

Change of Enrollment Policy & Procedure

Version	Approved by	Approval date	Review date
01.1	Board of Directors	24 October 2025	September 2026

Administrators Responsible	Dean, Registrar
Purpose & Scope	The purpose of the Change of Enrollment Policy is to provide clear guidelines and procedures for ISGL students who wish to make changes to their enrollment. This includes course withdrawal, suspension, change in study load, or course transfer, ensuring that students are aware of the implications and processes involved in modifying their enrollment status. This policy applies to all students enrolled at ISGL, including domestic and international students across all programs and courses.

POLICY PRINCIPLES

The Change of Enrollment Policy at ISGL is grounded in a set of core principles designed to ensure fairness, equity, and compliance in managing enrollment changes. These principles are vital in guiding the implementation and interpretation of the policy.

- Every step in the change of enrollment process is designed to be transparent and fair. This means providing clear information about how decisions are made and ensuring that all students have equal access to the necessary forms and guidance.
- The policy stipulates that all requests for changes in enrollment are processed in a consistent manner, regardless of the student's program, background, or circumstances.
- Transparency is also maintained through clear communication.
- ISGL recognises that students come from diverse backgrounds and have different needs. The policy, therefore, includes provisions to cater to this diversity, ensuring that all students, irrespective of their individual circumstances, can access support and guidance when seeking to change their enrollment.
- The policy allows for considerations such as disability, health issues, personal hardships and other unique circumstances that might necessitate a change in enrollment.
- The policy ensures that support services, like counseling and academic advising, are readily available to assist students in making decisions about changes to their enrollment.
- The policy is in strict compliance with the Higher Education Standards Framework, the ESOS Act, and other relevant regulations, particularly those affecting international students.
- For international students, the policy addresses the specific requirements related to visa conditions, ensuring that changes in enrollment do not inadvertently lead to a breach of visa conditions. This includes maintaining full-time enrollment status, completing the course within the duration specified on the Confirmation of Enrolment (CoE), and following proper procedures for any change that might affect their visa status.
- ISGL commits to staying updated on changes in legal and regulatory standards, ensuring the policy remains compliant and relevant. The policy includes mechanisms for regular review and update in response to changes in education laws and immigration policies.

TYPES OF ENROLLMENT CHANGES

1. Course Withdrawal

- Procedure:** Students wishing to withdraw from their course must submit a 'Course Withdrawal Form', available on the ISGL portal. The form should be submitted at least four weeks before the intended withdrawal date.
- Implications:** Withdrawal from a course may have academic, financial, and, for international students, visa-related implications. It's crucial that students consult with the Program Coordinator to understand these implications fully.

2. Course deferral

- i. All course deferrals are processed in accordance with ISGL's Deferral Policy.

3. Leave of Absence

- i. A Leave of Absence for international students will only be approved under compassionate and/or compelling circumstances, as set out in Appendix 2, below.
- ii. The circumstance detailed in Appendix 2 are some examples and ISGL has discretion to assess other circumstances, as long as supporting documentary evidence is provided.
- iii. An initial assessment of the application for Leave of Absence will be undertaken and the student will be notified of the outcome within 10 working days.
- iv. If the outcome is approval of the Leave of Absence, the student will be notified, receive a revised Confirmation of Enrolment and advised that:
 - a) their student visa may be affected; and
 - b) they should contact the Department of Home Affairs (DHA) for further information.
- v. IGSL will notify DHA via PRISMS of the duration and the reasons for the leave of absence.

4. Change in Study Load

- i. **Process:** To change their study load, students must submit a 'Change in Study Load Form', indicating their desired number of units or courses. This change may be subject to approval based on academic progression and course availability.
- ii. **Implications:** Changes in study load can affect the duration of study, tuition fees, and for international students compliance with student visa requirements, where conditions at clause vi below apply.
- iii. **Advice:** Students are encouraged to discuss their intended change with the Program Coordinator to understand how it may impact their overall academic plan.
- iv. International students holding student visas are expected to:
 - a) complete their course within the original expected duration as indicated on their Confirmation of Enrolment; and
 - b) maintain an equivalent full-time study load, which is 4 units per semester.
- v. IGSL will monitor international students' ability to complete their course within the duration registered on CRICOS and specified on their CoE. This monitoring will occur in conjunction with formal processes for monitoring all students' academic progress in each compulsory study period.
- vi. IGSL will not extend the duration of an international student's enrolment if the student is unable to complete the course within the expected duration, unless:
 - a) there are compassionate or compelling circumstances (refer Appendix 1 below), as assessed by IGSL on the basis of demonstrable evidence; or
 - b) IGSL has implemented, or is in the process of implementing, an intervention strategy for the student because they are at risk of not meeting course progress requirements; or
 - c) an approved deferral or suspension of the student's enrolment has occurred under Standard 9 of the National Code.
- vii. Any approved extension will be reflected in the student's Confirmation of Enrolment (CoE) and reported via PRISMS in accordance with ESOS Act requirements.

5. Internal Course Transfer

- i. **Criteria:** For students wishing to transfer to a different course within ISGL, they must meet the entry requirements for the new course. Their previous academic performance and reasons for seeking a transfer are considered.
- ii. **Steps:** Students interested in an internal course transfer must complete a 'Course Transfer Request Form' and submit it along with required documentation, such as academic transcripts or course outlines.
- iii. **Review Process:** The transfer request will be reviewed by the Registrar's Office in consultation with the Dean / Assistant Dean. Students will be notified of the decision, including any conditions attached to their transfer, within 20 working days from the date of application submission.

6. Transfer to Another Institution

- i. **Eligibility and Considerations:** Students who intend to transfer to another institution must be in good academic and financial standing with ISGL. The decision to transfer should consider factors such as course compatibility, credit transferability, and alignment with the student's academic goals.
- ii. **Notification and Counseling:** Students are required to notify ISGL of their intention to transfer by submitting a 'Notice of Intent to Transfer' form. It's recommended that students seek counseling or advice to understand the implications of transferring, including the impact on academic progression

- and, for international students, visa conditions.
- iii. **Support in Transfer Process:** ISGL will assist in providing necessary documentation such as academic transcripts, and where applicable, a release letter for international students as per visa regulations.
 - iv. **Process for Release:** For international students, ISGL will process a release in compliance with the National Code and ISGL's International Student Transfer Policy. This involves assessing the student's reason for transfer and ensuring the student has a valid offer from another registered provider.

PROCEDURES FOR CHANGE OF ENROLLMENT

- a. **Application:** Students must complete the 'Change of Enrollment Form' available on the ISGL website or student portal. It is essential for students to fill out all sections of the form accurately and provide a clear explanation for their request to change enrollment.
- b. **Documentation:** Students must provide supporting documentation for their request, including rationale and, where applicable, evidence supporting their request. This may include medical certificates, personal statements, or academic records, depending on the nature of their request. For international students, the following additional documentation may be needed to ensure compliance with visa regulations:
 - Copy of Current Visa: Proof of the student's current visa status to ascertain eligibility for the proposed change in enrollment.
 - Confirmation of Enrolment (CoE): A copy of the current CoE is required. Changes in enrollment status might necessitate the issuance of a new CoE, particularly in cases of course transfer or significant alteration in study load.
 - Passport Copy: A current passport copy to verify identity and ensure that the passport is valid for the duration of the proposed study period.
 - Letter of Offer from ISGL: For students transferring courses within ISGL, a new letter of offer for the new course may be required.
 - Statement of Purpose: A written statement explaining the reason for the change in enrollment. This should include details on how the change aligns with the student's academic and career goals.
 - Academic Transcripts: Up-to-date transcripts indicating the student's academic performance in their current course.
 - Evidence of Satisfactory Academic Progress: If the change involves transferring to a new course, evidence such as grades or progress reports demonstrates that the student is in good academic standing.
 - Financial Evidence: Proof of sufficient funds to cover tuition fees and living expenses for the extended or altered duration of study, especially if the change of enrollment leads to an extended period of study.
 - Updated Health Insurance Coverage: Evidence of appropriate health insurance coverage (Overseas Student Health Cover - OSHC) for the duration of the extended or altered study period.
 - Approval Letter/Email for Transfer (if applicable): If transferring to another institution, an acceptance letter or communication from the new institution confirming the student's acceptance.
- c. **Approval Process:** The application and supporting documents are to be submitted to the Registrar's Office for review through the Program Coordinator. Factors considered in the approval process include the student's academic standing, the reason for the request, and alignment with ISGL policies and procedures.
- d. **Notification:** Students will be notified of the decision regarding their change of enrollment request in writing. This notification will be sent within 20 working days from the receipt of the application.

APPEALS

- a. Should a change of enrollment request be denied, the student has the right to appeal against the decision within 20 working days by following the Student Grievance and Mediation Policy and Procedures, ensuring a fair and impartial review process.
- b. Decisions regarding change of enrollment requests may be appealed. Students and applicants must follow the ISGL "Student Grievance and Mediation Policy and Procedures" to ensure their appeal is handled fairly, transparently, and in line with the National Code.

Related Documents

- a. Policy on International Student Records, CoE Management and Compliance Procedures
- b. Postgraduate Admissions Policy
- c. Student Grievance and Mediation Policy and Procedures
- d. Student Refund Policy

APPENDIX 1
CHANGE OF ENROLLMENT FORM

INSTRUCTIONS:

Provide accurate information and ensure all sections are filled out accurately. Attach any required supporting documents to avoid delays in processing. Submit the form to the Program Administration Office as per the instructions below.

Change of Enrollment Request:

- ☐ Course Withdrawal
- ☐ Change in Study Load
- ☐ Course Transfer
- ☐ Transfer to Another Institute

Section 1: Personal Details

Full Name: _____

Student ID: _____

Date of Birth (DD/MM/YYYY): _____

Contact Number: _____

Email Address: _____

Current Address: _____

Section 2: Course Details

Current Course Name: _____

Current Year / Term: _____

Expected Completion Date: _____

DETAILS OF REQUEST

(Please provide specific details of your request, including course names and codes if requesting a transfer.)

REASON FOR CHANGE OF ENROLLMENT

(Please provide a detailed explanation of your reasons for the change in enrollment.)

Section 3: Supporting Documentation

Please provide a list of documents attached to support your deferral request:

1. _____
2. _____
3. _____
4. _____

(Note: Incomplete applications without required documentation will not be processed)

Section 4: Declaration and Signature

I declare that the information provided in this form is true and accurate to the best of my knowledge. I understand the implications of changing my enrollment status, including the potential academic and financial impacts. I have read and understood the ISGL Change of Enrollment Policy.

Signature: _____ Date: _____

For Office Use Only

Received By: _____

Date Received: _____

Decision: ☐ Approved ☐ Denied ☐ More Information Required

Reason for Decision: _____

Registrar's Signature: _____ Date: _____

APPENDIX 2
Compassionate and Compelling Circumstances

Compassionate and Compelling Circumstances	Supporting Evidence
Serious illness or injury prohibiting the student's ability to attend classes	Medical certificate
Bereavement of a close member of family (e.g. parents, grandparents)	Death certificate or similar certification
Major political upheaval or natural disaster impacting the student's ability to commence studies	Links to newspaper articles Correspondence from transportation provider (e.g. airline, train company)
A traumatic experience, such as involvement in, or witnessing of a serious accident, or witnessing or being the victim of a serious crime which has impacted the student	Police or psychologist's report
The student's initial registered provider was unable to offer a pre-requisite unit, or the student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol	Correspondence from the student's initial registered provider

Version	Approved Date	Approved By	Changes Made
01.1	24 October 2025	Board of Directors	– Included new sections, 2, 3 & 4 (iii-vii) under Types of Enrollment Changes