

Greystone Institute Student Enrolment Modification Policy and Procedures

Purpose

This policy outlines the procedures for students to request changes to their enrolment at Greystone Institute, including deferral, suspension, withdrawal, and program adjustments. It ensures that such modifications are managed consistently, transparently, and in accordance with relevant legislation, including the ESOS Act and National Code.

Scope

This policy applies to all prospective and current students, and all relevant staff involved in the administration of student enrolment at Greystone Institute.

Definitions

- *CoE: Confirmation of enrolment* (generated in PRISMS)
- *Compassionate and compelling circumstances*: Situations beyond the student's control that may affect their academic progress or wellbeing. Examples include, but are not limited to:
 - Loss of a close family member (a death certificate should be provided if possible)
 - Serious illness or injury (with medical certificate indicating that a student cannot attend classes)
 - Major political upheaval or natural disaster in the student's home country necessitating emergency travel
 - Traumatic experience (supported by police or medical statements)
 - Greystone Institute's inability to offer a pre-requisite unit, should there be any, or the student failing a pre-requisite unit.
- *Suspension of study*: an approved period of leave from a program of study, requested by a student after they have commenced their program. Greystone may grant a leave of absence on the grounds of compassionate or compelling circumstances.

Policy Statement

Greystone Institute is committed to ensuring that all enrolment modifications are handled in compliance with the Education Services for Overseas Students (ESOS) Act 2000, the National Code of Practice for Providers of Education and Training to Overseas Students 2018, and the Higher Education Standards Framework (Threshold Standards) 2021 under the TEQSA Act 2011. The Institute actively monitors each student's academic progress to support timely completion. For

international students, this includes ensuring they remain on track to complete their program within the expected duration specified on their Confirmation of Enrolment (CoE). Any changes to a student's enrolment status are reported through PRISMS in accordance with regulatory requirements.

Principles

Greystone Institute may defer, suspend, or cancel the enrolment of a student on the grounds of, but not limited to:

- Compassionate or compelling circumstances
- Misconduct or inappropriate behaviour
- Non-payment of tuition or other fees owed to Greystone Institute as outlined in the written agreement
- Breach of program progress, such as unsatisfactory progress.

The expected duration of study specified in an international student's CoE must not exceed the CRICOS registered course duration. Greystone Institute will not extend the duration of an international student's enrolment beyond the expected completion date unless:

- Compassionate or compelling circumstances, supported by evidence, justify the extension.
- An academic support plan or learning contract has been implemented, or is being implemented, to address the student's risk of not meeting course progression requirements.
- An approved deferral or suspension of enrolment has occurred in accordance with this Policy and Procedures.

Students are responsible for understanding the financial and academic implications of changes in enrolment.

International students will be advised that enrolment changes may impact their visa status and encouraged to seek guidance from the Department of Home Affairs to understand any potential consequences.

Greystone will notify the Department of Education and Home Affairs via PRISMS when an international student's enrolment is deferred, suspended, or cancelled. The Institute will only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:

- the internal and external complaints processes have been completed and the decision or recommendation supports Greystone Institute, or
- the international student has chosen not to access the internal complaints and appeals process within the 20-working-day period, or

- the international student has chosen not to access the external complaints and appeals process, or
- the international student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

Notification will be delayed if the student appeals within 20 working days, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk.

Appeals:

Students who wish to appeal a decision regarding their enrolment change may do so by submitting an Appeal Form to the Dean within twenty business days of the decision. The appeal will be reviewed, and a final decision will be communicated following the *Greystone Institute Student Complaints and Appeals Policy and Procedures*.

This information is provided during orientation and is available on the Greystone website.

Procedures

Changes to enrolment may be initiated by students or by Greystone Institute.

1. Student Initiated

Students may initiate requests for a range of enrolment changes. In all cases the following procedures apply.

Submission of Requests: All requests for changes in enrolment must be submitted in writing using the appropriate forms available on the Greystone Institute website or from Student Administration. Forms must be fully completed, with relevant supporting evidence attached and submitted by the specified deadlines.

Review and Approval: Requests will be reviewed by the relevant administrative offices. Students will be notified of the decision via their official Greystone Institute email account within ten business days of submission.

1.1 Deferring Commencement of Program

Students may request to defer admission for up to one academic year due to compassionate or compelling circumstances. Applications must be submitted in writing with supporting documentation at least four weeks before the planned start date.

Approval is at the discretion of the Dean and Program Coordinator. Decisions will be communicated in writing within ten working days of application receipt and retained in the student's file.

International students already in Australia will be advised to consult the Department of Home Affairs regarding any potential impact on their student visa if a deferral occurs.

If an international student does not provide acceptable evidence for compelling or compassionate circumstances, Greystone may cancel the CoE, requiring the student to return home and apply for a new visa later if they wish to return.

1.2 Suspension of Study

Students may request a leave of absence of up to one year, with possible extension, after commencing their program. Requests must be submitted with supporting documentation using the Suspension of Study Request Form.

A panel including the Dean and Program Coordinator will review the request, and will respond with a decision in writing within ten working days of receiving the application. Both the student's application and Greystone Institute's decision will be kept on file. International students will be advised to consult the Department of Home Affairs regarding any potential impact on their student visa should a suspension of study occur.

Students on leave are expected to maintain communication with Greystone Institute and must notify the institution of their intent to return at least one month before their planned return date.

1.3 Withdrawal from Greystone Institute

Students intending to permanently withdraw from Greystone Institute must submit a Withdrawal Form to the institute. The withdrawal date will be effective from the date the form is received and processed by Student Administration. Students are strongly encouraged to meet with the Dean or a student advisor before making their final decision to withdraw.

International students will be advised to consult the Department of Home Affairs regarding any potential impact on their student visa should a withdrawal occur.

1.4 Change in Program Load

Students may request changes to their program load (e.g., dropping or adding units) within the first two weeks of the teaching period. After this period, any changes to program load require approval from an academic advisor and may have academic and financial consequences. Requests for program load changes must be submitted through the student advisors.

International students on student visas are required to study full time and should schedule an appointment with student advisors to discuss their situation. International students will be advised to consult the Department of Home Affairs regarding any potential impact on their student visa should a change in program load occur.

1.5 Program Change

Students seeking to change their academic program (major, minor, or degree) must complete a Program Change Request Form. Approval from the relevant academic departments is required and students may need to meet additional admission criteria or prerequisites for the new program. Requests should be submitted at least one teaching block before the intended change to allow for proper academic planning.

International students will be advised to consult the Department of Home Affairs regarding the potential impact on their student visa should a program change occur.

2. Greystone Institute Initiated

2.1 Grounds for Deferral, Suspension or Cancellation

Greystone Institute may suspend or cancel a student's enrolment due to student misconduct, academic misconduct, non-payment of required fees, or failure to progress. Further information can be found in the *Greystone Institute Dismissal Policy and Code of Conduct*, the *Greystone Institute Academic Integrity and Misconduct Policy and Procedures*, the *Greystone Institute Fees Policy*, and the *Greystone Institute Unsatisfactory Progress Policy*.

2.2 Communication with Student

If Greystone Institute decides to suspend or cancel a student's enrolment, the institute will notify the student in writing, providing:

- Details of the decision
- For international students, information that this may affect their student visa and advising them to seek guidance from the Department of Home Affairs (DHA)
- Notification that they have 20 working days to appeal the decision
- Information about the available appeals processes.

If the student appeals using Greystone Institute's internal grievance and appeals process, the suspension or cancellation of their enrolment will not take effect until the internal process is completed, unless Greystone Institute determines that the wellbeing of the student or the wellbeing of others is likely to be at risk.

2.3 Extenuating Circumstances

Extenuating circumstances related to the welfare of the student may include, but are not limited to, situations where the student:

- is missing
- has medical concerns, severe depression or psychological issues that lead Greystone Institute to fear for their wellbeing

- has engaged in or threatens to engage in behaviour that is reasonably believed to endanger themselves or others
- is at risk of committing a criminal offence.

Any claim of extenuating circumstances must be substantiated with appropriate evidence.

2.4 Extension of Course Duration

Greystone may extend enrolment duration if the student is unable to complete the course within the expected duration, only if:

- Compassionate or compelling circumstances, supported by evidence, justify the extension.
- An academic support plan or learning contract has been implemented, or is being implemented, to address the student's risk of not meeting course progression requirements.
- An approved deferral or suspension of enrolment has occurred.

Applications must be submitted in writing with documentation and assessed by the Dean or delegate.

If an extension is approved, Greystone will notify the student in writing with reasons and visa implications, update PRISMS as required, and retain correspondence in the student's file. International students will be advised to consult the Department of Home Affairs regarding any potential impact on their student visa should an extension be granted.

2.5 Reporting to PRISMS

Greystone Institute will inform the Australian Government Department of Education and the Department of Home Affairs via PRISMS when an international student's enrolment status is deferred, suspended, or cancelled. There are three possible outcomes for the student's CoE:

- If the change does not affect the CoE end date, the student's enrolment status will remain as 'studying', with no change to the CoE, but the update will be recorded in PRISMS and shared with the Department of Home Affairs.
- If the CoE end date is affected, PRISMS will cancel the current CoE and allow Greystone Institute to issue a new one once the student confirms their return date.
- If the enrolment is permanently cancelled, Greystone Institute will update the Department through PRISMS, and the student's enrolment status will be listed as 'cancelled'

Review

This policy will be reviewed every five years, or earlier as deemed necessary.