



Enrolment Processes

November 2018

ENROLMENT PROCESSES

This processes document supports the enrolment policy by setting out detailed process requirements in relation to enrolment at RMIT University.

The vocational education compliance process manual states additional requirements for enrolment of vocational education students to ensure compliance with the contract for funding of these enrolments by the Victorian State Government, and with other regulatory requirements for delivery of vocational education.

If you have questions about an aspect of this document, contact enrolments@rmit.edu.au for advice.

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Requirements of enrolment

1. A person is eligible to enrol as a student in an award program if they:
 - 1.1. have received a formal offer of admission to the program,* and
 - 1.2. have met any conditions stated in the offer,* and
 - 1.3. are of at least the minimum age for enrolment, namely
 - are or will be 16 years of age at the program start-date, or,
 - in the case of a student studying in Australia on a student visa, will be at least 18 years of age at the program start-date, or
 - meet the conditions in section 3.

and
 - 1.4. are not disqualified from such enrolment.

[*Points 1.1 and 1.2 do not apply to students whose enrolment is transferred to a replacement program or who are enrolled in a higher program in a sequence of programs: in these cases, no offer of admission is required.]
2. To enrol, a student must:
 - 2.1. accept the conditions and responsibilities identified in the [Privacy Statement](#) and [Statement of Student Responsibilities](#), and
 - 2.2. provide all information and evidence required by the University and by the Commonwealth and/or State governments and other information as required in the location in which the program is offered, and
 - 2.3. provide satisfactory proof of their citizenship/residency status, identity and date of birth, and
 - 2.4. complete, sign and submit an RMIT enrolment form (in hard copy or online, as required), and
 - 2.5. pay all relevant fees in the approved schedule of fees and charges or, if applicable, have:
 - lodged a Commonwealth assistance form and provided their tax file number, or
 - entered into an approved alternative payment arrangement with the University, or
 - paid all fees required by a partner institution at which their program is delivered within the time-frame specified by the partner, or

2.5.1. Where a student wishes to pay fees by one of the following alternatives, they must complete and submit the relevant documents by the deadline stated to them, as follows:

- for a vocational education fee concession, an application for a concession, minimum fee or exemption form
- for a trainee or apprentice sponsored by an employer, the acceptance of trainee fee charges form
- for students in a program that is eligible for VET FEE-HELP, documents to establish their eligibility.

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Exceptions to the minimum age for enrolment

3. The Academic Registrar will only permit a person to enrol who is under 16 years of age as at the start-date of their program or non-award course where:
 - they have the written permission of the dean/head of the school (or, at a campus outside Australia, the head of centre) responsible for the program or course, and
 - they provide the written consent of a parent or legal guardian to the enrolment, and
 - they consent in writing to the University providing student information to a parent or legal guardian upon request, and
 - no other regulatory restrictions prohibit enrolment.
 4. Staff who interact regularly with students who are under 16 years of age are required to have a current Working with Children Check.
 5. The Academic Registrar will only permit an Australian domestic student to enrol who is under 17 years of age as at the start-date of their program or non-award course where they provide a letter of exemption from the requirement to attend secondary school from either
 - if they have completed Year 10 or higher, their secondary school principal or
 - if they have not yet completed Year 10, the regional director of secondary education.
- 5.1. This requirement does not apply to Victorian Certificate of Education students undertaking VCE Extension studies.
6. The Academic Registrar will only permit the enrolment of an international student studying in Australia on a student visa who is under 18 years of age if they provide:
 - written consent of a parent or legal guardian to the enrolment, and
 - written permission for the University to provide student information to a parent or legal guardian upon request.

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Enrolment by proxy

7. Enrolment by proxy is no longer available, as each student must enrol in person so their identity can be verified.

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Late enrolments

8. Students in a higher education program may apply to enrol up to the published closing date for late enrolment in the relevant teaching period, by completing the [Application for](#)

[late enrolment \(continuing onshore higher education students only\) form](#) and following the instructions on the form.

- 8.1. Re-enrolling students studying in Australia in an award program will be charged the prescribed late enrolment fee.
- 8.2. The decision whether to permit the late enrolment may be dependent on:
 - availability of places in the relevant program, and
 - local or additional requirements related to programs delivered with RMIT partner institutions.
- 8.3. The late enrolment fee does not apply to commencing students, vocational education students, students in RMIT programs offered via Open Universities Australia, or students in non-award enrolments.
- 8.4. For students in programs delivered with partner institutions, the partner's rules on late enrolment fees apply.

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Non-award enrolments

9. A person may enrol in one or more courses on a non-award basis:
 - to meet the entry requirements of an RMIT award program,
 - out of interest,
 - as a cross-institutional, exchange or study abroad student,
 - for the purpose of applying for recognition of prior learning or recognition of current competency, or
 - to demonstrate achievement of the learning outcomes of the course or courses.
10. Students who are enrolled in courses on a non-award basis are not entitled to be admitted to an award program of the University solely on the basis of that enrolment.
11. Students of Open Universities Australia (OUA) who enrol in RMIT undergraduate courses do so on a non-award basis.
 - 11.1. If, however, such students complete OUA courses that fulfil the requirements of an RMIT award, they may apply to receive the award.
 - 11.2. In this case, credit will be applied to the award program on the basis of the equivalent RMIT OUA courses the student has completed.
12. A person who enrolls for the sole purpose of gaining recognition of prior learning/recognition of current competency is entitled only to assessment for their prior learning/current competency.

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Student enrolment loads

13. The standard full-time enrolment load in an award program is:
 - For a higher education program, 96 credit points in a year, or
 - For a vocational education program, the nominal hours of the whole program, divided by the full-time duration of the program in years

Where a student's enrolment is less than one year in duration, a standard full-time enrolment is a pro rata proportion of the full-time load for a year.

14. Students studying in Australia on an international student visa must be enrolled in a standard full-time enrolment load in each standard semester.

14.1. These students:

- must be enrolled in at least one face-to-face course in each compulsory semester and
- must not be enrolled in courses delivered online for more than 25% of their total required credit points/hours for the program. Exceptions to these rules may be approved for compassionate reasons: see section 41.

15. The minimum study load for an enrolment to be considered full-time is 75% of the full-time load as defined in section 13.

16. A part-time student load is anything less than the minimum full-time load stated in section 13.

Overloads

17. A student enrolled in a higher education program may only enrol in more than a full-time load with the approval of the dean/head of the school or (at a campus outside Australia) head of centre responsible for the program.

17.1. In double degree programs, however, where students are expected to overload by one course in some standard teaching periods, the approval of the dean/head of school or head of centre is not required.

17.2. An exchange or study abroad student studying at RMIT University may only enrol in more than a full-time load with the approval of the Global Mobility Office.

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Unusual enrolments

18. In exceptional circumstances, the dean/head of school or (at a campus outside Australia) head of centre, or a staff member acting on their behalf, may approve a student's enrolment in:

- a course they have already passed, or
- additional courses that would cause their total enrolment (excluding any failed courses) to exceed the required total credit point value of their program.

19. The relevant dean(s)/head(s) of school, or staff acting on their behalf, may approve a student's concurrent enrolment in more than one program, subject to the following conditions.

19.1. A student may enrol concurrently in more than one RMIT program – whether vocational education, undergraduate, postgraduate or research or a combination of these – provided that:

- the student has met all entry requirements of each of the programs
- the student maintains satisfactory academic progress in each program
- the student meets any program-specific attendance requirements
- in the case of a higher degree by research student, the provisions of the higher degree by research policy and process relating to enrolment are met
- in the case of vocational education programs, requirements of the funding contract with the State Government are met, and

- in the case of international students studying in Australia on a student visa, both programs are registered on the Commonwealth Register of Information and Courses for Overseas Students and will be completed within the duration specified in the student's electronic confirmation of enrolment (eCoE).
- 19.2. A student may enrol concurrently in an RMIT program and a program offered by another institution – whether vocational education, undergraduate, postgraduate or research or a combination of these – provided that:
- the student has met the entry requirements of the RMIT program,
 - the student maintains satisfactory academic progress in the RMIT award program,
 - the student meets any program-specific attendance requirements, and
 - in the case of international students studying in Australia on a student visa, both programs are registered on the Commonwealth Register of Information and Courses for Overseas Students and will be completed within the duration specified in the student's eCoE.

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Enrolment of officers of the RMIT University Student Union

20. A student who has been elected as an officer of the Student Union may be enrolled in a non-award program to enable them to fulfil the duties of their office while remaining enrolled students.
21. This program, titled Student Union Council – Office Bearers, does not require attendance or assessment; the courses do not bear credit points; students pay no fees for the program other than the Student Services and Amenities Fee; and students receive no results for them. The enrolment in the program will appear on a student's transcript.
22. Officers of the Student Union may choose to enrol in this program for a maximum of one calendar year. The President of the Student Union may choose to enrol in the program for a second year after having been enrolled in it for a previous year while holding another Student Union office.
23. The enrolment process for officers of the Student Union is as follows.
- 23.1. The Chairperson of the Student Union Council notifies the Academic Registrar, within two weeks of the posting of results of elections to the Council, of the names and offices of the newly elected officers.
- 23.2. The newly elected officers inform the Academic Registrar, by the last day to add classes in the relevant teaching period, whether they wish to enrol in the program instead of their current award program or in addition to it, or not at all.
- 23.2.1. Officers who are studying on an international student visa, however, must remain enrolled in a full-time award program to meet their visa requirements, and accordingly can only be enrolled in the non-award program for Student Union officers in addition to their award program enrolment.
- 23.3. The Academic Registrar authorises the enrolment of the newly elected officers in the program by the deadline for enrolment in award programs for each semester of the year following the election.
- 23.4. The elected officers apply for leave of absence from their award program before the relevant course census dates.

23.5. If a student resigns from their position as an officer of the Student Union before the end of their term of office, the Chairperson of the Student Union Council notifies the Academic Registrar within seven days of the resignation.

23.6. If the student who has resigned their office has not already cancelled their enrolment in the non-award program, the Academic Registrar ensures that the enrolment is cancelled.

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Cross-institutional enrolment

24. Higher education students currently enrolled in an RMIT program may apply to study single courses at another Australian institution by following the instructions and forms on the [Cross-institutional enrolment website](#).

25. Higher education students currently enrolled in a program at another Australian higher education provider, can apply to study single courses on a cross-institutional basis at RMIT University by following the instructions and using the forms on the [Cross-institutional enrolment website](#).

26. Where the cross-institutional enrolment is approved, students will receive credit for courses they have completed at the other institution, for equivalent courses in the offering of the program at their original location, or as unspecified credit for elective courses.

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Exchange and study abroad

27. A student enrolled in an RMIT University program may apply for permission to study full time at an institution in another country as:

- an exchange student (where RMIT University has a formal exchange agreement with the other institution) or
- a study abroad student (where no exchange agreement exists).

27.1. Such students remain enrolled students at RMIT during their absence if, by the relevant prescribed dates published by the University, they:

- have entered into a study exchange arrangement and are enrolled in RMIT study exchange courses, or
- have entered into a study abroad arrangement and are enrolled in RMIT study abroad courses.

27.2. An RMIT student going on study abroad or exchange is subject to the relevant rules and policies of the host institution.

28. A student who is enrolled in an award program at an institution in another country may apply to enrol in courses offered by RMIT University as:

- an exchange student (where RMIT University has a formal exchange agreement with the other institution) or
- a study abroad student (where no exchange agreement exists).

28.1. Such students will have all the normal entitlements and responsibilities of students enrolled in an RMIT award program during their enrolment at RMIT.

29. Students must meet eligibility requirements for the mobility activity as established by the Global Mobility office on the [study abroad web page](#) and the [student exchange web page](#).

30. Where the mobility activity is approved, students will receive credit for courses they have completed in their semesters in the program at the other location, for equivalent courses in the offering of the program at their original location.

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Cross-campus and inter-location mobility between RMIT University programs in different countries

31. A student enrolled in an RMIT program offered in one country may apply to undertake one or two semesters of study at a RMIT location in another country.
 - 31.1. Availability of these mobility semesters at another location may be limited by the availability of places in the other location.
 - 31.2. Students at locations outside Australia may only apply to study in the program offering in Australia where the program is registered on the Commonwealth Register of Information and Courses for Overseas Students.
32. Students must meet eligibility requirements for the mobility activity as established by the Global Mobility office on the [study abroad web page](#) and the [student exchange web page](#).
33. Where the mobility activity is approved, students will receive grades from courses they have completed in their semesters in the program at the other location, for equivalent courses in the offering of the program at their original location.

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Cross-campus studies, RMIT Melbourne to RMIT Vietnam

34. Where students from RMIT Australia wish to study cross-campus at RMIT Vietnam, the following process applies.

Approval of cross-campus study in Vietnam

- 34.1. The student completes a [Cross campus \(Melbourne to Vietnam\) enrolment variation form](#), attaches a copy of their approved Study Plan and emails these to mobility.enrolment@rmit.edu.au

The completed enrolment variation form does not require a signature from the school. The attached Study Plan is used to confirm approval.

Validation of Cross campus (Melbourne to Vietnam) enrolment variation form and study plan

- 34.2. Enrolment and Student Records (ESR) log receipt of the enrolment variation form and Study Plan.
- 34.3. ESR check the Vietnam course offerings, classes and campus base set-up in SAMS. If the offerings are not configured, ESR ask Course and Program Administration to configure the course offerings and/or schedule classes.
- 34.4. ESR update the enrolment variation form with the correct Vietnam class details.

Actioning enrolments

- 34.5. ESR drop the student's Melbourne enrolments in the term specified on the enrolment variation form. The student should not remain in any Melbourne scheduled classes for the duration of their study in Vietnam.
- 34.6. ESR add the student's new AUSVN classes.
- 34.7. ESR update the external study tab of the term activation panel to reflect the period of study in Vietnam, as follows:

- External Organisation ID: 3257125
 - Country: VNM (Vietnam)
 - Study Agreement: CROSSCAMP
 - Start Date: (start-date of term listed on enrolment variation form)
 - End Date: (end-date of term listed on enrolment variation form).
- 34.8. ESR update the mailing address to a Vietnam mailing address, as indicated on the enrolment variation form (where this has been provided). Otherwise the student will need to do this via Enrolment Online.
- 34.9. ESR notify RMIT Vietnam that the enrolments have been processed.
- 34.10. ESR generate a confirmation of enrolment and email this to the student with a letter from the Academic Registrar.
- 34.11. ESR return the enrolment variation form and study plan to the student's School to be placed on the student's file, along with a copy of the letter and confirmation of enrolment.

Variation to enrolments

- 34.12. Where a student wishes to vary their enrolment to add a course already listed on their approved study plan they do not need additional school approval. The student may submit a Cross campus (Melbourne to Vietnam) enrolment variation form to their program staff at RMIT Vietnam.
- 34.13. Where a student wishes to vary their enrolment to add a course not listed on their initial study plan they must gain documented approval (by email or fax) from their home campus program manager and attach this to a completed Cross campus (Melbourne to Vietnam) enrolment variation form. These forms are to be submitted to their program staff at RMIT Vietnam.
- 34.14. RMIT Vietnam staff forward the enrolment variation form and any attachments to Enrolment and Student Records (ESR). ESR process changes to the enrolments as per sections 35.2-35.11, except that the student will not receive an updated confirmation of enrolment and letter from the Academic Registrar. Students can access their updated Confirmation of Enrolment via Enrolment Online.

Results

- 34.15. RMIT Vietnam provide Enrolment and Student Records (ESR) with the grades of the students undertaking cross-campus study.
- 34.16. ESR enter the grades against the students' enrolments.
- 34.17. Schools and Colleges provide the same flexibility in late entry of grades for these students as they would for students who have gone on exchange.

Academic transcripts

- 34.18. Enrolment and Student Records (ESR) notify Exams, Awards and Graduations (EAG) (data.verification@rmit.edu.au) of any students who have undertaken cross-campus study, and who need transcript text added to their academic transcripts.
- 34.19. EAG enter the following transcript text against the student records. Where the number of students exceeds 20, Business Systems and Processes upload this text via robot.

Transcript text: "Cross-campus activity recorded for studies at RMIT Vietnam".

34.20. On completion of their cross campus studies, students may request an updated transcript, and this is issued without charge to the student.

Return to Melbourne studies

34.21. On their return to Melbourne, the student will need to update their student record to their Melbourne address and complete their Melbourne-based enrolment for the next semester via Enrolment Online.

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Cross-campus studies, RMIT Vietnam to RMIT Melbourne

35. Where students from RMIT Vietnam wish to study cross-campus at RMIT Melbourne, the following process applies.

Applications

35.1. The Global Mobility Coordinator (RMIT Vietnam) will advertise cross-campus study opportunities in Melbourne via the RMIT website, social media announcements and information sessions.

35.2. Students apply via the [online portal](#).

35.3. Students complete all application documents and submit to the Global Mobility Coordinator (RMIT Vietnam). Applications must:

- include a study plan approving up to eight RMIT Melbourne courses per semester for the duration of the student's intended cross-campus study.. Students will enrol in a standard full-time load from these approved courses.
- be submitted by the published deadline (for Melbourne Semester 1 study, by mid-August of the preceding year; for Melbourne Semester 2 study, by mid-February of the same year).

35.4. The Global Mobility Coordinator (RMIT Vietnam) receives students' applications, assesses them against the eligibility criteria, and shares the applications with Global Mobility in Melbourne via Google Drive. This step is completed:

- for Melbourne Semester 1 study, by 30 August of the preceding year
- for Melbourne Semester 2 study, by the last day of February in the same year.

35.4.1. If a student does not meet the eligibility criteria, the Global Mobility Coordinator (RMIT Vietnam) informs the student of the outcome.

35.5. Global Mobility (Melbourne) downloads applications from Google drive, records them in the inbound applications spreadsheet for the relevant semester, and emails the applications to the relevant school selection officer(s) for approval of the course selection.

35.6. The school selection officer approves the course selection and advises Global Mobility (Melbourne) by return email

35.7. Global Mobility (Melbourne) follows up with the School after 10 working days on any pending course selections approvals.

35.8. When at least 48 credit points of courses have been approved for the student, the next two steps occur within five working days.

35.9. Global Mobility (Melbourne) generate offer documentation (offer letter, proxy form and instructions, and offer acceptance form) and emails this to the Global Mobility Coordinator (RMIT Vietnam) including:

35.10. The Global Mobility Coordinator (Vietnam) forwards the offer documentation to the student together with an invoice for the associated tuition fees, which they must pay before departing Vietnam.

Admission to Melbourne studies

35.11. The student completes, signs and returns the offer acceptance form and proxy form, attaching proof of Overseas Student Health Cover (OSHC) payment.

35.12. The Global Mobility Coordinator (RMIT Vietnam) forward these to Global Mobility (Melbourne) within five working days of receiving them.

35.13. Global Mobility (Melbourne) generates the offer acceptance pack including electronic Confirmation of Enrolment (eCOE) within 10 working days of receiving the offer acceptance form.

35.14. Global Mobility (Melbourne) email the student's acceptance pack and eCOE to the Global Mobility Coordinator (RMIT Vietnam)

35.15. The Global Mobility Coordinator (RMIT Vietnam) forward the acceptance pack to the student within five working days of receiving it.

35.16. The Global Mobility Coordinator (Vietnam) runs a compulsory pre-departure information session for all students two months before their orientation in Melbourne.

Enrolment in Melbourne studies

35.17. On receipt of the student's offer acceptance form, the Global Mobility Coordinator (RMIT Vietnam) updates the student's enrolment in the Vietnam Student Record System (SRS) by adding generic exchange place-holder courses.

35.18. The student pays the tuition fees for their Melbourne courses before departure, between weeks six and nine of the RMIT Vietnam trimester before the start-date of their Melbourne studies.

35.19. Global Mobility (Melbourne) shares a list of all approved students, their approved courses and duration of cross-campus studies with Enrolment and Student Records (ESR) (mobility.enrolment@rmit.edu.au) at least 10 working days before students' orientation in Melbourne.

35.20. Within five working days of sharing the final list of students with Enrolment and Student Records, Global Mobility (Melbourne) sends students a welcome communication email, including Enrolment Online instructions.

35.21. The Global Mobility Coordinator (RMIT Vietnam) checks whether students about to study in Melbourne have outstanding debts to RMIT Vietnam, and emails details of students debtors to ESR (mobility.enrolment@rmit.edu.au) at least 10 working days before students' orientation in Melbourne. ESR adds a VDR negative service indicator to the SAMS student record of any student debtor.

35.22. ESR create students' Melbourne enrolment within five working days as follows:

- change student's plan to Melbourne plan
- term activate student in Melbourne term (e.g., 1510)
- update student's fund source BH (RMIT Vietnam international student in Australia)
- update student's citizenship to Australian international temporary entry
- change student's program campus to AUSCY, AUSBN or AUSBU

- use action reason "GMTM: Global mobility temp to Melbourne"
 - set up onshore EOL checklist for the student
 - ensure that External Study Tab in the Term Activation panel reflects that the student is completing cross-campus study in Melbourne that term.
- 35.23. Before departing Vietnam, students log in to MyRMIT and access Enrolment Online to update their personal statistical information via the EOL Checklist and enrol in pre-approved courses.
- 35.24. Students attend a compulsory orientation and EOL session in Melbourne, run jointly by Global Mobility (Melbourne) and ESR, at which they
- update their contact information to their Melbourne contact details
 - ensure that they are enrolled in a standard full-time study load.
- 35.25. Within 10 working days after the census date of the relevant Melbourne semester, the Global Mobility Coordinator (RMIT Vietnam):
- runs an iExplore report of cross-campus students' course enrolments in Melbourne, to identify and address any discrepancies between the two enrolments
 - provides a list of students including student ID, courses and class numbers to Enrolments and Records (RMIT Vietnam) (ERVN).
- 35.26. Within 10 working days, ERVN create courses in SRS and update students' enrolments to mirror their Melbourne enrolment. If an adjusted invoice is required the ERVN RMIT billing team sends it.
- 35.27. The Global Mobility Coordinator (RMIT Vietnam) cross-checks the iExplore report for consistency between SRS and SAMS, and advises ERVN of any discrepancies within two working days.

Completion of Melbourne studies

- 35.28. Students who wish to cancel their cross-campus enrolment may do so by:
- emailing Global Mobility (Melbourne) (global.mobility@rmit.edu.au), and
 - submitting a cancellation of program enrolment form online
- 35.29. ERVN email students advising them to re-enrol online for the teaching period after their expected recommencement of study at RMIT Vietnam, before the [relevant published dates](#).
- 35.30. The student, by the relevant RMIT Vietnam published date:
- re-enrols in the impending RMIT Vietnam trimester,
 - completes their cross-campus courses in Melbourne and
 - returns to Vietnam.
- 35.31. Enrolment and Student Records, Melbourne (ESR) perform the following steps to complete students' Melbourne mobility enrolments:
- amend students' SAMS record back to Vietnam data in SAMS (reversing the changes to the record in section 35.22) within 10 working days after the end of the relevant Melbourne semester. The duration of the student's cross-campus studies was advised in section 35.19. Global Mobility (Melbourne) advises any changes to this duration (e.g., due to cancellation of enrolments) must be advised by email to ESR (mobility.enrolment@rmit.edu.au).

- send a “goodbye” email to all students returning to RMIT Vietnam within 10 working days after the end of the relevant Melbourne semester
- email a complete list of students who are returning to RMIT Vietnam to isvisa@rmit.edu.au within five working days after the students’ records are amended, to ensure ESOS compliance
- email a list of students (including their term and program) each semester to Exams, Awards and Graduations (EAG) (completions@rmit.edu.au) requesting that transcript text be added.

35.32. EAG enter the following transcript text against the student records within five working days of receipt of the list from ESR. Where the number of students exceeds 20, Business Systems and Processes enter this data by robot.

Transcript text: “Cross-campus activity recorded for studies at RMIT Melbourne”.

35.33. Once they have completed their RMIT award, students may apply to graduate at a ceremony in either Melbourne or Vietnam.

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Variation to enrolment

36. Higher education and vocational education students vary their enrolment using Enrolment Online, unless otherwise specified for a particular transaction. If a transaction cannot be completed in Enrolment Online, a manual variation may be requested in writing by the student, and approved by their teaching school or college.

For manual requests, the date this is formally received by RMIT will be considered the effective date for any approved variation to the student’s enrolment.

Class adds

37. The last day to add a class is the deadline for students to be able to add classes to their own enrolment without specific approval. After this date, the teaching school or college is responsible for determining whether applications to enrol will be accepted for consideration and assess applications on a case by case basis.

The last day to add for onshore standard VE and HE semesters 1 and 2 is set as the Monday of week two of semester.

Other student cohorts use the following business rules:

- Flexible terms is set as 15% of the class length
- Spring and Summer semesters is set as 15% of the class length
- Offshore partners - including SIMConnect (managed via data transfer) is set as 15% of the class length
- HDR candidates enrolling into Research flexible study model are able to add enrolment until the class census date
- RMIT Vietnam uses the Friday of week two of teaching

Class drops

38. Census date and deadlines for dropping classes without academic penalty are published for each class in Enrolment Online. Students who drop a class after it’s census date remain financially liable for the associated fees, except where the rules of the partner institution determine otherwise at some locations outside Australia.

38.1 The University may withhold an administrative fee from the refund of fees to some categories of students: see sections 1-23 of the Enrolment: refund of fees processes.

See the refund and remission of fees section of the enrolment policy for information about circumstances in which these fees may be removed.

39. Higher education students who drop a class after it's census date but before the deadline for withdrawal without academic penalty will not receive an academic penalty.

Higher education students who drop a class after the deadline for withdrawal without academic penalty will receive an academic penalty.

There is no academic penalty for withdrawing from a vocational education or preparatory class after it's census date.

40. Students who wish to drop all their classes for a compulsory teaching period must apply for leave of absence (see sections 90-103) or cancel their program enrolment (see sections 107-110).
41. See section 14 for the requirement that international students studying on a student visa in Australia maintain a full-time study load and study at least one course per teaching period that requires face-to-face attendance. If these students wish to drop courses so that they have a load that is less than full time, they must obtain written approval from the school responsible for their program. The recommendation to reduce enrolment load form should be used for this purpose.
42. Students must be withdrawn from all future classes in a program when they are considered eligible to be completed in this program. Where RMIT determines a student is eligible to be completed, their enrolment will be amended to withdraw future enrolled classes without liability.

If a student wishes to continue studying once they have met the requirements for their program, they should do so via a new program admission or other enrolment arrangements such as non-award study, single or short courses.

Internal change of program for international students

43. Students studying in coursework programs in Australia on an international student visa may apply to change their enrolment to another RMIT University coursework program by the following process.
- 43.1 The student submits an [application for change of program form](#) to the relevant School with a certified copy of their most recent academic transcript.
- 43.2 If the school authorises the change of program, the student submits the authorised form to International Recruitment.
- 43.3 If International Recruitment issue an offer for the new program, the student completes the acceptance of offer form and returns it to International Recruitment.
- 43.4 Sponsored students will also be required to provide a new financial guarantee from their sponsor for their fees for the new program.
- 43.5 If International Recruitment require the student to consult further with the school, the student returns to the school offering the program to which the student intends to transfer.

43.6 The school then:

- confirms that an offer has been made in the new program by completing and signing section 4 of the application for change of program form, and
- provides academic advice to the student on the program change.

43.7 International Recruitment then:

- process the application,
- issue a new electronic Confirmation of Enrolment (eCoE) which notifies the Federal Department of Immigration and Border Protection of the student's program change, and
- advise Enrolment and Student Records (ESR) to change the student's program enrolment.

43.8 ESR action the change in SAMS.

44. Enrolled higher degree by research students studying in Australia on a student visa may apply to change their enrolment to another RMIT University higher degree by research program in accordance with the provisions of the higher degree by research policy and processes

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Requiring a student to vary their enrolment

45. For courses with configured enforced prerequisites, a student will be permitted to enrol where they are also enrolled in the prerequisite course in an earlier teaching period. Should the student not pass the prerequisite course, SAMS will automatically drop their enrolment in the later course and email notifying them of the drop.
46. The following officers may instruct a student to amend their enrolment to comply with the requirements of a policy or process of the University:
- the Dean/Head of School or their nominee
 - the Academic Registrar.
47. Where a student is instructed to vary their enrolment, the instruction must be given early enough that they have a reasonable amount of time in which to:
- complete the variation without financial penalty
 - obtain further academic advice if necessary and add courses to maintain their enrolment load.
48. Where a Dean/Head of School believes that a student's enrolment is not compliant with university requirements (including program requirements, course prerequisites or instructions to the student under the academic progress provisions of the assessment policy), they or a staff member acting on their behalf must advise the student, by email to their student email account, that:
- the student's enrolment is non-compliant and with which requirements;
 - the student is instructed to amend their enrolment to comply with the requirements within five working days of the date the notice is issued;
 - if the student should fail to comply with the instruction by the deadline, the School will ask Enrolments and Student Records (ESR) to make the amendment in accordance with the provisions of section 5 of the Enrolment policy and sections 49-50 of the enrolment processes.

- If the student is an international student studying in Australia on a student visa, it is the student's responsibility to maintain a full-time enrolment load.
 - The student can request a review of the decision that the enrolment must be amended provided this request is submitted to the Dean/Head of school or Head of Centre no later than five working days from the date this email is sent to the student. Students requesting a review of such a decision are advised to contact the RMIT Student Union Student Rights team for advice.
49. If a student does not comply with such an instruction by the deadline stated to them, the Dean/Head of School, or a staff member acting on their behalf, may ask ESR (for higher education enrolment, he.records@rmit.edu.au; for vocational education enrolments, ve.records@rmit.edu.au) to enforce the instruction by amending the student's enrolment and notifying them of this. This request must:
- include the email sent to the student as per section 55,
 - confirm that the student has not complied with the instruction and has either not sought a review of the notice or a review has not resulted in the instruction being cancelled,
 - ask ESR to amend the student's enrolment, making the changes specified in the email sent to the student.
50. Where a Dean/Head of School, or a staff member acting on their behalf, asks ESR to amend a student's enrolment in accordance with section 49, ESR will:
- check that the request complies with the relevant university policies and processes;
 - if so, amend the student's enrolment as per the school's/centre's instruction
 - email the student at their student email account notifying them of the amendment and the date on which it was made, and
 - copy the email to the Dean/Head of School or the staff member.
- The school must place the email on the student file.
- 50.1 Where it is not possible to remove the relevant courses by the relevant census date, ESR will backdate the course drops to ensure that the student does not incur financial penalties.

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Attendance requirements

51. Students may be required to attend classes for reasons such as:
- a condition of State funding (vocational education students with a government-funded place)
 - a requirement of the Victorian Curriculum and Assessment Authority (Victorian Certificate of Education (VCE) students)
 - a term of a formal agreement between RMIT University and another organisation for the delivery of educational or training services
 - Federal legislation or regulations (international Foundation Studies students and international VCE students), or
 - as a requirement for professional registration after they have completed their program.
52. See the programs and courses process manual for information on attendance requirements that must be included in program guides and course guides.

53. Program teams must inform students to whom attendance requirements apply, when they enrol, about those requirements. This information must include:
- the definition and specific requirements of attendance,
 - alternatives to physical attendance (where they exist),
 - consequences of and penalties for non-attendance, and
 - the review process in case of dispute.
54. Where required, the class teacher or workplace assessor/trainer will record attendance using:
- the RMIT Student Attendance Tracking System (SATS), or
 - attendance rolls, or
 - directly in SAMS.
- 54.1 If attendance is recorded using SATS, and the teacher/assessor/trainer does not record attendance in SATS during the class or learning activity, they must do so within two working days.
55. See the vocational education compliance process manual for requirements for managing the attendance of:
- apprentices and trainees (in the apprentices and trainees section), and
 - other government-funded vocational education students (in the evidence of student participation section).
56. Victorian Certificate of Education (VCE) students must normally attend at least 70% of the classes for each unit.
- 56.1 Attendance will be recorded for every class: see section 51.
- 56.2 Students who are at risk of failing to meet attendance requirements may be asked to attend an interview with the year-level coordinator to discuss their situation.
- 56.3 The RMIT VCE Year 12 Handbook sets out detailed requirements for attendance for VCE students.
- 56.4 The VCE program is governed by the rules of the Victorian Curriculum and Assessment Authority as stated in the VCE and VCAL Administrative Handbook.

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Attendance process for international Foundation Studies and VCE students

57. Specific attendance requirements apply to international students studying Foundation Studies and VCE in Australia on a student visa.
- 57.1 The program manager, program coordinator or their delegate must review and monitor these students' attendance on a weekly basis to ensure that it is not at risk of falling below 80% across all their classes in the teaching period.
- 57.2 Where a student is:
- absent from all their classes without approval for more than five consecutive teaching days, or
 - considered at risk of not meeting the 80% attendance requirement:

within one working day of these criteria being met, the program manager, program coordinator or their delegate will email the student at their student email address:

- warning them of their declining attendance, and
- asking them to provide evidence of the reason(s) for their absence.

This communication should be sent when the student has missed 10% of classes (when the Student Attendance Tracking System (SATS) projects 90% attendance) and again when they have missed 15% of classes (when SATS projects 85% attendance). It is advisable also to attempt to contact the student by phone as well as by email.

57.2.1 The staff member who contacts or attempts to contact the student should record these attempts and place the record, and any documents provided by the student in response, in the student file.

57.3 If a staff member has reason to believe that a student is missing or their safety, health, well-being or welfare may be at risk, the program manager, program coordinator or their delegate should initiate the enrolment: missing student process within one working day (see sections 59-73), while also continuing with this attendance-related process.

57.4 Where the student's attendance falls below 80% so that they are in breach of their student visa, the school will, within five working days of these criteria being met, notify the International Compliance Coordinator in Compliance, Regulation and Reporting (CRR) using the [notification of international student attendance form](#).

57.5 The International Compliance Coordinator may request further information or documentation from the school, and will contact the student in writing via their student email address, to ask for documentation of any compassionate and/or compelling circumstances that have impacted on the student's attendance. Both the school and the student must provide the requested information within five working days.

57.6 The International Compliance Coordinator will consider the documentation provided by the school and/or the student, the student's level of non-attendance, their academic performance in the program, and any compassionate/compelling circumstances, to decide whether to report the student to the Federal department of immigration for a breach of attendance requirements.

57.7 If the student's attendance predicted by SATS is in the range 70%-79%, the International Compliance Coordinator has discretion not to report them if satisfactory academic performance and/or compassionate or compelling circumstances have been established; if their SATS predicted attendance is below 70%, they must be reported to the Department of Immigration and Border Protection.

57.8 Within five working days of the decision whether to report the student to the department, the International Compliance Coordinator will:

- email the student at their student email address advising them of the decision and, if they are to be reported to the department, of their right to appeal the decision, and
- forward the email to the school to place on the student file.

57.9 Students' right of appeal against this type of decision is stated in the attendance section of the enrolment policy. Students appealing such a decision are advised to

contact the RMIT Student Union Student Rights team for advice. Once they are submitted, the following detailed process requirements apply to such appeals.

57.9.1 The Director, Compliance, Regulation and Reporting or their delegate will within 20 working days notify the outcome of the appeal

- to the student by email to their student email address and, where available, their personal email account, and
- to the school.

57.9.2 If the appeal is dismissed, the notification will include advice to the student that they may seek a review of the decision by Ombudsman Victoria.

57.9.3 CRR will send the school written advice of the outcome of any appeal, to include in the student file.

57.9.4 Students who choose to apply to Ombudsman Victoria for a review of the decision must:

- do so within 10 working days of the date the notification of the appeal outcome is sent to them, and
- notify CRR of the Ombudsman Victoria application reference number or else CRR will report them to the Department of Immigration and Border Protection (DIBP) for breach of attendance requirements.

57.9.5 CRR will not notify DIBP until all appeal and review processes have been completed and the decision to report the student stands.

57.9.6 If the student

- does not submit an appeal by the deadline to do so, or
- withdraws from the appeal process, or
- accepts the dismissal of their appeal, then

CRR will within 14 working days notify DIBP that the student is not achieving satisfactory attendance.

57.9.7 CRR report students in breach of attendance requirements to DIBP via the Provider Registration and International Students Management System. The student electronic Confirmation of Enrolment (eCoE) is cancelled as a result. The student's enrolment is not affected by such a report unless the student decides to discontinue voluntarily. If the student remains enrolled, the attendance monitoring process continues and a new eCoE will be issued for the remaining duration of the program.

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Participation requirements for vocational education students

58. See the vocational education compliance process manual for requirements in relation to:

- records of vocational education students' attendance, contacts with and participation in the program, and
- record-keeping in relation to participation of apprentices and trainees.

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Missing students

59. The University will respond quickly and sensitively when advised of a student who is missing without explanation.
60. A student will be considered missing under the following circumstances:
- after the student has been absent without explanation for two weeks, or
 - where a student studying in Australia on a student visa, in a program where attendance is monitored, has been absent from classes without other contact with the University for five consecutive teaching days, or
 - where there is information from family, friends, the student's designated emergency contact or flatmates that the student's health, safety and/or wellbeing is/are potentially at risk or compromised.
61. Privacy considerations normally prevent RMIT staff from sharing a student's personal information with any third party, including the student's parents. In specific circumstances, however, such as where there are concerns for a student's safety, student information can be disclosed. See the authorities for release of student information in the privacy and information management policy and processes.

Informal process – where a student is absent/not attending without explanation, but there is no definite information to indicate concern

62. Where a student has been absent or has not met attendance requirements, but there is no definite information that the student may be at risk, a senior academic services staff member in the School checks the student's academic record, class attendances, their latest email/myRMIT/Blackboard contact and all relevant databases to confirm that the student has not cancelled their enrolment, changed their address, applied for leave of absence or transferred provider.
63. An appropriate staff member from the School managing the student's program investigates the student's circumstances. This may involve attempting to contact the student by phone, SMS and/or email to advise them that there are concerns about their welfare and seeking a response from them. This communication may include:
- a request that the student contact the sender,
 - advice to the student to correct their enrolment records if they are no longer studying the course or program,
 - advice that the School may initiate the missing student process if the student does not respond within five working days, and
 - advice that the missing student process may involve RMIT contacting their emergency contact, the police and relevant government departments
 - (in the case of a higher degree by research student) advice that the at risk process may be initiated if they do not contact the HDR coordinator.

The investigation may also involve asking the student's classmates and associates

- whether they have had any recent contact with the student, and
 - to ask the student to contact the investigating staff member.
64. For a higher degree by research (HDR) student, any unexplained absence is likely to impair the student's academic progress, therefore the HDR at risk process may need to be initiated in parallel with investigations into the student's welfare. For actions to be taken when an HDR student cannot be contacted, see the higher degree by research processes.

65. If contact is made with the student and:

- 65.1 they are no longer studying the course or program, the staff member advises them to amend their enrolment records;
- 65.2 they are still studying and have missed coursework assessments because of circumstances outside their control, the staff member advises them to apply for special consideration;
- 65.3 they have missed a higher degree by research (HDR) candidature milestone review, the staff member provides advice about HDR at risk processes;
- 65.4 social, welfare, family and/or personal difficulties are affecting their ability to undertake their program, the staff member refers the student to [RMIT Connect](#) or emails Student Support (student.support@rmit.edu.au) asking that they follow up with the student;
- 65.5 they disclose depression/self-harm or mental health issues, the staff member immediately contacts the duty counsellor on 9925-4365 for advice.

Formal process – where there is information to indicate concern about a student

66. When a staff member receives information from family, partner, friends, classmates, the student's emergency contact or another associate of a student that the student is at potential personal, social, welfare and/or mental health risk, the staff member (or another appropriate member of the staff of the School that manages the student's program) immediately emails Student Support (student.support@rmit.edu.au) with the following details:

- student's name, student number and date of birth
- program they are enrolled in
- the nature of the concern about them
- the contact details of the person who raised the concern about the student.
- the date and nature of the last contact
- the date(s) and method of contact attempts including phone numbers and email addresses used that are not in SAMS.

67. The Manager, Student Support or another senior Student Support staff member, within one working day:

- ascertains whether the student is a current client of Student Services, and if so, which service should make contact with the student, or
- if the student is not a current client of Student Services, attempts to make contact with the student by telephone, SMS and/or email to check on their situation, and
- if the student is under 18 and studying in Australia on an international student visa, advises the Director, International Recruitment; Assistant Director, Pathways and Operations; and the Assistant Director, Compliance , who will check on the student care arrangements, and
- if the student is an international student studying in Australia and is a sponsored or Australia Award student, informs the Sponsorship Development Manager, or
- if the student is an exchange, study abroad, cross-campus or inter-location student, informs the Manager, Global Mobility , or

- if the student is a higher degree by research (HDR) student, informs the Manager, HDR Administration in the School of Graduate Research.
68. If the student is an international student studying in Australia, the Director, International Recruitment within three working days asks the relevant consulate or embassy to offer support to the student's family and keep RMIT informed of any relevant information the family provides.
69. If the student remains missing and it has not been possible to make contact with them for three working days, and there are serious concerns for the student's welfare, the Senior Coordinator, Student Support or another Student Support staff member:
- if the student is an international student, ascertains whether the student is studying in Australia by contacting the International Compliance Coordinator.
 - if the student is in Australia, asks the police to undertake a welfare check , and contacts the Customer Service Coordinator, RMIT Connect to arrange for a copy of the student's photograph to be provided to the police.
 - if the student is outside Australia, emails the student providing information and advice relating to their known academic and other issues and offering support.
70. The disclosure of student information to police in these circumstances is permitted under Information Privacy Principle 2 of the Act, but the Manager, Student Support or their delegate must within three working days inform the Academic Registrar's office of the disclosure.
71. The Manager, Student Support advises the Dean of Students and Director, Student Services that the police have been contacted.
- 71.1 If the student is an international student, the Manager, Student Support also advises the Deputy Vice-Chancellor, Engagement and Vocational Education and the Director, International Recruitment.
- 71.2 If the student is a higher degree by research student, the Manager, Student Support also advises the Dean, School of Graduate Research.
72. When the student has been located and (as relevant) the police and/or student's family have been advised, the Manager, Student Support
- within one working day ensures that appropriate Student Services support is provided, and
 - within one week advises the School, Dean of Students and (where relevant) Director, International Recruitment and/or Dean, School of Graduate Research of the outcome.
73. Where the outcome is confirmed information that the student has died, staff follow the death of a student process (see next section).

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Death of a student

74. The University responds quickly and sensitively when advised of the death of a student, ensuring no further distress to relatives.

Step 1: on being informed of a death

75. Where a staff member receives reliable* information that a student has died, the staff member immediately contacts the relevant College Academic Services Manager with details of the student's name, student number, program in which the student is enrolled and School that manages the program. Staff who are informed of a student's death

should make all efforts to obtain supporting evidence such as online tributes, obituary, funeral notice, media coverage. (*Information from a reliable source such as the student's family, police or through multiple sources, media coverage, etc.)

Step 2: immediate communications

76. The College Academic Services Manager immediately informs the Academic Registrar of the death, providing the student's name, student number, program in which the student is enrolled and School that manages the program, the nature of the source that has reported the student's death, and any evidence of the death.
77. Where the notification is not from a reliable source, and there is insufficient evidence of the death, the Academic Registrar's office will:
 - 77.1 immediately contact the Senior Manager, Enrolments and Student Records, and the Director, Development and Alumni Relations (via alumni@rmit.edu.au), asking that the student's mailing address be changed to the Academic Registrar's address, so that no correspondence is sent to the student, and
 - 77.2 seek evidence to confirm the reported death.
78. If the Academic Registrar's office is the first area to receive notice of a student's death, in addition to the other communications below, the Academic Registrar's office immediately
 - 78.1 contacts the relevant College Academic Services Manager and Dean/Head of School, and directs them to this process, and
 - 78.2 notifies the Pro Vice-Chancellor and Deputy Pro Vice-Chancellor (Learning and Teaching) of the relevant College, and the Dean of Students
79. If the deceased student was an international student on mobility or exchange from a partner institution, the Academic Registrar on the same day informs the Deputy Vice-Chancellor (Global Development), who on the same day informs:
 - the director/registrar of the student's home institution, and
 - the relevant embassy or consulate.
80. The Academic Registrar on the same day informs the Director, Student Services, who, on the same day ensures that other students and staff who were close to the deceased student are offered appropriate support services.
81. The Academic Registrar on the same day informs the following Student Services managers of the death directly:
 - the Manager, Counselling Services
 - the Manager, Equitable Learning Services
 - the Manager, Student Support
 - the University Chaplain.

Step 3: subsequent communication and actions

82. The Academic Registrar within one working day advises the following staff of the Vice-Chancellor's office of the death via their individual email accounts:
 - Senior Manager
 - Executive Officer
 - Executive Assistant.

83. The Senior Manager, Enrolment and Student Records, within one working day ensures that the student's records are adjusted to cancel enrolment, insert the relevant service indicator and adjust the student's mailing address to prevent generation of correspondence to the student.
- 83.1 If the student is an apprentice or trainee, the Senior Manager, Enrolment and Student Records within one day of the notification of the student's death notifies the Manager of Apprenticeship Administration at the State Department of Education and Training by telephone (9637-3555).
84. The Dean/Head of School within two working days informs the relevant School staff and ensures that the student is removed from any attendance rolls.
85. The Dean/Head of School within five working days of the notification of the student's death ensures that a letter of condolence to the student's next of kin is drafted for signature by the College Pro Vice-Chancellor. The letter
- includes positive personal comments about the student as appropriate, and
 - if possible includes a translation of the text of the letter into the student's family language.
86. The Dean/Head of School within 10 working days of the notification of the death of a coursework student may recommend to the College Deputy Pro Vice-Chancellor, Learning and Teaching that an award be conferred on the student posthumously. See section 21 of the conferral and graduation policy for the criteria for posthumous awards, and the conferral and graduation process for the process for arranging a posthumous award.
87. In circumstances where a higher degree by research student dies before their research is finalised or before their examination is concluded, a Senior supervisor may make a case for posthumous submission and/or examination in accordance with the HDR posthumous submission and examination process.
88. The Academic Registrar, within one working day of the notification of the student's death, informs the following officers of the University and directs them to this section of this process for the actions they are to take. The following actions must occur within one working day.
- the University Librarian, who ensures that automatic requests to the student to return library materials are not sent, and that any request to recover such material is made tactfully to the appropriate relative;
 - the Executive Director, Financial Services, who ensures that automatic debtor notices are not sent, and who may determine to waive outstanding monies owed to the University;
 - the Executive Director, Marketing and Communication, who coordinates any external communications in relation to the death, particularly when the circumstances result in media attention;
 - the Alumni team via advancement.services@rmit.edu.au, who update the alumni database to prevent further communication;
 - the ICT Service Management team at dosn@rmit.edu.au, who prevent electronic access to the student account;
 - the Student Financial Services team at student.financials@rmit.edu.au (copying this email to the Deputy Director, Student Systems and Processes), who ensure that the student is not invoiced and details of HELP loans are finalised;

- the ARG Communications team at arg.mailouts@rmit.edu.au, copied to the Manager, ARG Communications and Senior Advisor, ARG Communications, who ensure that the student is not included in any subsequent communications to students;
 - The Manager, Assessment Support, in case the student was subject to any assessment-related processes such as academic progress, so they can ensure that no further assessment-related communications are sent to the student.
 - the HR Assist team and Executive Director, Human Resources, who check whether the student was receiving scholarship payments and/or was also an employee, and if so ensure that scholarship/salary payments cease;
 - the Manager, Scholarships, in case the student was receiving a scholarship, so that they will ensure no further correspondence is sent to the student.
 - (in the case of an international student) the Deputy Vice-Chancellor (Engagement and Vocational Education) and the Director, International Recruitment the Director, Compliance, Regulation and Reporting and the Assistant Director, Quality and Regulation, who notify the Department of Immigration and Border Protection.
 - (in the case of a higher degree by research student) the Senior Manager, School of Graduate Research, for their information and action: if the student is in receipt of a research scholarship, they will ensure that scholarship payments cease;
 - the Manager, Customer Service, RMIT Connect for information.
89. If release of information is required in relation to the death of a student, staff should refer to the Privacy and Information Management policy and processes.

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Leave of absence – eligibility requirements

90. Leave of absence is available to students enrolled in award programs.
91. For international students studying in Australia on a student visa, however, leave of absence can only be granted on compassionate or compelling grounds. Examples of such grounds include, but are not limited to:
- a physical or psychological condition where a certificate from a medical practitioner, psychiatrist or psychologist states that the student is unable to attend classes or is recommended to take study leave;
 - bereavement of close family members such as parents, siblings or grandparents: a death certificate is to be supplied where possible;
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
 - a traumatic or highly stressful experience: e.g., involvement in or witnessing a serious accident, witnessing or being the victim of a serious crime, where documented by police or psychologist reports; where the University is unable to offer an appropriate course; or
 - where the University is unable to offer a prerequisite course.
92. Leave of absence is not appropriate for prospective students who have been offered a place at RMIT but wish to defer their studies for one or more semesters or study periods. For the process for such students to defer their enrolment in the offered place, refer to the admission and credit policy.
93. Leave of absence is not available to students in Victorian Certificate of Education or Victorian Certificate of Applied Learning programs.

94. Leave of absence may not be available to students in programs delivered with industry partners.
95. Students enrolled in higher degree by research programs may apply for leave of absence from their program in accordance with the provisions of the higher degrees by research policy and processes.
96. Leave of absence is not normally available to students in the first semester of their program unless they can demonstrate exceptional circumstances.
97. A student who is suspended, expelled or excluded from the University, or whose enrolment is cancelled, is not eligible for leave of absence from their award program. Once any appeal process is complete, if the University's decision to suspend, expel or exclude a student is upheld, it will override any leave of absence that has been approved.

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Leave of absence – maximum duration

98. Leave of absence from a coursework program is normally restricted to a maximum period of one year per application.
 - 98.1 For exceptional reasons such as military service, leave of absence may be approved for up to two years.
99. The normal maximum total of periods of leave of absence for a student in a coursework program is two years.
 - 99.1 In exceptional circumstances, leave of absence for a total of more than two years may be approved by the College Pro Vice-Chancellor or the President of a campus outside Australia, as relevant.
 - 99.2 For international students studying in Australia on a student visa, the Director, Compliance, Regulation and Reporting or nominee must also authorise leave of absence that will total more than two years.
 - 99.3 The normal maximum total of periods of leave of absence for a higher degree by research student is one year. In exceptional circumstances, a leave of absence beyond 12 months may be approved by the Dean, School of Graduate Research in accordance with the provisions of the higher degrees by research policy and processes.

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Leave of absence – application process

100. The teaching school/college may grant leave of absence to a student; in exceptional circumstances the Academic Registrar may do this.
101. Students apply for leave of absence by the following process.
 - 101.1 Domestic and international coursework students studying in Australia apply online for leave of absence in Enrolment Online and (where relevant) attach supporting documents to their application.
 - 101.2 Foundation Studies students, higher degree by research students and students in programs with RMIT partners outside Australia complete an [application for leave of absence form](#) and where relevant attach supporting documents to their application.
 - 101.3 International students studying in Australia on a student visa must provide evidence of compassionate and/or compelling circumstances: see section 91.

- 101.3.1 If the student is studying in Australia on a student visa, the application must be submitted to Compliance, Regulation and Reporting, so that it can be considered and signed by the International Compliance Coordinator, as delegate of the Director, Compliance, Regulation and Reporting.
- 101.3.2 If the leave of absence will have implications for the student's visa, they should consult the Department of Immigration and Border Protection before submitting the form.
- 101.4 Students will remain liable for fees and/or incur an academic penalty if they submit a request for leave of absence after the relevant closing date. See, however, sections 17-19 of the enrolment policy on late refund of fees or remission of government tuition fee debt in special circumstances.
- 101.5 After review by Compliance, Regulation and Reporting if necessary (see section 101.3.1) the online application for leave of absence is considered by an authorised staff member of the School that manages the program. Where a hard copy application is necessary, the student brings the form and documents to the office of the School that manages the program, so that the leave of absence can be authorised by an authorised staff member on behalf of the Dean/Head of School.
- 101.6 For a coursework student the Dean/Head of School is authorised to approve a leave of absence of up to two years, or a leave of absence that will bring the student's total of leave in the program to as much as two years: see section 99.
- 101.7 For a higher degree by research student:
- 101.7.1 The School provides the student with a date-stamped copy of the form as proof of submission and submits the form to the School of Graduate Research (SGR). The SGR will process the form in accordance with the provisions of the higher degrees by research policy and processes;
- 101.7.2 The Dean/Head of School is authorised to approve a leave of absence of up to one year, or a leave of absence that will bring the student's total of leave in the program to one year (see section 99.3);
- 101.7.3 The Dean, School of Graduate Research is authorised to approve a leave of absence beyond one year, or a leave of absence while the student is on an extension beyond maximum duration of candidature.
- 101.8 Domestic students' applications for leave of absence will normally be approved if the application is received by the deadline published by the School for such applications. In some cases it may be necessary to offer a different period of leave of absence than requested where there would not be enough classes available for the student to enrol into, in the teaching period in which they have asked to return to study.
- 101.8.1 Applications for leave of absence from students studying in Australia on a student visa, however, will only be approved where the student demonstrates compassionate and/or compelling circumstances that will last for the period of leave requested. For these students, where it is necessary to grant a different period of

leave of absence than that requested by the student, the student will need to submit a revised application.

- 101.9 A student may be denied leave of absence at the discretion of the teaching school/college where the program is in teach-out and the requested period of leave would mean the student is unable to complete the program requirements.
- 101.10 A coursework student submits the approved leave of absence form to RMIT Connect by the relevant census date or deadline for withdrawal without academic penalty: see the sections under the heading Class drops section 38.
- 101.11 RMIT Connect provide the student with a date-stamped copy of the form as proof of submission. This constitutes notification that their leave of absence has been approved and will be actioned.
- 101.12 The student retains their copy of the form.
- 101.13 Enrolment and Student Records withdraw the student from all courses in the period(s) for which leave of absence has been granted.
- 101.14 For international students studying in Australia on a student visa, the University will report the leave of absence to the Department of Immigration and Border Protection via the Provider Registration and International Students Management System.
- 101.14.1 Reporting the leave of absence may affect the student's visa.
- 101.14.2 Reporting leave of absence for a period greater than six months may result in the student's visa being cancelled.
- 101.14.3 Reporting the leave of absence may have the effect that the student must leave Australia while they are not enrolled.
- 101.15 If an application for leave of absence is rejected or varied, the school (or, for students on international student visas, Compliance, Regulation and Reporting) informs the student of the reasons for this decision and the reasons for it in an email to their student email account, and places a copy of the email on the student file. The email informs the student of the availability of a review of the process and time-frame for this (see below).
- 101.16 The student may seek a review of a decision to reject their application for leave of absence or to approve leave of absence for a different period than that requested. Students requesting a review of such a decision are advised to contact the RMIT Student Union Student Rights team for advice.
- 101.17 The student must request such a review within 20 working days of the sending of the email notifying them of the decision, by email to (as relevant):
- (for international students studying on a student visa in Australia who have had their leave of absence rejected by Compliance, Regulation and Reporting, including higher degree by research students) the Director, Compliance, Regulation and Reporting;
 - (for other students, excluding higher degree by research students) the College Deputy Pro Vice-Chancellor, Learning and Teaching;
 - (for higher degree by research students seeking review of a leave of absence decision by a Dean/Head of School) the Dean, School of Graduate Research;

- (for higher degree by research students seeking review of a decision by the Dean, School of Graduate Research on a request for a leave of absence longer than one year, or a leave of absence while the student is on an extension beyond the maximum period of candidature) the Deputy Vice-Chancellor (Research and Innovation).

101.18 Students who are not satisfied with the outcome of a review of the decision to reject their application for leave of absence or to approve leave of absence for a different period, may apply to Ombudsman Victoria for an external review of the decision.

102. Where the School/College approves leave of absence for a student whose enrolment has been discontinued, as part of the late enrolment process, the student's place in the program is reinstated, and the leave is processed. A late enrolment fee is applied – see section 8.

103. A student granted leave of absence from their award program remains a student of the University at the program level while not actively enrolled in courses. While on leave, such a student is:

- eligible to appeal a University decision to suspend, expel or exclude them, or a student conduct decision,
- entitled to retain but not use their RMIT student card,
- entitled to have and use a student email account,
- entitled to apply for credit,
- entitled to use academic and student support services,
- responsible for checking their RMIT student email account and announcements in MyRMIT,
- responsible for maintaining up-to-date contact details on their student record.

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Extension of enrolment entitlements under some circumstances

104. A student who has:

- been granted an assessment adjustment for a course (such as a deferred assessment, equivalent assessment or extension of time), or
- received an interim grade of NEX or RNF for a course

is entitled to complete the assessment on the specified date or by the specified deadline without further enrolment in the course but (where relevant) to have a confirmation of enrolment for student visa purposes.

105. A higher degree by research student must maintain enrolment until they submit their thesis/project for examination, up to the maximum period of candidature for a higher degree by research program.

106. A higher degree by research student whose examined thesis/project requires minor or major amendments is entitled to complete those amendments as instructed without further enrolment in a research course as long as they maintain an active program enrolment.

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Cancellation of program enrolment by the student

107. Students who intend to cancel their enrolment in a program (withdraw from the program) should first seek advice from their school/college and/or (as relevant) the student counselling, well-being or careers services.
- 107.1 International students studying in Australia on a student visa are advised to contact the Department of Immigration and Border Protection for advice on the visa effects of cancelling their enrolment.
108. Where a student on an Australian international student visa, in the first six months of their RMIT study, applies to transfer to another education provider by the process in sections 124-128, and the transfer is approved, the University will cancel the enrolment on the student's behalf.
109. International students who transfer to another educational institution in all other circumstances, and domestic students who transfer to another education institution, must cancel their enrolment formally before the relevant deadlines to avoid financial and/or academic penalties (see sections 38-40).
110. A student cancels their enrolment by the following process:
- 110.1 Most students can cancel their program enrolment in Enrolment Online.
- 110.2 The following types of student cancel their program enrolment by [completing a cancellation of enrolment](#) form:
- Open Universities Australia students
 - students studying on a student visa in Australia who are under 18
 - students whose study is funded by a US federal student loan.
- 110.2.1 International students studying in Australia on a student visa who are under 18 years of age must submit the cancellation of enrolment form to the International Compliance Advisor in Compliance, Regulation and Reporting to be approved.
- 110.3 Students must submit their online program cancellation or cancellation of program form to RMIT Connect by the relevant census date or deadline for withdrawal without academic penalty: see sections 38-40.
- 110.3.1 Students will remain liable for fees and/or incur an academic penalty if they cancel their program enrolment after the relevant closing date.
- 110.3.2 Students may, however, be eligible for full or partial fee refunds under specific circumstances: see sections 1-23 of the enrolment: refund of fees processes.
- 110.3.3 The University will accept and process a written, authorised notification that a student wishes to cancel their enrolment as long as it provides the information required to cancel the student's program enrolment.
- 110.4 Where students submit a hard copy cancellation of enrolment form, RMIT Connect provide the student with a date-stamped copy of the form as proof of submission. This constitutes notification that their cancellation of enrolment has been approved and will be actioned. The student should retain this copy.
- 110.5 The cancellation of the student's enrolment is actioned by Enrolment and Student Records.
- 110.6 For international students studying in Australia on a student visa, the University will report the cancellation of enrolment to Department of Immigration and

Border Protection via the Provider Registration and International Students Management System.

110.6.1 Reporting the cancellation may result in the student's visa being cancelled.

110.6.2 Reporting the cancellation may have the effect that the student must leave Australia while they are not enrolled.

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Cancellation of enrolment by the University

111. The Academic Registrar may deem a student's candidature and enrolment to have lapsed where a student fails to meet published requirements for enrolment.

112. The Academic Registrar may cancel a student's enrolment where they have:

- failed to pay the prescribed fees by the payment deadline (see section 118 for more details),
- (in the case of an international student studying in Australia on a student visa) failed to comply with enrolment-related visa conditions,
- (in the case of an international student studying in Australia on a student visa, including study abroad and exchange students) failed to maintain a full-time study load (without approval to reduce their study load for compassionate reasons),
- (in the case of a student whose enrolment is sponsored by their employer) ceased to be an employee of a given employer, where advice to this effect has been received from the employer,
- (in the case of a higher degree by research student) been enrolled for the maximum period of candidature for that award,
- where the enrolment is contrary to Australian law,
- where the student is discovered to have provided misleading and/or incomplete information in the enrolment process,
- (in the case of higher degree by research students) where a student is discovered to have committed a breach of academic integrity in the research proposal submitted as part of their application for admission, or
- where the student is discovered to have provided misleading and/or incomplete information in their application for admission to their program: see the admission and credit policy.

113. The Academic Registrar will cancel a student's enrolment where:

- they have been expelled from the University,
- they have been excluded for failing to make satisfactory academic progress in accordance with the provisions of the assessment policy,
- they have allowed their enrolment to lapse (see sections 120-123 for more details), or
- their higher degree by research candidature has been terminated for failing to make satisfactory academic progress in accordance with the provisions of the higher degrees by research policy and processes.

114. Apprentices' and trainees' enrolment may be cancelled if their training agreement is cancelled. Refer to the apprentices and trainees section of the vocational education compliance process manual.

115. The Dean of the School of Graduate Research or a staff member acting on their behalf may request the Academic Registrar to cancel a higher degree by research student's enrolment where the student has been enrolled for the normal maximum period of candidature for a higher degree by research award.

115.1 Where a student's enrolment has been cancelled for this reason, and the person later requests to submit their research thesis or project to RMIT University, they may be re-enrolled by the process and for the period set out in the higher degree by research policy and processes.

116. Students' enrolment may be cancelled under the terms stipulated in Third Party agreements.

117. For international students studying in Australia on a student visa, the University will report the cancellation of enrolment to Department of Immigration and Border Protection via the Provider Registration and International Students Management System.

117.1 Reporting the cancellation may result in the student's visa being cancelled.

117.2 Reporting the cancellation may have the effect that the student must leave Australia while they are not enrolled.

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Cancellation of enrolment for unpaid tuition fees

118. The University may cancel the enrolment of students with outstanding tuition fees totalling \$500 or more who fail to pay by the due date.

118.1 Students who have unpaid fees totalling no more than \$500 will not have their enrolment cancelled, but will be prevented from:

- adding courses to their enrolment
- re-enrolling
- obtaining a transcript or other documentation of their achievement
- being conferred an award, or
- graduating

until they have paid their debt in full.

118.2 Where a student has unpaid fees totalling more than \$500, the University will give them at least 20 working days' notice that they are liable to have their enrolment cancelled.

118.3 A student may pay outstanding fees during this period, or seek a review of their fees where they believe there is an error in their enrolment record or fees have been charged wrongly.

118.4 Where a student's enrolment is cancelled because of unpaid tuition fees, their current and future enrolments in all incomplete courses, in all programs, will be withdrawn, and the student will no longer be liable for tuition fees for incomplete courses.

118.4.1 Students' enrolment in any completed courses will be left in place.

118.5 Students whose enrolment is cancelled because of unpaid tuition fees remain liable for other outstanding charges such as materials fees. .

118.6 Students whose enrolment has been cancelled because of unpaid tuition fees, and who have paid any other outstanding charges, may apply for readmission or

for admission to any other program of the University on the same basis as other applicants for admission.

- 118.7 International students studying in Australia on a student visa whose enrolment has been cancelled because of unpaid tuition fees, will have their electronic Confirmation of Enrolment (eCoE) cancelled by Compliance, Regulation and Reporting in the Provider Registration and International Students Management System. Their eCoE for any future program will also be cancelled. eCoE cancellation may result in the cancellation of their student visa, and the student may have to leave Australia.

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Reinstatement of enrolment following cancellation for unpaid tuition fees

119. Section 112 states that the University may cancel the enrolment of a student who fails to pay by the due date. This section sets out how such a student can seek to have their enrolment reinstated.

119.1 A student whose enrolment is cancelled due to non-payment of tuition fees can, within two weeks of the cancellation being processed, apply to the school/college or RMIT Connect to be reinstated.

119.2 A student may apply once only during the course of their enrolment in a given program to have their enrolment reinstated following cancellation for unpaid tuition fees.

119.3 Schools/colleges may prompt this step by contacting students when their enrolment is cancelled due to non-payment.

119.4 The student is advised by the school/college or RMIT Connect that, in order to be reinstated, they must pay all overdue fees to clear their student account within two weeks (14 calendar days)* of the cancellation date.

*International students under the age of 18 will have one week (seven calendar days) from the cancellation date to make payment due to shorter reporting timeframes.

119.5 International students should be advised that reinstatement will require confirmation that they are not in breach of the conditions of their student visa. Enrolment and Student Records will confirm this with Compliance, Regulation and Reporting before reinstating a student's enrolment.

119.6 The student makes payment of all overdue fees* via Webspay and provides receipt details (or a screenshot) to verify the transaction to their school/RMIT Connect within:

119.7 two weeks of the cancellation being processed, or

119.8 one week of the cancellation being processed for international students under the age of 18.

[* Note: payment must be made to give the student a \$0 account balance once the reinstatement is processed.]

119.9 International students should also provide an explanation as to why they did not make payment on time.

119.10 This payment must include all overdue non-tuition fees and will place the student's account in credit until enrolment is reinstated. Once classes are re-added this will balance the amount paid, resulting in a \$0 account balance.

- 119.11 Students will not be reinstated where they have overdue fees remaining in line with the University practice of not enrolling debtors.
- 119.12 Details of the financial transaction (e.g., a copy of the receipt or else the transaction number) are forwarded to Enrolment and Student Records (Enrolment Services) at enrolments@rmit.edu.au by the school/college or RMIT Connect. This should include the reason for not making payment previously provided by international students (see 119.9).
- 119.13 Where the student is studying on a student visa, student details are forwarded by Enrolment and Student Records to Compliance, Regulation and Reporting at ESOS@rmit.edu.au for confirmation that the student may be reinstated. Details should include the student ID, name, program and reason for non-payment (where provided by the student).
- 119.14 Students will not be reinstated where it is determined that to do so would be in breach of the ESOS Act.
- 119.15 Once the student makes this payment within the specified timeframe (see sections 119.4), the transaction has cleared and approval has been confirmed from Compliance, Regulation and Reporting where necessary, student details are forwarded within Enrolment and Student Records for processing to:
- he.records@rmit.edu.au or
 - ve.processing@rmit.edu.au
- as appropriate for students in higher education or vocational education programs respectively.
- 119.16 Within 48 hours, Enrolment and Student Records (VE Records and HE Records) process the reinstatement by removing the discontinuation from the student's program record, re-adding classes that were dropped by the cancellation process and applying the reinstatement fee (ADM140 – Reinstatement of Enrol)
- 119.17 Once reinstatement has been processed, Enrolment and Student Records (Enrolment Services) notify the Financial Services Group via Google sheet of reinstated VE students. Financial Services Group will check if a sponsorship application has been received and will apply the third party contract if applicable.
- 119.18 On the same day as the reinstatement is processed, Enrolment and Student Records (Enrolment Services) will notify the student by email to their RMIT student email address that:
- reinstatement has been processed
 - they cannot be reinstated in future semesters if again cancelled due to non-payment
 - the late payment fee will appear on their invoice
 - their access to systems will be restored within 24 – 48 hours.
- 119.19 This email will be copied to the school/college or RMIT Connect as relevant to the initial reinstatement request and, in the case of a student visa holder, Compliance, Regulation and Reporting staff.
- 119.20 Students who make payment (with evidence of doing so) before the cancellation is processed, where the payment does not clear in time to prevent

cancellation, will also be reinstated but will not be liable for the late payment fee.

- 119.21 All stakeholders, including students, should be aware that any loss of access to RMIT systems and student services that are a result of being cancelled will not be considered grounds in themselves for special consideration should the student be reinstated in line with this process.

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Lapse of enrolment

120. A student's enrolment in a program will lapse if they have:

- failed to enrol/re-enrol by the prescribed dates for enrolment/re-enrolment for that program without first having obtained a deferment or formal approval to take leave of absence, or
- failed to return from (or obtain formal approval to extend) a period of leave of absence by the relevant prescribed date.

121. Where a student's enrolment has lapsed they no longer have the status or entitlements of an enrolled student.

122. A student whose enrolment has lapsed, who wishes to resume their enrolment, must apply for readmission to the program via the same process and on the same basis as other applicants for admission, if the program is still offered.

123. A higher degree by research student whose enrolment has lapsed and who wishes to resume their enrolment must apply for readmission to the program in accordance with the provisions of the higher degrees by research policy and processes, if the program is still offered.

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Transfer of international students to another education provider

124. International students studying in Australia on a student visa who have completed six calendar months of study in their RMIT principal program do not require a release letter. They can apply directly to the other provider. These students must withdraw formally from their RMIT courses before the relevant deadlines to avoid incurring academic and/or financial penalties: see sections 38-40.

125. International students studying in Australia on a student visa who wish to transfer to another provider before they have completed six calendar months of study in their principal program, must have paid all fees that are due for their courses before any application to transfer providers can be considered. These students apply to transfer by the following process.

125.1 The student completes the [application to transfer provider form](#) and submits this to the International Compliance Coordinator, Compliance, Regulation and Reporting (CRR), attaching a valid letter of offer from the other provider; and one or more of the following documents to support their application:

- a letter from their government sponsor supporting the change, and stating that they consider the change to be in the student's best interests,
- documentation showing that the student has failed to meet the entry requirements for the relevant program, and/or
- documentation which demonstrates that the student needs to change provider because of exceptional compassionate or compelling circumstances.

If the student is under 18, they must also attach the following documents:

- written confirmation that the student's parent or legal guardian supports the transfer, and
- where the student is not being cared for in Australia by a parent or nominated relative, written confirmation from their intended new provider that they will accept responsibility for approving the student's accommodation, support and general welfare arrangements.

125.2 The International Compliance Coordinator then assesses the application. For more details please refer to the [eligibility criteria and supporting documentation](#).

125.3 If the application is approved, CRR issue a release letter including information about:

- the visa implications and advice to contact the Federal department of immigration,
- that the student's enrolment will be cancelled on approval of the letter , and

refer the student to the enrolment: refund of fees processes (4) to request a refund.

If the application is not approved, CRR inform the student by email to their student email account of the reasons for refusing the request, and of their right of appeal (see section 129).

125.4 CRR place applications for external transfer and the notification of their outcome in the RMIT International student file.

126. Students who apply for external transfer should remain enrolled and attend classes until their application has been approved.

127. Where permission to transfer is granted, the International Compliance Coordinator advises Enrolments and Student Records, who cancel the student's enrolment in any incomplete courses.

128. If a student cancels their enrolment before receiving permission to transfer to another provider, the student will be reported to the Department of Immigration and Border Protection as a program cancellation.

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Appeals against decisions not to release an international student to transfer to another provider

129. In accordance with section 12 of the enrolment policy, students may appeal against a decision not to release them to transfer to another education provider, by the following process. Students who intend to appeal such a decision are advised to contact the RMIT Student Union Student Rights team for advice.

129.1 The student submits their appeal in writing to the Director, Compliance, Regulation and Reporting. The appeal must be submitted in the time-frame stated in the policy, and meet at least one of the grounds stated there.

129.2 The Director or a staff member acting on their behalf assesses the appeal and notifies the student of the outcome by email to their student email account, as follows:

- if the submission is deemed to have met the grounds, that the appeal has been upheld, or

- if the appeal is deemed not to have met the grounds, that the appeal has been dismissed, including details of the reasons for the outcome, and that they may seek an external review of the decision by Ombudsman Victoria.
- 129.3 Students who choose to seek a review by Ombudsman Victoria must do so within 10 working days of the date the email was sent advising them of their appeal outcome, and must notify Compliance, Regulation and Reporting (CRR) of the Ombudsman Victoria reference number for their review application.
- 129.4 The student must remain enrolled and attend classes until the completion of all internal and external appeal/review processes
- 129.4.1 If, however, the student cancels their enrolment,
- the University will notify the Department of Immigration and Border Protection of the cancellation and
 - the student may have to apply for readmission to the program if enrolment deadlines have passed when the appeal/review concludes.
- 129.5 Where the student appeals successfully and is granted a release, the cancellation of their enrolment will be backdated to the date on which the cancellation would have occurred if their original request had been granted.
- 129.6 CRR will place the email notifying the student of the outcome of their appeal in the RMIT International student file.
- 129.7 If:
- the student fails to lodge a written appeal within the time-frame specified in section 12 of the enrolment policy, or
 - the student withdraws their appeal, or
 - the appeal is dismissed and the student accepts this outcome,
- the student remains enrolled in their current program.

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