commencement if an onshore international student.
satisfactory enrolment (international students only)	Student enrolment must ensure sufficient units are enrolled into to maintain a full-time load within a calendar year. If a student commences a course part-way through the year, their enrolment load will be considered on a pro-rata basis. A full-time load at ASA is 8 units per 12 months. If a student commences in July, then the pro-rata load would be 4 units.
session	A session at ASA is a scheduled time when formal teaching and learning activities take place. Each session is generally 2-4 hours long, but this may vary based on the unit and/or course. Students should attend all sessions that appear on their timetable for each unit.
Student Visa	This is a visa granted by the Australian Federal Government to allow citizens of countries other than Australia to visit Australia to participate in a course of study. Some exemptions apply, all applicants or students should seek advice regarding immigration requirements.
study period	A study period is a defined period of time in which teaching is delivered. This includes teaching and assessment activities.
unit enrolment	Enrolment in a unit of study.
withdraw	The action initiated by a student that ceases a student's enrolment in a specific course of study.
Withdrawal Without Failure (AW)	Cancelled enrolment in the unit before the final date for withdrawal without failure. This grade may also be awarded to students who withdraw from a unit after the withdrawal date under special or compassionate circumstances. In these cases, the grade is awarded at the discretion of the Academic Dean. A unit with the grade of AW does not appear on a student's academic transcript.
Withdrawn Fail (WF)	A mark lower than 50%. Enrolment has been cancelled in the unit after the final date for withdrawal without failure.

5. Policy Statement

ASA will be transparent and clear about the requirements of enrolment for all applicants and students to enable informed decision making.

ASA requires that all applicants and students attempt to complete their course within the period indicated on their Letter of Offer (**LoO**) by undertaking a full-time load each study period, attending and engaging in all formal academic activities associated with their enrolled units and course, and maintaining an appropriate personal schedule.

ASA will consider requests to vary enrolment and attendance requirements to ensure students are appropriately supported through their enrolment including reasons of:

- academic intervention or support purposes
- compassionate or compelling circumstances

- unit availability / scheduling concerns
- reasonable adjustment or equity purposes.

ASA will not consider work obligations as an appropriate reason for not adhering to the requirements for unit enrolment or attendance.

6. Enrolment

6.1 Enrolment requirements

ASA will notify students of key dates and unit enrolment cut-off dates for each upcoming study period. Students must read, understand, and action items as communicated to them from ASA as relevant for their personal circumstances. Students should seek clarification if they do not understand any communication or need further detail.

ASA requires that all fees and charges from the previous and current study period are paid on time, or relevant payment plans are in place and being met, in order to allow students to enrol in upcoming study periods.

New students may be enrolled in multiple study periods as per the terms of their LoO. ASA will not enrol students in upcoming study periods without student agreement.

Student must check their unit enrolments carefully prior to the commencement of each study period and seek advice if there are issues with unit choices, loads, or scheduling. This includes repetition of units, recognition of prior learning credit applications, and elective or pre-requisite requirements. Review of unit enrolment prior to study period commencement assists in reducing any potential disadvantage to students arising from unit enrolment variations.

International students are responsible for ensuring that they maintain a full-time study load and, if relevant, comply with all conditions of any Visa they may hold.

Students may withdraw their unit enrolment at any time, however students must refer to the *Student Fees Charges and Refund Policy* to understand the financial and academic implications of such a decision. Student may not be able to enrol in a substitute unit after the unit has commenced to support student success.

Key dates, including census dates, are provided on ASA's website: www.asahe.edu.au.

6.1.1 Variation Request

If a student becomes aware of any circumstances that will impact their ability to maintain a full-time load or a need to vary their unit enrolment, they must advise ASA as soon as possible. Students should submit an *Enrolment Variation Form* or a *Leave of Absence (LoA) Application Form* as required to gain approval to reduce their study load.

Requests can be made at any time by submitting a request from to the Student Service team via email: info@asahe.edu.au. Students should include any evidence that will support their request at the time of application.

All requests will be reviewed within five (5) working days by the Academic Dean or delegate. LoA requests will only be granted on compassionate or compelling grounds and be limited to six (6) months at any one time. International students who require further leave will be encouraged to withdraw and re-apply to ASA.

Notification of the outcome will be provided by email by the Academic Dean or delegate, or delegate, within 10 working days from the date of application.

6.2 Enrolment Monitoring and Intervention

ASA will ensure that units required for student progression and completion of academic

requirements are scheduled appropriately.

Students are responsible for ensuring that their enrolment remains compliant with ASA policies, procedures, and enrolment requirements as well as any other requirements relevant to their personal circumstances.

ASA will routinely review unit enrolments, completion of academic course requirements, and key deadlines as part of operational and academic planning and preparation activities. ASA will notify students when enrolment requirements have not been met. This may include the following:

1. A reminder to enrol or request enrolment in upcoming study periods.
2. A notification that a student is in breach of requirements and state that the student should contact ASA to resolve the matter; or
3. A notification of intention to cancel a student's course enrolment for failure to meet unit enrolment requirements.

In some instances, students may not be able to maintain a full-time load and enrol in each study period. ASA will work with affected students to ensure that they receive appropriate support and assistance in these circumstances. Support could include, but is not limited to,

- Academic support or development to provide necessary skills required in course units.
- Non-academic support to assist the student in other areas.
- Approval to enrol in additional units, if the student is seen as capable of doing so without impacting their opportunities for success.
- Varying delivery methods to accommodate extenuating circumstances or reasonable adjustment requirements.
- Granting a Leave of Absence (LoA) on compassionate or compelling grounds.

ASA may advise the student to make a request to vary their enrolment or consider requests from students. ASA requests that any request includes all relevant details and supporting evidence that may assist in finding in favour of the student. Where information relates to other requests that have been granted or are sensitive in nature, this should be indicated by the student.

7. Attendance

7.1 Attendance requirements

ASA considers attendance and active engagement with learning activities as an essential part of the learning process. Students must be active participants in their studies and in matters of their student administration. As part of a learning community, engagement in discussions and attempts to complete all assessment tasks are required

ASA expects all students to maintain a minimum overall attendance level of 75% or above for each unit they are enrolled in as an ASA student.

Students with attendance below 75% may be deemed to be breaching the *Student Code of Conduct* and requirements of their Written Agreement.

7.2 Attendance monitoring and Intervention

ASA monitors student engagement in order to identify students who could potentially fall below 75% attendance and may need assistance.

1. Lecturers will record student attendance. Lecturers will be informed of this requirement during their induction and trained in correctly recording and monitoring students' attendance.

2. Lecturers will liaise with support staff, such as the Student Services team, the Wellbeing Officer, and the Course Coordinator, as appropriate based on attendance details for each student.
3. The Student Services team will contact students based on their progressive rate of attendance for each unit. The range and level of follow up varies based on each student's rate of attendance which is measured as a percentage. Contact can include phone calls, emails, text messages, notifications on the Learning Management System, letters and in-person conversations.
4. A student who has missed one session during the first week of delivery will be contacted by the lecturer and a member of the Student Services team, via both email and SMS. The student will be made aware of the potential consequences of missing any further sessions, which includes non-progression, as well as cancellation of their Confirmation of Enrolment (CoE). CoE cancellation may impact their Student Visa, if relevant. These communications will be sent out on Friday of Week 1 of each study period.
5. A student who has missed two sessions will be contacted by lecturer and a member of the Student Services team, and made aware of the potential consequences, such as non-progression and as well as cancellation of their Confirmation of Enrolment (CoE). CoE cancellation may impact their Student Visa, if relevant. Additionally, a formal meeting will be scheduled to confirm the intervention. These communications will be sent out after two sessions have elapsed of each unit enrolment period.
6. Where a student has not attended for two consecutive sessions, ASA will make every effort to contact the student and assure their wellbeing. In this situation, emergency contacts may be notified if the student has not been contactable.
7. Lecturers liaise with support staff, such as the Student Services team and the Academic Dean, or delegate, if they are concerned about a student who has missed sessions, after some intervention has occurred.
8. Formal and informal meetings between relevant ASA staff and lecturers may also be used as a forum to raise any concerns about individual students as deemed appropriate. This may include discussion on matters such as medical or personal issues affecting the student's studies and the strategies that can be put in place to assist them. In such instances, the student may be referred to other services for further assistance.
9. At these meetings, plans may be arranged to implement an intervention strategy to assist the student. In these instances, the student may be required to comply with the prescribed intervention if it is determined to be essential for their ongoing success.
10. If the student's level of attendance appears to be below the levels required by ASA, the student will be contacted to notify the student of the potential breach of requirements, indicate potential consequences of such a breach, and to offer assistance. These consequences may include the withdrawal of the student from the unit/s in which the student is enrolled and/or reporting a breach of student visa requirements.
11. For international students, failure to meet the attendance requirements outlined in this document is considered to be unsatisfactory academic progression. Where a student is maintaining unsatisfactory academic progress, the student will be appropriately counselled and may ultimately be reported to the Department of Home Affairs for making unsatisfactory progress.

8. Relevant HESFs

This Policy and the associated Procedure comply with the Higher Education Standards Framework

(Threshold Standards) 2021. The following are relevant excerpts and specify that:

Standard 1.1 Admission [...]

3. Admission and other contractual arrangements with students, or where legally required, with their parent or guardian, are in writing and include any particular conditions of enrolment and participation for undertaking particular courses of study that may not apply to other courses more generally, such as health requirements for students undertaking clinical work, requirements for security checks, particular language requirements and particular requirements of work placements.

Standard 1.3 Orientation and Progression [...]

2. Specific strategies support transition, including:
 - a. assessing the needs and preparedness of individual students and cohorts
 - b. undertaking early assessment or review that provides formative feedback on academic progress and is able to identify needs for additional support, and
 - c. providing access to informed advice and timely referral to academic or other support. [...]
4. Processes that identify students at risk of unsatisfactory progress and provide specific support are implemented across all courses of study.

Standard 2.2 Diversity and Equity

1. Institutional policies, practices and approaches to teaching and learning are designed to accommodate student diversity, including the under-representation and/or disadvantage experienced by identified groups, and create equivalent opportunities for academic success regardless of students' backgrounds. [...]

Standard 2.3 Wellbeing and Safety

1. All students are advised of the actions they can take, the staff they may contact and the support services that are accessible if their personal circumstances are having an adverse effect on their education.
2. Timely, accurate advice on access to personal support services is available, including for access to emergency services, health services, counselling, legal advice, advocacy, and accommodation and welfare services.
3. The nature and extent of support services that are available for students are informed by the needs of student cohorts, including mental health, disability and wellbeing needs.
4. A safe environment is promoted and fostered, including by advising students and staff on actions they can take to enhance safety and security on campus and online.
5. There is a critical-incident policy together with readily accessible procedures that cover the immediate actions to be taken in the event of a critical incident and any follow-up required.

Standard 5.2 Academic and Research Integrity

1. There are policies that promote and uphold the academic and research integrity of courses and units of study, research and research training activities, and institutional policies and procedures address misconduct and allegations of misconduct.
2. Preventative action is taken to mitigate foreseeable risks to academic and research integrity including misrepresentation, fabrication, cheating, plagiarism and misuse of intellectual property, and to prevent recurrences of breaches.
3. Students are provided with guidance on what constitutes academic or research misconduct and the development of good practices in maintaining academic and research integrity.

4. Academic and research integrity and accountability for academic and research integrity are maintained in arrangements with any other party involved in the provision of higher education, including placements, collaborative research, research training and joint award of qualifications.

Standard 7.1 Representation

1. Representation of the higher education provider, its educational offerings and charges, whether directly or through agents or other parties, is accurate and not misleading. [...]

Standard 7.2 Information for Prospective and Current Students

1. Accurate, relevant and timely information for students is publicly available and accessible, including access for students with special needs, to enable informed decision making about educational offerings and experiences.
2. Information for students is available prior to acceptance of an offer, written in plain English where practicable, accompanied by an explanation of any technical or specialised terms, and includes:
 - a. information to assist in decisions about courses or units of study, including the course design, prerequisites, assumed knowledge, when and where courses/units are offered, application dates, arrangements for recognition of prior learning, standing credit transfer arrangements, pathways to employment and eligibility for registration to practise where applicable
 - b. information to assist in planning for and participation in educational and other activities, including contact points, advice about orientation and induction, delivery arrangements, technical requirements for access to IT systems for online activities, timetables, access to learning resources, avenues to participate in decision making and opportunities to participate in student representative bodies
 - c. information to outline the obligations of students and their liabilities to the higher education provider including expected standards of behaviour, financial obligations to the higher education provider, critical deadlines, policies for deferral, change of preference/enrolment and leave of absence, particular obligations of international students, disciplinary procedures, misconduct and grounds for suspension or exclusion
 - d. information to give access to current academic governance policies and requirements including admission, recognition of prior learning, transition, progression, assessment, grading, completion, qualifications, appeals, academic integrity, equity and diversity, intellectual property and withdrawal from or cancellation of enrolment
 - e. information to facilitate access to services and support including the types of services available such as educational resources including English language support, personal support services, cultural support and ancillary services, hours of availability, how to access services and emergency contact details where applicable
 - f. information to assist in resolution of grievances, including an explanation of processes for resolution of grievances and complaints and internal and external appeals processes, guidance on how to participate in the processes and sources of assistance including advocacy, and
 - g. information to assist international students studying in Australia if applicable, including indicative costs of living and studying in Australia, accommodation options, arrangements for health care and, where applicable, schooling obligations related to school-aged dependants (including the possibility that school fees may be incurred).

3. There are policies and processes that ensure information and advice given to international students holding or applying for an Australian student visa and decisions taken in relation to such students meet statutory requirements.
4. Students are given reasonable notice of changes to a higher education provider's operations including information about increases in fees and associated costs and any consequences that may affect their choice of, or ability to participate in, an intended course(s) of study.

Standard 7.3 Information for Prospective and Current Students [...]

3. Information systems and records are maintained, securely and confidentially as necessary to:
 - a. maintain accurate and up-to-date records of enrolments, progression, completions and award of qualifications [...]

9. Version Control

This Policy and Procedure has been reviewed and approved by the ASA Board of Directors as at February 2025 and is reviewed every three years.

This Policy and Procedure is published and available on the ASA website

<https://www.asahe.edu.au/policies-and-forms/>.

Change and Version Control				
Version	Authored by	Brief Description of the changes	Date Approved:	Effective Date:
2025.1	Director Quality and compliance	Document updated to reflect operational changes, including expanded delivery modes. HESA requirements incorporated.	18/02/2025	06/03/2025
2024.2	Project Officer	Document formatting updated to reflect change of Trading Name to ASA Institute of Higher Education	28/06/2024 by CEO	01/07/2024
2024.1	Director International Recruitment	New Policy to clarify requirements for students whilst enrolled.	29/01/2024	29/01/2024