Enrolment and Withdrawal Procedure

Version Approved by Approval date Effective date Next full review
1.0 Deputy Vice-Chancellor Academic 15 August 2017 27 November 2017 November 2020

Procedure Statement

Purpose
This Procedure specifies the requirements and responsibilities for enrolment in and withdrawal from a course.

Scope
This Procedure applies to all courses within coursework programs, coursework components of higher degree research programs and non-award courses offered by or on behalf of UNSW and students enrolled in these programs.

Are Local Documents on this subject permitted? ☒ Yes, subject to any areas specifically restricted within this Document ☐ No

Procedure Processes and Actions

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1. Enrolment

Enrolment is a process by which students select and register for courses of study for a specific teaching period within a semester.

1.1. Enrolment process

Enrolment is administered centrally via SiMS and myUNSW. Support, especially with regard to approval and actioning of overrides in SiMS to any impediments preventing the student from enrolling as well as monitoring and management of classes, is supported by Faculties and Schools.

Students are responsible for managing their own enrolment, either through myUNSW or submission of the appropriate form, and for ensuring their enrolment is in line with their program rules. Students must seek advice from their Course and/or Program Authority where required.

Student Services and Systems will allocate an enrolment appointment to students. Appointments are generally determined on the basis of units of credit completed in the program to date.

Students must finalise their enrolment by the end of Week 1. Enrolment after Week 1 may be permitted in special circumstances with the approval of the Course Authority.

Enrolment after census date is not usually permitted. Enrolment after census date, if approved, will incur a late enrolment fee. Students who are Commonwealth Supported who are approved to enrol after census date will be charged full tuition fees and will not be able to defer fees for that course(s).

A student who is not enrolled in the minimum load or is not on approved program leave in a semester will be administratively withdrawn from their program of study after the relevant census date.

1.1.1. Higher degree research students

The enrolment requirements set out above apply to higher degree research (HDR) students who enrol in a course associated with their candidature. The enrolment process for these students is coordinated by the Graduate Research School.

HDR students must follow the enrolment process and meet the deadlines specified by the Graduate Research School.

1.1.2. Voluntary enrolment

Students who wish to enrol in courses which do not contribute to the requirements of their program must enrol in a non-award program for those courses and will be charged full fees.

1.1.3. Repeating a successfully completed course

Students who wish to enrol in a course that they have already successfully completed as part of their current program of study, will require the permission of the Program Authority. Enrolment will be on a non-award fee paying basis.

1.1.4. Enrolment in multiple programs

Students are not permitted to enrol in a degree, diploma or Certificate at the same time as they are enrolled for any other degree, diploma or certificate at UNSW or at any other tertiary institution, without the approval of the Program Authority of the relevant Faculty or Faculties.

A student who is found to be enrolled, without approval, in more than one degree, diploma or certificate, may be suspended from their studies at UNSW.

1.1.5. Cross-institutional enrolment

A student can request permission to undertake study at another institution, and for that study to be counted towards their current degree program at UNSW.

An application for cross institutional study will only be considered if the student’s Academic Standing is Good. (Refer to the Academic Progression Procedure for information on how Academic Standing is calculated.)

Written permission must be sought from the Program Authority before enrolling at another institution.
Students are responsible for the management of their application and enrolment at the host institution, i.e. the other institution they have permission to study at.

It is the student’s responsibility to obtain an academic transcript from their host institution and provide this to UNSW so that appropriate transfer credit can be applied to their UNSW record.

Domestic students undertaking cross-institutional study will be managed in accordance with the requirements of the *Higher Education Support Act 2003 (HESA) (Cth)*.

### 1.1.6. Exchange enrolment

A UNSW student can study overseas on exchange at a partner institution for either one semester or one year.

A student undertaking exchange will remain enrolled at UNSW in a full time load (24 UOC) whilst on exchange and should bring back the full time credit load to the UNSW degree, with a maximum of 24 units of credit (UOC) per semester.

Students are charged the corresponding exchange course tuition fees or student contribution amount for a full time load and this will not be reduced.

An exception to this rule is made for students who wish to go on exchange in their final semester provided the student has at least 18 UOC remaining in their degree at the start of their exchange and the exchange has been approved by their Program Authority.

A student will generally be required to have obtained a minimum of a credit average in order to be considered for exchange. However, some institutions will require a higher than credit average.

Where language proficiency is required, a student must have studied that language at University level for at least two years. Other language study may be taken into consideration. Some partner institutions will require a language proficiency test.

Postgraduate coursework students may be eligible for exchange if their program is a minimum of 72 UOC, but must complete at least 50% of their program at UNSW.

### 1.2. Enrolment timetable clashes

Where there is a timetable clash the student must attempt to rearrange their enrolment to resolve the clash. Where a resolution is not possible, the student can apply for permission to enrol in a timetable clash from the relevant Course and/or Program Authority according to Faculty protocols. The student must be able to prove that they have no other option but to clash and follow the procedures and requirements specified by the Course Authority. The Course Authority has the right to refuse enrolment in a course with a timetable clash based on a student’s prior academic performance.

By applying to enrol in classes that clash, a student accepts responsibility for managing the clash and complying with any arrangements specified as part of the approval, and accepts the increased risk of failure associated with this. Enrolment with a timetable clash will not be grounds for special consideration for failure or poor performance in a course.

### 2. Withdrawal from a course

Students may apply to withdraw from a course at any time during a teaching period. Depending on the date of withdrawal and the teaching period of enrolment, different outcomes will arise including withdrawn course grades and financial liability.

Refer to Appendix 1 for deadlines and outcomes for academic / financial withdrawal applications.

Refer to *Grade Definitions* on the Current Students website (https://student.unsw.edu.au/grade) for a description of grades.

In line with the *Higher Education Support Act 2003 (HESA)*, in exceptional circumstances students may apply for late withdrawal (after the Census Date) from a course and a remission of course tuition fees.

### 2.1. Withdrawal prior to the Census Date

A student who withdraws from a course on, or prior to, the Census Date, will receive a full refund of any tuition fees paid towards that course, less any money owed to UNSW.

A student who has deferred the fee for that course under HECS-HELP or FEE-HELP will have that deferral cancelled. The withdrawn course(s) will not appear on the student’s academic statement or transcript. The course will not be included in the calculation of the student’s weighted average mark.
2.2. Withdrawal after the Census Date

A student who withdraws from a course after the Census Date, but on or prior to the specified academic withdrawal date for the teaching period, will retain the full tuition fee liability for the course. An NF (No Fail) grade will be recorded against the course in the student system, but the course will not appear on the student's academic statement or transcript. The course will not be included in the calculation of WAM or taken into account in the determination of the student's Academic Standing.

A student who withdraws from a course after the Census and academic withdrawal dates, but prior to the last day of teaching in the relevant teaching period (the late academic withdrawal date), will retain the full tuition fee liability for the course. A grade of AW (Academic Withdrawal) will be recorded in the student system against the course and will appear on the student's academic statement and transcript. The course will not be included in the calculation of WAM. The course will be taken into account in the determination of the student's Academic Standing and will be counted as a course attempted but not successfully completed: this allows UNSW to review the student's progress and identify students at risk of not progressing through their program, and to provide support including remedial action under the Academic Standing process specified in the Academic Progression Procedure.

After the last day of teaching in the relevant teaching period, a student who has not withdrawn from a course will retain financial liability and will be graded according to the normal assessment criteria. The student will retain the full tuition fee liability for the course. The final mark and grade awarded by the Course Authority will appear on the student's academic statement and transcript. The course will be included in the calculation of WAM and will be taken into account in the determination of the student’s Academic Standing.

2.3. Application to withdraw from a course without financial liability (Fee Remission)

2.3.1. Circumstances beyond the student's control

If a student considers that the need to withdraw from a course after the census date has passed is due to circumstances beyond the student's control the student may apply for Fee Remission by completing the appropriate form.

Applications for special permission to withdraw from a course without financial liability are assessed by Student Services and Systems in accordance with HESA legislation and against all of the following criteria:

- Circumstances* beyond the student's control, and
- The circumstances did not make their full impact on the student until after the census date for the course that the student requests withdrawal from, and
- The circumstances make it impracticable for the student to complete the requirements for the course.

*The circumstances must be unusual, uncommon or abnormal.

These criteria are applied to all students who seek fee remission, regardless of whether the student is Commonwealth Supported, full fee paying or international.

Applications to withdraw from a course without financial liability must be submitted within 12 months from the last day of teaching in the teaching period in which the student was enrolled in the course.

Applications submitted more than 12 months after the teaching period will only be considered if the student can demonstrate that they were unable to submit their application during the prescribed 12 month period.

Students will be notified in writing of the outcome of their application within 14 days of submission of their completed application.

Where a student applies successfully to withdraw from a course without financial liability, the student will receive a full refund of any tuition fees (this does not include the Student Amenities Fee) paid towards that course, less any money owed to UNSW.

A grade of PW (Permitted Withdrawal) will be recorded in the student system against the course and will appear on the student's academic statement and transcript. The course will not be included in the
calculation of WAM. The course will be taken into account in the determination of the student’s Academic Standing and will be counted as a course attempted but not successfully completed: this allows UNSW to review the student’s progress and identify students at risk of not progressing through their program, and to provide support including remedial action under the Academic Standing process specified in the Academic Progression Procedure.

2.3.2. Reviews and appeals against unsuccessful Fee Remission applications
Where an application has been deemed unsuccessful because of missing or inadequate information or documentation, the student will be advised accordingly and may apply for a re-assessment of the decision. This should be made in writing to the Manager, Student Administration, and must include additional information and supporting documentation. The request for a review must be submitted within 28 days of the student being notified of the outcome of the initial application. The student will be notified in writing of the outcome of the review within 14 days of submission of additional documents.

An appeal of the original or re-assessed decision may be made within 28 days from the day the student received notification of the outcome of the application or the outcome of the review ( whichever is the later). The request should be directed to the Director, Student Services and Systems and must state the reasons why a reconsideration of the decision is being requested.

Commonwealth Government supported students
In line with HESA, following an unsuccessful appeal, Commonwealth Government supported students may take their matter to the Administrative Appeals Tribunal (AAT) for a review of UNSW’s decision.

Non-Commonwealth Government supported students
If an appeal of a decision is unsuccessful, students have the right to lodge a complaint with the NSW Ombudsman who will consider if there is evidence of maladministration or misconduct by UNSW in the conduct of the appeal.

2.4. Withdrawal from only course or all courses in a semester
Prior to the census date, if a student wishes to drop all enrolled courses from that semester, the student must apply for program leave for that semester. (See Academic Progression Procedure.)

2.5. Withdrawal from a successfully completed course
A student who has completed a course (passing grade) is not eligible to apply to withdraw from the course.

3. Academic transcripts
An academic transcript is a certified record of a student’s full enrolment history at UNSW, including all courses attempted, results and grades achieved and awards conferred. It cannot be altered or separated (e.g. between Undergraduate and Postgraduate degrees).

Students are presented with one copy of their academic transcript (per award), at their graduation ceremony.

4. Responsibilities

4.1. Students
Students are responsible for:

- Managing their own enrolment and for ensuring that they adhere to UNSW’s published deadlines, procedures and policies.
- Taking appropriate action in line with instructions provided by the Course Authority, the Program Authority and Student Services and Systems.
- Monitoring their progression and for seeking advice to ensure that they are on track to complete within the specified maximum period, in line with the Academic Progression Procedure.

4.2. Course and Program Authorities
The Course Authority is responsible for:

- Reviewing applications for special permission to withdraw without financial liability and providing relevant information as requested on the application.
The Program Authority is responsible for:

- Providing academic advice to students as required.
- Publishing advice to students on how AW grades are treated for merit-based determinations such as Distinction, Honours, the University Medal and the Dean's list.

In some cases Faculties may nominate an Academic Advisor to provide advice under delegated authority of the Program Authority.

4.3. Student Administration, Student Services and Systems

Student Administration is responsible for:

- Publishing information and providing advice about the procedure.
- Ensuring that fee remission applications and appeals are responded to within the published deadlines.
- Setting enrolment appointments.
- Determining and publishing the relevant census dates and other enrolment deadlines.

4.4. Graduate Research School

The Graduate Research School is responsible for coordinating and processing enrolment and withdrawal at the request of higher degree research students and Postgraduate Coordinators.

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<th>Accountabilities</th>
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<td>Responsible Officer</td>
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<td>Contact Officer</td>
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<th>Supporting Information</th>
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<td>Parent Document (Policy)</td>
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<td>Supporting Documents</td>
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<table>
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<tr>
<th>Related Documents</th>
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<tr>
<td>Academic Progression Procedure</td>
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<td>Assessment Design Procedure</td>
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<td>Grade Definitions - <a href="https://student.unsw.edu.au/grade">https://student.unsw.edu.au/grade</a></td>
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<td>Required Medical Leave Procedure</td>
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<td>Applications for Late Withdrawal from a Course Procedure</td>
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<td>Re-enrolment Procedures for Undergraduate and Postgraduate Students (AB00/36)</td>
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<td>2017/20392</td>
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## Definitions and Acronyms

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## Revision History

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<th>Version</th>
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<tr>
<td>1.0</td>
<td>Deputy Vice-Chancellor Academic</td>
<td>15 August 2017</td>
<td>27 November 2017</td>
<td>New procedure</td>
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Appendix 1: Withdrawal from a course – academic and financial implications

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<tr>
<th>Deadline</th>
<th>Explanation</th>
<th>Grade</th>
<th>WAM</th>
<th>Academic Standing</th>
<th>Academic Transcript</th>
<th>Fees</th>
</tr>
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<tbody>
<tr>
<td>1 Census Date</td>
<td>No academic record impact. Student may withdraw without Financial Liability without permission</td>
<td>None</td>
<td>Not included</td>
<td>Not included</td>
<td>No grade shown (Course not included on Transcript)</td>
<td>Refunded in full, less any money owed to UNSW</td>
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<tr>
<td>2 After Census Date but before Academic Withdrawal date</td>
<td>Academic Withdrawal without permission – no academic impact.</td>
<td>NF grade (no fail)</td>
<td>Not included</td>
<td>Not included</td>
<td>No grade shown (Course not included on Transcript)</td>
<td>Student is liable for fees</td>
</tr>
<tr>
<td>3 After Academic Withdrawal date, but prior to Late Academic Withdrawal date (last day of teaching in the relevant Teaching Period)</td>
<td>Academic record impact. Grade is shown on transcript. Student may withdraw without permission</td>
<td>AW grade (academic withdrawal)</td>
<td>Not included</td>
<td>Included</td>
<td>AW grade shown (Course included on Transcript)</td>
<td>Student is liable for fees</td>
</tr>
<tr>
<td>4 After the last day of teaching of the relevant Teaching Period</td>
<td>Academic record impact. Student may not apply for Academic Withdrawal (AW grade).</td>
<td>Finalised grade confirmed by Course Authority</td>
<td>Included</td>
<td>Included</td>
<td>Final Grade and mark shown (Course included on Transcript)</td>
<td>Student is liable for fees</td>
</tr>
<tr>
<td>5 After Census Date and up to one year after the semester in which the student was enrolled</td>
<td>Academic record impact. Student may apply to withdraw without Financial Liability (and, by extension, Academic Withdrawal). Must satisfy HESA criteria.</td>
<td>PW (permitted withdrawal)</td>
<td>Not Included</td>
<td>Included</td>
<td>PW grade shown (Course included on Transcript)</td>
<td>Student is not liable for fees</td>
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