

ADMISSIONS PROCEDURES

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1. Purpose

1.1 Refer to the Admissions Policy.

2. Scope

2.1 The Admission Procedures apply to all prospective and current students at Monaro Higher Education (MHE) and all staff involved in the admissions and enrolment process.

3. Principles

3.1 Refer to the Admissions Policy.

4. Roles and Responsibilities

4.1 Applications

4.1.1 To be considered for enrolment at MHE, a student must complete an application form. Processing the application cannot begin until MHE is satisfied that all relevant sections of the application form are completed. Application forms are available from MHE's administrative staff and from the MHE website or from authorised student recruitment agents. The same form will be used whether the student applies personally or through an agent.

4.1.2 Certified copies of proof of identity and evidence of academic and/or other eligibility must be attached to the application form. These documents must be in English or else accompanied by a certified translation. These may include but are not limited to:

- Proof of identity:
 - A passport photo (which is also required to produce and issue student cards)
 - Driver's licence
 - Passport
 - Birth certificate
 - Marriage certificate
 - Deed poll
- Eligibility for study on academic grounds:
 - Testamurs from schools, universities or higher education providers
 - Transcripts of academic records should be in English or translated to English.
 - Statutory declarations describing educational, ethnic or socio-economic disadvantage
 - Medical certificates describing educational disadvantage due to medical issues
 - For international students from non-English-speaking countries results of standard English tests
- Work-related eligibility for study:
 - Résumés which show work history, including positions and job descriptions
 - References or letters from managers or colleagues
 - A portfolio of work produced by the applicant.

4.1.3 Evidence of a post-secondary qualification must indicate the status of the educational institution as being registered and accredited by the Country Government at the time of award being issued.

4.1.4 The completed application must be addressed to the Student Administration Manager and may be lodged by email (preferably scanned in PDF format), by MHE website, by post or in person at the MHE campus.

4.1.5 If any of the documents presented are found to be fraudulent, forged or falsified in any way, the application will be rejected or the student's Offer and Written Agreement will be withdrawn or the student's enrolment will be cancelled.

4.2 Assessment of Applications

4.2.1 MHE's Student Administration Manager will check that all parts of the application form are clear and complete and that all necessary supporting documents are attached. If this is not the case, the application will be returned to the applicant with a request to amend the

application accordingly or the Student Administration Manager will contact the applicant to discuss missing or unclear details.

4.2.2 Once the Student Administration Manager is satisfied that the application form is completed and all relevant supporting documents are attached, the Student Administration Manager will create the applicant's student file.

4.2.3 Where any part of the application is questionable, the Student Administration Manager will correspond with the applicant and/or the issuers of documents attached to the application. Reasons for questioning include but are not limited to:

- Suspicion that documents provided are forged, fraudulent or otherwise inauthentic
- Clarification of the duties performed in an applicant's work where this is claimed as grounds for advanced standing or work-related eligibility
- Verification of the applicant's English language proficiency.

4.2.4 Further, the Student Administration Manager or Course Coordinator may arrange a phone call, video conference or face-to-face interview with the applicant where there is valid reason to question the applicant's understanding of the course, the extent of the student's willingness or ability to make the commitment required to study effectively, the student's ability to pay course fees, or any other requirements of their proposed course.

4.2.5 Doubts about the equivalence of foreign and Australian qualifications will be referred to the Australian Education International – National Office of Overseas Skills Recognition Country Education Profile Register.

4.2.6 The Student Administration Manager may exercise discretion where exceeding one criterion for admission compensates for failure to satisfy another criterion. In such cases, an explanatory note must be attached to the student's application.

4.2.7 Processing of applications will be validated by the Dean in exceptional cases, such as but not limited to those described in sections 4.2.3, 4.2.6 above and ATSI students.

4.3 Advanced Standing

4.3.1 The enrolment form will explain what Advanced Standing is. Students will then have the opportunity to apply for credit by RPL on a separate application form, which must be accompanied by documentary evidence.

4.3.2 The Student Administration Manager will investigate and assess the applicant's claim and advise the student within ten working days. (See Advanced Standing Policy and Procedure for details.)

4.3.3 A written record of a student's application for Advanced Standing, records of any RPL or credit granted (or the Student Administration Manager decision not to grant) and copies of any documents provided in support of the application will be kept in the student's file.

4.3.5 If granting RPL reduces the length of a course for an international student with a student visa, the reduction will be reported to the Department of Education, Skills and Employment and the expiry date of their visa may be brought forward.

4.4 Offer and Acceptance

4.4.1 Where the Student Administration Manager and Dean are satisfied that the applicant satisfies the eligibility criteria and is willing and able to apply him/herself to tertiary study, MHE will send the applicant or their agent an Offer and Written Agreement within ten working days of receiving the application. This Offer and Written Agreement shall contain:

- The student's personal details
- Name and address of Monaro Higher Education
- The name of the course
- Starting and finishing dates of the course
- Course fees payable (see section 4.4.2 below)
- Enrolment conditions if applicable (see section 4.4.6 below)
- Details of any Recognitions of prior Learning granted
- An overview of MHE's Refund Policy
- An overview of MHE's complaints and appeals process
- Study mode(s)
- A brief overview of the Tuition Protection Service available through the Department of Education, Skills and Employment.

4.4.2 At the same time, MHE will also send the applicant or their agent an invoice for course fees and payment details. Full payment for the enrolled units must be made no later than the census date of the student's first trimester. These fees are set at:

	Bachelor of Business	Master of Professional Accounting (Advanced)
Per Year	\$16,000	\$17,250
Per course	\$48,000	\$34,500

4.4.3 Where the Student Administration Manager or Dean determines that an applicant has failed to satisfy eligibility criteria, the application is rejected, the applicant or their agent will be notified of this in writing within ten working days of receipt of the application.

4.4.4 Cross-institutional study must be approved by the student's current higher education provider or university and students must meet the entry requirements of the unit in which the cross-institutional unit is offered. MHE students may apply to study units within their MHE enrolled course at another higher education provider with written approval of their Course Coordinator.

4.4.5 The admission criteria and admission process for non-award students will generally be the same as those for award students in the course in which the units are offered. Non-award enrolment may also be approved for students who show the ability to study to help them gain admission to an award course. For international students, there may be extra restrictions such as International Student Visa requirements.

4.4.6 An applicant may be sent a Conditional Offer and Written Agreement if evidence of meeting eligibility criteria cannot be presented at the time of application, for example, if the applicant is enrolled in any course the successful completion of which constitutes eligibility. In such cases, the applicant must provide evidence of eligibility before the date of the first class.

4.4.7 The applicant will be obliged to sign the Offer and Written Agreement and return it to MHE either by post, by email in PDF format or in person within ten working days. Signing the Offer and Written Agreement constitutes agreement to abide by all relevant MHE policies and procedures. Failure to do so within ten working days is deemed as rejecting the offer.

4.4.8 Once MHE receives a signed copy of the Offer and Written Agreement and payment of the course fees the applicant is considered a student of MHE. The student or their agent will then be sent details of the enrolment process and Orientation.

4.4.9 For international applicants for whom acceptance into a course is a requirement for issuing a student visa, MHE will issue a Confirmation of Enrolment, once one trimester course fees are paid, together with the Offer and Written Agreement, as well as advice about options for arranging travel to Australia and accommodation in Sydney. The Confirmation of Enrolment will contain:

- The student's full name, date of birth, gender, nationality and country of birth
- The address of the Department of Home Affairs office where the application is to be made
- The name of the course
- The Commonwealth Register of Institutions and Courses of Overseas Students (CRICOS) number of the course
- The beginning and end dates of the course
- Brief details of the course
- Fees paid at the date of issue
- Total fees payable
- Overseas health insurance cover paid
- Details of the English language test the student undertook and the marks or grades attained in that test
- Details of any advanced standing
- Study mode.

4.5 Appeals

4.5.1 An applicant may appeal against a decision to deny enrolment if a student believes that these Procedures and the associated Policy document were not upheld in the processing and assessing of their application. The appeal may be made only on procedural grounds.

4.5.2 Appeals must be made in writing and addressed to the Dean within 20 working days of receipt of the letter of refusal. The Dean will review the application.

4.5.3 The Dean may uphold or overturn the earlier decision and will advise the applicant of their decision within ten working days. Refer to the MHE Appeals Policy and Procedures for further details.

4.5.4 International students who are still dissatisfied after this internal appeal may appeal to the International Students Ombudsman. Domestic students may make external appeals to the Independent Higher Education Australia. If the Dean upholds the earlier decision to deny enrolment, the written notice of the decision will include details for the possible avenue of external appeal.

4.6 Deferred Entry

Subject to the provisions set out below, an applicant who has received an offer for entry into the applicant's nominated course, non-award unit or cross-institutional study may apply to defer commencement of their studies.

The Deferred Entry option is available:

- When compassionate or compelling circumstances would affect the student's course progress or wellbeing;
- Only in respect of the course to which the student requesting deferment has been admitted, i.e. Deferred Entry is not transferable from one course to another.
- Only within available study periods, i.e. according to the normal course timetable. No special entry arrangements are available.
- On the provision that the student shall accept unconditionally any course changes that MHE implements during the period of deferment.
- For a period of deferment of not more than 12 calendar months unless otherwise approved by the Dean.

For international students, deferred entry may require a revised eCoE. MHE will advise students seeking deferred entry to check with the Department of Home Affairs on any potential impacts on their visa. Please note that there is a fee for issuing a revised eCoE.

Requests for Deferred Entry must be made in writing and accompanied with reasons and supporting documentary evidence. MHE will assess the application on the basis of the reasons and supporting evidence provided and provide a decision to the student in writing within ten working days. There is no automatic right to deferred entry. If the application is refused, MHE will provide reasons for its decision.

Any course fees paid in advance may be transferred to the next available trimester. (See the Fees and Refunds Policy.)

Confirmation of Deferred Entry will be issued by the MHE Student Administration Manager together with information relating to commencement of studies and enrolment. The student must accept the revised offer for deferred entry within fifteen days in order for MHE to issue a revised eCOE with the new commencement date for the course. MHE reserves the right to cancel deferred entry offers to applicants who do not comply with the terms and conditions of the deferred entry.

MHE may revoke the approval for a student's deferred entry should MHE decide to phase out the course or unit prior to the deferred student enrolling, or demonstrate that, for reasons beyond its control, it will not be possible for the applicant to complete the course in a reasonable timeframe should the entry be deferred. In either case, MHE will take all reasonable steps to provide the deferred student with a full refund of fees paid towards subsequent study or an alternative course to enrol in, subject to the student meeting the entry requirements of the new course.

4.7 Suspension or Cancellation of Study

MHE will inform the student in writing of any decision that leads to the suspension or cancellation of their enrolment. The student will have twenty working days to access MHE's Grievance and Complaints process to appeal the decision (For details see Student Grievances and Complaints Policy and Student Grievances and Complaints Procedures).

4.7.1 The following are possible but not limited to grounds for suspension or cancellation of enrolment:

- Misbehaviour by a student
- MHE may exclude a student from class due to a breach of academic integrity. (For details see Academic Integrity Policy and Academic Integrity Procedures).
- Misconduct outside of academic responsibilities may also lead to suspension or cancellation of enrolment. (For details see Academic Progression and Student at Risk Policy and Procedure and Student Code of Conduct).
- Failure to meet academic progress requirements may lead to suspension or cancellation. (For details see Academic Progression and Student at Risk Policy and Procedure).
- If a student fails to pay their fees by the due date, their enrolment may be suspended or cancelled. (For details see Fees and Refunds Policy and Fees and Fees and Refunds Procedures).
- If a student does not commence their course as scheduled and has not notified MHE in writing, or where a deferment request was denied for lack of compassionate or compelling reasons, their enrolment may be cancelled.
- If a student does not return after an approved break and fails to notify MHE, the student will be considered to have ceased studies. MHE will notify the student of the intention to cancel enrolment via email. If no response is received within five (5) working days, MHE will notify the Department of Education (via PRISMS) and cancel the student's Confirmation of Enrolment (CoE).

4.7.2 MHE may consider a student to be non-genuine due to failure to meet course progress requirements but not limited to:

- Unsatisfactory course progress or other course requirements.
- Continued unsatisfactory course progress despite counselling and support plans.
- Non-engagement in learning activities, such as: limited Moodle access or no access, continuously failing to submit assignments, failing to attend scheduled assessments, refusing to participate in classroom or workshop activities.

4.7.3 If a student does not provide updated contact details when requested, MHE may take corrective action, including suspending or cancelling enrolment.

4.7.4 If MHE initiates a suspension or cancellation of the overseas student's enrolment, before imposing the suspension or cancellation, MHE must:

- inform the overseas student of the intention and reasons for doing so, in writing

- advise the overseas student of their right to appeal through MHE's internal complaints and appeals process, in accordance with the Student Grievances and Complaints Procedures, within twenty working days.

4.7.5 When any deferral, suspension, or cancellation is taken under this procedure, MHE must:

- inform the overseas student of the need to seek independent advice from Immigration on the potential impact on their student visa
- report the change to the overseas student's enrolment to relevant authorities.

4.7.6 The suspension or cancellation of the overseas student's enrolment cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is at risk.

4.8 Enrolment

Applicants accepting an offer for their nominated course, non-award unit or cross-institutional study must complete the process by enrolling for the nominated study within the prescribed enrolment period. Students required to attend a compulsory orientation session. During the enrolment process, students will be given course advice, enrolled into specific units and classes, required to pay the prescribed fees which are due for payment, issued with a timetable, Student ID card, information about extension of course duration, variation of enrolment, withdrawal of enrolment, tuition protection and refunds of charges (See Enrolment Policy and Procedure for details).

5. Definitions

Domestic Applicant / Student – Any applicant or student who legally does not require a Student Visa to enrol at an Australian higher education provider or university. In practice, this means citizens or permanent residents of Australia or New Zealand. It may also include asylum seekers with a class-A or class-E Bridging Visa, Temporary Protection Visa or Safe Haven Enterprise Visa.

International Applicant / Student – Student or applicant who has been issued a valid, current student visa by the Australian Government.

Advanced Standing – Formal recognition that an enrolling student has already achieved some of the learning outcomes of the course, either by previous study in another higher education provider or university or by work experience.

Census Date – The last date on which enrolment in a unit or course may be finalised and the last date a student may withdraw from a course without a failure grade. The Census Date for each trimester is stated in the Academic Calendar, which is in the Student Handbook and on the MHE website.

Confirmation of Enrolment (CoE) – Official document (on paper and/or electronic) which declares a student's status as fully enrolled in a course.

6. Relevant Legislation

MHE acknowledges its legal and regulatory obligations under the following frameworks:

- Higher Education Standards Framework (HESF) 2021

- Education Services for Overseas Students (ESOS) Framework 2013 and 2019
- Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students Act 2000

7. Policy Administration

Policy category	Administrative
Policy owner	Academic Board
Responsible officer	Dean
Approving authority	Academic Board
Contact officer	Dean
Approval date	11 th March 2022
Commencement date	11 th March 2022
Review date	Three years
Version	1.3
Related documents	Admissions Policy

8. Version control and change history

Version	Approval date	Approved by	Summary of changes
1.1	11 th March 2022	Academic Board	
1.2	13 th April 2022	Academic Board	Confirm that appeals are permitted only on procedural grounds; remove ATAR adjustments based on disadvantage.
1.3	10 th August 2023	Dean	Minor changes - Change title from Admissions Officer to Student Administration Manager Changed Tuition Fees to Course Fees Amended course fees

9. Benchmark / References

- Polytechnic Institute of Australia
Student Admissions Policy and Procedure (pia.edu.au)
- King's Own Institute
Microsoft Word - Admissions and Enrolment Policy 13 Aug 2021.docx (koi.edu.au)
- Eastern College Australia
Student Admissions Policy | Eastern College Policy Portal
- Ozford Institute of Higher Education
Admissions-Procedures-EMT-Final-April-21-CE.pdf (ozford.edu.au)
- Apex Higher Education
APo4_AHE_Student_Admission_PandP-p230f.pdf (pagecloud.com)

10. The Admission Process

