



Version	Approved by	Approval date	Effective date	Next full review
2.0	Deputy Vice-Chancellor Academic & Student Life	21 October 2021	21 October 2021	October 2024

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?	<input checked="" type="checkbox"/> Yes, subject to any areas specifically restricted within this Document <input type="checkbox"/> No
Procedure Processes and Actions	

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1. Enrolment

Enrolment is a process by which students remain active in their program, select courses for a specific teaching period based on program requirements and offerings, and subsequently register for classes. Following an offer and acceptance of a place at UNSW, students must select courses and classes for their approved program of study.

Students are encouraged to select courses on an annual basis. Registration for specific classes occurs several weeks prior to the commencement of each standard term.

Units of Credit (uoc) are used to determine the calculation of student contribution charges and fees.

Full-time enrolment for one year is defined as 48 uoc which equates to 1.0 Equivalent Full-time Student Load (EFTSL).

A normal full-time study load for a student is 1.0 EFSTL for an academic year, excluding Summer Term. The minimum full-time load for a student is 0.75 EFTSL for an academic year, excluding Summer Term. Students are considered to be part-time if their study load is less than 0.75 EFTSL for an academic year.

Full- and part -time enrolment study load for each standard term or semester is shown in **Table 1**.

Table 1: Full- and part-time enrolment study load

Student career/location	Normal full-time EFTSL per term/semester	Minimum full-time ESFTL per term/semester	Part-time EFTSL per term/semester
Coursework students (excluding UNSW Canberra) <i>[typical enrolment is 3 standard terms per year]</i>	0.333 (18 uoc)	0.250 (12 uoc)	< 0.250
UNSW Canberra Coursework students <i>[typical enrolment is 2 semesters per year]</i>	0.5 (24 uoc)	0.375 (18 uoc)	< 0.375
Higher Degree Research Candidates <i>[typical enrolment is 4 terms per year]</i>	0.250	0.188	< 0.188
UNSW Coursework students Carousel Calendar <i>(typical enrolment is 6 terms per year)</i>	0.125 (6 uoc)	0.125 (6 uoc)	N/A

1.1. Enrolment process

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

Circumstances that may become impediments to enrolling include:

- requests to waive pre-requisites
- requests to enrol in full classes or swap classes / lack of availability of places in courses or classes
- requests to enrol in classes which have a timetable clash
- requests to exceed study load
- non-payment of fees or other negative service indicators.

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.

Where a student enrolls in a course that does not count towards the requirements of their program of study, a Program Authority can facilitate the removal of that course enrolment under the program, after discussion with the student. The student must be given the right to appeal the decision. If requested, the enrolment can continue as voluntary enrolment, see Section 1.1.2.

The Registrar & Student Services unit will allocate an enrolment appointment to students. Appointments are generally determined based on units of credit completed in the program to date.

Students who have enrolled in courses but have not registered for classes by the Tuesday of the week prior to Week 1 of the term (generally, this is Orientation Week) will be dropped from those courses, to allow students waiting to enrol in courses to proceed.

The deadline for enrolment in all courses and class registration is the Sunday at the end of Week 1 of each term. Enrolment in Week 2 will only be permitted in special circumstances. Enrolment after the census date is not permitted.

Commonwealth Supported students who do not finalise their enrolment until after the 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 standard term will be administratively withdrawn from their program of study after the relevant census date.

International students are required to complete their studies in the expected duration of their program, as outlined on their Confirmation of Enrolment in accordance with the *Educational Services for Overseas Students Act 2000* (Cth).

1.1.1. Higher degree research students

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

HDR candidates must follow the enrolment process and meet the deadlines specified by the Graduate Research School. Refer to the *Admission to Higher Degree Research Programs Procedure*.

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.

Cross Institutional Study is appropriate when:

- Undertaking the equivalent UNSW course when next offered would extend the program; **or**
- Extenuating circumstances prevent the student from undertaking the equivalent UNSW course; **or**
- The requested external study does not have an equivalent UNSW course and broadens knowledge in the student's program core.

Eligibility requirements to undertake cross institutional study are:

- The undergraduate student has successfully completed at least 72 uoc.
- The postgraduate student has completed a minimum of 50% of the units of credit necessary to complete the program.
- The student's academic standing level is Good – except in extenuating circumstances and with the approval of the Program Authority (refer to the *Academic Progression Procedure* for information on how Academic Standing is calculated).
- The requested external study counts towards the student's program requirements.
- No more than 12 uoc of cross institutional study is undertaken throughout the program.
- The student has not already been granted the maximum amount of advanced standing for their program.

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 and Study Abroad enrolment

A UNSW student can study on exchange at an international partner institution for at least one term and up to one year – with the exception of some international degree programs where an exchange of up to 1.5 years may be possible.

Students must seek approval for the courses they plan to take at the partner institution as an exchange student from their UNSW Program Authority, prior to commencing their exchange. They must also be aware of the courses needed to complete their program on completion of their exchange.

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

Where language proficiency is required, a student should meet the language proficiency requirements of the partner institution. Some partner institutions will require a language proficiency test.

While overseas on exchange, a student will remain enrolled at UNSW in a full-time equivalent load of at least 18 UOC and should bring back an equivalent full-time load to the UNSW program from their partner institution.

Students undertaking virtual exchange can enrol in a part time equivalent load at the partner institution and should bring back the equivalent load to the UNSW program from their partner institution.

Students are charged tuition fees or student contribution amount for a full-time load and this will not be reduced. The exception is students undertaking a virtual exchange where they are charged tuition fees or student contribution for the exchange courses they are enrolled in.

Some UNSW programs do not permit exchange in the final term of study.

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.

The University reserves the right to limit the courses available to incoming Exchange and Study Abroad students. The enrolment of an incoming student on Exchange or Study Abroad is subject to available places.

1.1.7. Audited course enrolment

Students must seek permission from the relevant Course Authority to undertake a course on an audited basis. Students who wish to audit a course may attend all lectures and tutorials for the course but will not be required (or be permitted) to submit any work for assessment *except* where they have been permitted to audit a course for the purposes of completing a final examination. Audited courses do not count towards the requirements of the degree but will appear on the academic transcript with a grade of AS.

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. 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)* (Cth), 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 (WAM) or considered in the determination of the student's Academic Standing. (Refer to the *Academic Progression Procedure* for information on how WAM is calculated and the processes for appealing Academic Standing.)

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 on or before the last official 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 considered 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 the Registrar & Student Services unit 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 28 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 Services Amenities Fee) paid towards that course, less any money owed to UNSW.

Where an application for fee remission has been successful, a grade of PW (Permitted Withdrawal) will be recorded against the course in the student system. How PW grades are treated in relation to the calculation of WAM, academic standing and inclusion on the academic transcript is as follows:

Term in which course was attempted	Calculation of WAM	Calculation of Academic Standing	Official Academic Transcript
Prior to 2014	Not Applicable	Not Applicable	Not Applicable
Between 2014 and Semester 2 2018	Not Included	Included as a failed course	Included on transcript
Between Term 1 2019 and Term 3 2020	Not Included	Included as a failed course	Not Included on transcript
2021 onwards	Not Included	Not Included	Not included on transcript

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 Exams and Case Review Manager, Student Lifecycle 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 Head of Student Lifecycle 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 all courses in a term or semester

Prior to the census date, if a student wishes to drop all enrolled courses from that term or semester, the student must apply for program leave for that term or 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 provided with a copy of their academic transcript at their graduation ceremony, but can apply for one at any time by submitting an application and paying the appropriate fee.

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 the Registrar & Student Services unit.
- 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*.

International students must also complete their program of study within the time period specified on their Confirmation of Enrolment and comply with all the conditions of their international student visa.

4.2. Course and Program Authorities

The Course Authority is responsible for:

- Reviewing applications for fee remission and providing relevant information where requested..

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.

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

4.3. Registrar & Student Services

The Registrar & Student Services unit 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 candidates and Postgraduate Coordinators.

Accountabilities	
Responsible Officer	Deputy Vice-Chancellor Academic & Student Life
Contact Officer	Head of Student Lifecycle, Registrar & Student Services
Supporting Information	
Legislative Compliance	This Procedure supports the University's compliance with the following legislation: <i>Educational Services for Overseas Students Act 2000</i> (Cth) <i>Higher Education Support Act 2003</i> (Cth)

Parent Document (Policy)	Academic Progression and Enrolment Policy			
Supporting Documents	Fee Remission Application: https://student.unsw.edu.au/fees-refund			
Related Documents	Academic Progression Procedure Assessment Design Procedure Assessment Implementation Procedure Assessment Policy Student Fee Policy Grade Definitions - https://student.unsw.edu.au/grade Required Medical Leave Procedure Student Code of Conduct Student Misconduct Procedure Student at Risk Procedure University Medal Policy University Medal Procedure			
Superseded Documents	Enrolment and Withdrawal Procedure, v1.1			
File Number	2017/20392			
Definitions and Acronyms				
No terms have been defined.				
Revision History				
Version	Approved by	Approval date	Effective date	Sections modified
1.0	Deputy Vice-Chancellor Academic	15 August 2017	27 November 2017	New procedure
1.1	President and Vice-Chancellor	13 September 2018	1 October 2018	Minor amendments to accommodate UNSW 3+ changes including: terminology, timing and processes (enrolment cycle; Study Abroad and Exchange; PW records; audit course enrolment and clarification of International student responsibilities).
2.0	Deputy Vice-Chancellor Academic & Student Life	21 October 2021	21 October 2021	Full review

Appendix 1: Withdrawal from a course – academic and financial implications

	Deadline	Explanation	Grade	WAM	Academic Standing	Academic Transcript	Fees
1	Census Date	No academic record impact. Student may withdraw without Financial Liability without permission	None	Not included	Not included	No grade shown (Course not included on Transcript)	Refunded in full, less any money owed to UNSW
2	After Census Date but before Academic Withdrawal date	Academic Withdrawal without permission – no academic impact.	NF grade (no fail)	Not included	Not included	No grade shown (Course not included on Transcript)	Student is liable for fees
3	After Academic Withdrawal date, on or before the Late Academic Withdrawal date (last official day of teaching in the relevant Teaching Period)	Academic record impact. Grade is shown on transcript. Student may withdraw without permission	AW grade (academic withdrawal)	Not included	Included	AW grade shown (Course included on Transcript)	Student is liable for fees
4	After the last day of teaching of the relevant Teaching Period	Academic record impact. Student may not apply for Academic Withdrawal (AW grade).	Finalised grade confirmed by Course Authority	Included	Included	Final Grade and mark shown (Course included on Transcript)	Student is liable for fees
5	After Census Date and up to one year after the term or semester in which the student was enrolled	Academic record impact. Student may apply to withdraw without Financial Liability (and, by extension, Academic Withdrawal). Must satisfy HESA criteria.	PW (permitted withdrawal)	Not Included	Included between 2014 and 2020. Not included from 2021 onwards	From Term 1/Semester 1 2019 the PW grade will not be shown on an academic transcript. It will remain on an academic statement. For PW grades assigned from 2014 to Summer 2018/2019 the PW grade will be shown and the course included on an academic transcript and statement.	Student is not liable for fees