

STU15 ENROLMENT POLICY AND PROCEDURE

Department	Operations
Approval Authority	Board of Directors
Responsible Officer	CEO
Effective Date for use	1 October 2026
Date of next review	August 2029 (3 years from approval date)

1. Purpose

The purpose of this Policy and Procedure is to establish the principles, requirements and processes governing the enrolment, maintenance, variation and cessation of student enrolment at TITAN HIGHER EDUCATION (TITAN/THE). It ensures enrolment practices are transparent, fair, equitable, accessible and consistently applied across all courses and student cohorts.

This Policy and Procedure supports students to successfully commence, participate in and complete their studies while maintaining compliance with all applicable regulatory obligations, including the *Higher Education Standards Framework (Threshold Standards) 2021, as amended, the ESOS Act, the National Code 2018, the Australian Qualifications Framework (AQF), the Privacy Act 1988, and Australian Consumer Law.*

- 1.1 In addition, this Policy and Procedure ensures enrolment activities contribute to effective student lifecycle management by:
 - enabling early identification of students requiring academic or wellbeing support;
 - supporting risk-based monitoring of enrolment behaviours;
 - maintaining accurate, secure and auditable enrolment records; and
 - ensuring information provided to students is timely, accessible and consistent.
- 1.2 This Policy and Procedure establishes requirements for:
 - initial enrolment following admission;
 - student responsibilities for maintaining enrolment;
 - changes to enrolment arrangements;
 - leave of absence;
 - withdrawal from study;
 - internal course transfers;
 - transfers between registered providers;
 - suspension and cancellation of enrolment; and
 - review and appeal rights.

2. Scope

- 2.1 This Policy and Procedure applies to:
 - all domestic and international students enrolled in TITAN HIGHER EDUCATION courses;
 - prospective students transitioning from admission to enrolment;
 - students seeking to vary or discontinue their enrolment;
 - all TITAN staff involved in admissions, enrolment administration, academic governance, compliance, student support and student lifecycle management.
- 2.2 It applies to all TITAN HIGHER EDUCATION courses regardless of delivery mode, including face-to-face, online and blended learning.

- 2.3 This Policy and Procedure covers all stages of enrolment, including pre-enrolment transition, active enrolment, enrolment variation and cessation.
- 2.4 Information relating to acceptance, deferral of offers and admission requirements is provided in the ***Admissions Policy and Procedure***.

3. Policy Principles

TITAN is committed to ensuring enrolment processes are student-centred, transparent, equitable and compliant with regulatory requirements.

- 3.1 **Transparency and Accuracy**
TITAN provides accurate, current and accessible information regarding course requirements, enrolment processes, fees, academic expectations, student rights, support services and appeals.
- 3.2 **Fairness and Equity**
TITAN treats all students fairly and equitably, applies enrolment requirements consistently, considers individual circumstances, provides reasonable adjustments and ensures decisions are free from unlawful discrimination.
- 3.3 **Student Support and Success**
TITAN identifies and responds to student support needs, provides academic and wellbeing support, assists students to make informed enrolment decisions and minimises negative impacts associated with enrolment changes.
- 3.4 **Procedural Fairness**
All enrolment decisions are made by authorised staff, consider relevant evidence, allow students an opportunity to respond, provide written reasons and outline review and appeal rights.
- 3.5 **Regulatory Compliance**
TITAN ensures enrolment practices comply with higher education legislation, visa requirements, reporting obligations, academic integrity requirements and consumer protection obligations.
- 3.6 **Information Integrity**
Enrolment information must be accurate, consistent, timely and accessible, and changes must be communicated clearly to students and staff.
- 3.7 **Accessibility**
Enrolment processes, information and forms must be accessible, written in plain language and available in formats that support diverse student needs.
- 3.8 **Risk Management**
Enrolment data is monitored to identify emerging risks, including unusual enrolment patterns, progression concerns and compliance risks.
- 3.9 **Continuous Improvement**
TITAN monitors enrolment practices and outcomes to identify risks, improve student experience and enhance operational efficiency.

4. Policy Statements

4.1 Transparent and Equitable Enrolment

TITAN ensures that enrolment processes are transparent, consistent, fair, equitable, and accessible. Enrolment decisions are made by authorised personnel based on approved requirements and documented evidence. TITAN will:

- publish clear enrolment requirements and processes;
- provide students with accurate and timely information before and throughout their enrolment;
- ensure decisions are supported by verifiable documentation; and
- provide reasonable support and adjustments for students requiring assistance during the enrolment process.

4.2 Student Admission and Enrolment

TITAN will only enrol students who:

- meet approved admission and course entry requirements;
- satisfy any conditions outlined in their offer of admission;
- provide accurate and complete information; and
- meet applicable legislative, regulatory, and accreditation requirements.
- TITAN will verify student identity and qualifications prior to enrolment. Enrolment may be reviewed or cancelled where admission was gained through fraudulent, misleading, or incomplete information, subject to procedural fairness and appeal rights.

4.3 Student Information and Communication

4.3.1 TITAN provides students with sufficient, accurate, and accessible information to make informed enrolment decisions. Information will include:

- course requirements and academic expectations;
- fees and charges;
- available support services;
- academic integrity requirements;
- student rights and responsibilities; and
- processes for changing or discontinuing enrolment.

4.3.2 Information will be communicated in plain language, updated promptly when changes occur, and made available through TITAN's online student portal and other approved channels.

4.4 Authorisation and Approval of Enrolment Documents and Decisions

4.4.1 TITAN recognises that enrolment records, forms, applications, approvals and decisions may be created, submitted, approved and retained electronically. Where a physical signature is not obtained, authorisation may be evidenced through approved electronic signatures, authenticated student or staff portal submissions, email approvals, workflow approvals within authorised information systems, or other documented approval mechanisms approved by TITAN.

4.4.2 Electronic authorisations have the same standing as written signatures where the identity of the individual and the approval action can be verified. TITAN will maintain appropriate records to demonstrate the authority, date, and outcome of enrolment-related decisions and approvals in accordance with its Records Management and Privacy requirements.

4.5 Supporting Student Participation and Success

TITAN recognises that effective enrolment management contributes to student success. TITAN will:

- identify students who may require additional support;
- implement early intervention and referral pathways to academic and wellbeing services;
- assist students considering changes to their enrolment; and
- monitor enrolment patterns and progression outcomes regularly to identify students at risk.

4.6 Enrolment Changes

4.6.1 Students have the right to request changes to their enrolment, subject to:

- course and progression requirements;
- availability of places;
- regulatory and financial obligations;
- student visa conditions where applicable.

4.6.2 Requests must be submitted within published timeframes and supported by appropriate documentation. TITAN will assess requests fairly and consistently, taking into account individual circumstances, and communicate outcomes in writing.

4.7 Leave of Absence

4.7.1 TITAN recognises that students may require temporary interruption of studies due to personal, academic, professional, or other circumstances.

4.7.2 Leave of absence may be approved for up to one (1) academic year, subject to course progression requirements.

4.7.3 Students returning from leave must reconfirm their enrolment and meet any updated course or visa conditions.

4.7.4 For international students, leave approval will only occur where consistent with the ESOS Framework and student visa requirements.

4.8 Withdrawal from Study

4.8.1 Students may withdraw from their course or units in accordance with TITAN procedures. Before withdrawal is finalised, TITAN will:

- provide advice regarding academic and financial implications;
- provide international students with advice regarding potential visa impacts;
- ensure required reporting obligations are completed; and
- invite students to complete an exit survey to inform continuous improvement.

4.8.2 Withdrawals must be confirmed in writing and managed in accordance with the ***Student Fees, Charges and Refunds Policy and Procedure***.

4.9 Course Transfers

4.9.1 TITAN supports student mobility where transfers are academically appropriate and compliant with regulatory requirements. Applications for transfer will be assessed considering:

- academic progress and course suitability;
- student wellbeing and support needs; and
- available evidence and impact on completion.

4.9.2 Students seeking transfer will receive academic counselling to ensure informed decision-making. For international students, transfers between registered providers will be managed in accordance with the ***National Code***.

4.10 Suspension and Cancellation of Enrolment

4.10.1 TITAN may suspend or cancel a student's enrolment where:

- fraudulent or misleading information has been provided;
- academic progress requirements are not met;
- academic or non-academic conduct requirements are breached;
- financial obligations remain outstanding;
- continuation of enrolment would breach regulatory requirements.

4.10.2 TITAN will ensure that any suspension or cancellation:

- follows approved processes;
- considers relevant circumstances;
- provides written reasons within five (5) working days;
- informs students of review and appeal rights.

4.10.3 International student changes will be reported through PRISMS in accordance with ESOS requirements.

4.11 Procedural Fairness and Student Rights

4.11.1 TITAN ensures students affected by enrolment decisions are treated fairly and respectfully.

4.11.2 Students have the right to:

- receive clear written reasons for decisions;
- provide relevant information before decisions are finalised;
- access review and appeal mechanisms;
- have matters considered confidentially, without bias or retaliation; and
- request independent review where internal resolution is not satisfactory.

4.12 Continuous Improvement

4.12.1 TITAN monitors enrolment practices to identify opportunities for improvement.

4.12.2 Monitoring activities may include:

- enrolment trends and withdrawal rates;
- transfer requests and compliance outcomes; and
- student feedback and operational effectiveness.

4.12.3 Enrolment data and feedback will be reviewed at least annually by the Academic Board. Findings will inform enhancements to enrolment systems, student support, and compliance processes.

5. Procedures

5.1 Enrolment

TITAN manages enrolment through a structured, transparent process that ensures students are appropriately admitted, enrolled, supported, and monitored throughout their student lifecycle.

5.1.1 The enrolment process ensures that:

- TITAN will verify enrolment information and confirm the student's commencement status.
- Where required, TITAN may request additional information to verify:
 - identity;
 - previous qualifications;
 - English language proficiency;
 - visa status; and
 - eligibility for enrolment.

5.1.2 Enrolment Confirmation

- Once enrolment requirements are met, TITAN will issue confirmation of enrolment.
- Confirmation will include, where applicable:
 - enrolled course and units;
 - commencement date;
 - study period information;
 - tuition fee obligations;
 - key academic dates; and
 - access information for learning systems and student services.
- International students will additionally receive ESOS required documentation, including:
 - Confirmation of Enrolment (CoE);
 - information regarding visa obligations; and
 - information regarding overseas student support requirements.

5.1.3 Authorisation of Enrolment Documentation

- All enrolment-related forms, requests, approvals and decisions must be appropriately authorised and recorded. Where documents are not physically signed, TITAN may rely on approved electronic signatures, authenticated student portal submissions, institutional email approvals, system-based workflow approvals, or other documented approval processes that verify the identity of the person providing the approval.
- Records of authorisation must be retained within the student management system or other approved recordkeeping systems and be available for audit, compliance and review purposes.

5.1.4 Identification of Student Support Needs

- During enrolment, TITAN will identify students who may require additional support to participate successfully in their studies.
- Students may disclose support needs relating to:
 - disability or accessibility;
 - English language proficiency;
 - academic preparation;
 - wellbeing;
 - personal circumstances; and
 - other factors affecting participation.
- Students may voluntarily disclose support needs at any time. Support information will be managed confidentially in accordance with the ***Privacy Policy and Procedure***.
- Support may include referral to:
 - academic learning support;
 - student wellbeing services;
 - accessibility services;
 - English language support; and
 - other appropriate services.

5.1.5 Maintaining Enrolment

- Students must maintain an active enrolment status throughout their course.
- Students are responsible for:
 - enrolling in units by published deadlines;
 - maintaining satisfactory academic progress;
 - meeting attendance and participation expectations where applicable;

- completing assessment requirements;
 - monitoring their academic progress; and
 - seeking assistance when experiencing difficulties.
- TITAN will monitor enrolment and progression and may initiate early intervention where students are identified as requiring support.

5.1.6 Variation of Enrolment

- Students may apply to vary their enrolment where circumstances require changes to their study arrangements.
- Examples include:
 - changing units;
 - changing study load;
 - transferring between courses;
 - taking approved leave of absence; and
 - withdrawing from study.
- All applications must:
 - be submitted through approved TITAN processes;
 - include supporting documentation where required; and
 - be submitted within applicable timeframes.

5.1.7 Assessment of Enrolment Variation Requests

- The Registrar will assess enrolment variation requests, considering:
 - the reason for the request;
 - supporting evidence;
 - academic progress and completion requirements;
 - availability of units or course places;
 - financial obligations;
 - impact on course integrity; and
 - regulatory requirements.
- TITAN will normally communicate decisions regarding:
 - study load changes within ten (10) working days;
 - leave of absence applications within ten (10) working days;
 - withdrawal requests within ten (10) working days;
 - transfer applications within ten (10) working days,
 - of receipt of all required documentation
- Where academic implications exist, consultation may occur with:
 - Course Coordinator;
 - Academic Dean; and
 - relevant academic governance committees.

5.1.8 Change of Study Load

- Students may request approval to change their study load where permitted by course requirements.
- Before approving a change, TITAN will consider:
 - impact on successful course completion;
 - prerequisite and sequencing requirements;
 - need for academic support; and
 - impact on course duration.

- For international students, TITAN will additionally consider:
 - visa requirements;
 - expected course duration;
 - ESOS compliance obligations; and
 - PRISMS reporting requirements.
- A reduced study load will only be approved where appropriate and supported by evidence.

5.1.9 Adding and Discontinuing Units

- Before Census Date:
 - Where a student discontinues a unit before the Census Date:
 - the unit will normally be removed from the academic record;
 - no academic penalty will apply;
 - fees will be adjusted in accordance with the ***Student Fees, Charges and Refunds Policy and Procedure***.
- After Census Date:
 - Where a student discontinues a unit after the Census Date:
 - academic penalties may apply;
 - financial obligations may remain;
 - the academic outcome will be recorded according to TITAN requirements.
 - Where a unit is discontinued after the Census Date, the following grades may apply in accordance with Academic Regulations:
 - W (Withdrawn): discontinued with financial penalty but without academic penalty.
 - WF (Withdrawn Fail): discontinued with financial penalty and counted as a fail grade.
 - The applicable grade will be determined according to approved academic deadlines

5.1.10 Enrolment Advice and Support Prior to Withdrawal or Variation

- Before approving significant enrolment changes, TITAN will provide students with advice regarding:
 - academic consequences;
 - progression impacts;
 - completion timelines;
 - financial implications;
 - visa implications (where applicable); and
 - available support options.
- This process assists students to make informed decisions and minimise avoidable impacts on their studies.

5.2 Leave of Absence

5.2.1 General Requirements

- Students may apply for Leave of Absence where circumstances prevent temporary continuation of studies.
- Leave may be considered for:
 - medical reasons;
 - family or personal circumstances;

- significant employment or professional commitments;
- compassionate or compelling circumstances; and
- other circumstances approved by TITAN.
- The maximum cumulative period of Leave of Absence is one (1) year unless exceptional circumstances justify a longer period and approval is granted by the Academic Dean.

5.2.2 Application Process

- Students applying for Leave of Absence must:
 - submit the approved application form;
 - provide reasons for the request;
 - provide supporting documentation where required; and
 - submit the application within required timeframes.
- The Registrar will assess the application and may request further information.

5.2.3 Approval Considerations

- TITAN will consider:
 - the reason for the request;
 - evidence provided;
 - academic progress;
 - impact on course completion;
 - course availability upon return;
 - financial implications; and
 - regulatory requirements.

5.2.4 Domestic Students

- For domestic students:
 - approved leave before Census Date will normally result in units being discontinued without academic penalty; and
 - leave after Census Date will be managed according to academic and financial rules.
- Students will receive written confirmation of:
 - approval period;
 - return requirements; and
 - implications for course completion.

5.2.5 International Students

- Leave of Absence for international students will only be approved where compassionate or compelling circumstances exist, consistent with the *National Code*.
- Examples include:
 - serious illness or injury (supported by medical evidence);
 - bereavement;
 - major political upheaval or natural disaster;
 - traumatic events;
 - delayed visa grant preventing commencement;
 - maternity or paternity leave; and
 - circumstances where TITAN is unable to deliver the course.
- Students must provide supporting evidence, which may include:
 - medical certificates;
 - professional reports;
 - official documentation; and
 - other relevant evidence.

- Where leave is approved, TITAN will:
 - advise the student that visa status may be affected;
 - recommend seeking advice from the Department of Home Affairs;
 - update enrolment information as required; and
 - report changes through PRISMS where required.

5.3 Withdrawal, Course Transfer, Suspension and Cancellation Procedures

5.3.1 Withdrawal from Study

- Students may withdraw from their course or individual units in accordance with TITAN's approved processes.
- Before withdrawal is finalised, TITAN will:
 - provide advice regarding academic and financial implications; and
 - provide international students with guidance on potential visa impacts.
- Where withdrawal is approved for an international student, TITAN will:
 - provide advice regarding potential impacts on visa status;
 - recommend the student seek advice from the Department of Home Affairs;
 - update enrolment records and Confirmation of Enrolment (CoE) where required; and
 - report changes through PRISMS in accordance with ESOS requirements.
- Withdrawals must be confirmed in writing and processed in accordance with the ***Student Fees, Charges and Refunds Policy and Procedure***.

5.3.2 Course Transfers

- TITAN supports student mobility where transfers are academically appropriate and compliant with regulatory requirements.
- Applications for transfer will be assessed considering:
 - academic progress and course suitability;
 - student wellbeing and support needs;
 - available evidence and impact on completion; and
 - course availability and entry requirements.
- Students seeking transfer will receive academic counselling to ensure informed decision-making.
- For international students, transfers between registered providers will be managed in accordance with *National Code, Standard 7*.

5.3.3 Transfer Between Registered Providers (International Students)

- International students seeking transfer to another registered provider during the first six (6) months of their principal course must submit a written application and supporting documentation. Refer to the [Department of Education – Standard 7](#) and the Study Australia [website](#), for more information.
- Applications may be approved where:
 - compassionate or compelling circumstances exist;
 - TITAN is unable to deliver the course;
 - evidence demonstrates the student's reasonable expectations are not being met;
 - the student has been misled regarding the course;
 - an appeal outcome recommends transfer; and
 - other circumstances permitted under the National Code.

- Applications may be refused where:
 - available support options have not been exhausted;
 - the transfer would be detrimental to the student's academic success;
 - the transfer appears intended to avoid academic progress requirements;
 - supporting evidence is insufficient; and
 - outstanding debts remain unpaid.

5.3.4 Suspension of Enrolment

- TITAN may temporarily suspend a student's enrolment where:
 - compassionate or compelling circumstances are demonstrated;
 - disciplinary or conduct matters require temporary suspension; and
 - continuation of enrolment would breach regulatory or safety requirements.
- Suspension decisions will:
 - follow approved processes;
 - consider relevant evidence and circumstances;
 - provide written reasons within five (5) working days;
 - inform students of review and appeal rights.
- For international students, TITAN will report suspension details through PRISMS in accordance with ESOS requirements.

5.3.5 Cancellation of Enrolment

- TITAN may cancel a student's enrolment where:
 - fraudulent or misleading information has been provided;
 - academic progress requirements are not met;
 - academic or non-academic conduct requirements are breached;
 - financial obligations remain outstanding; and
 - continuation of enrolment would breach regulatory requirements.
- Cancellation decisions will:
 - follow approved procedures;
 - consider relevant evidence and student circumstances;
 - provide written reasons and appeal information; and
 - ensure compliance with ESOS reporting obligations for international students.

5.3.6 Readmission Following Exclusion

- Students whose enrolment has been cancelled or who have been excluded may apply for readmission in accordance with the Admissions Policy and Procedure.
- Readmission following exclusion may be subject to conditions and approval of the Academic Dean.
- Applicants previously excluded by another higher education provider may be required to demonstrate that the exclusion period has been served and provide evidence supporting readiness for study.

5.3.7 Procedural Fairness and Student Rights

- All students affected by enrolment decisions are entitled to procedural fairness. Students have the right to:
 - receive clear written reasons for decisions;
 - provide relevant information before decisions are finalised;
 - access review and appeal mechanisms;
 - have matters considered confidentially, without bias or retaliation; and

- request independent review where internal resolution is not satisfactory.

5.4 Review and Appeal Procedures

Reviews and appeals under this Policy and Procedure are conducted in accordance with the ***Grievances Policy and Procedure***.

5.4.1 Overview

- TITAN provides a transparent and equitable process for students to request review or appeal of enrolment-related decisions. The review and appeal process ensures decisions are fair, evidence-based, and consistent with TITAN policies and regulatory obligations.

5.4.2 Grounds for Review or Appeal

- Students may request a review or appeal where they believe that:
 - a decision was made without due consideration of relevant evidence;
 - procedural fairness was not observed;
 - incorrect or incomplete information influenced the decision; and
 - policies or procedures were incorrectly applied.

5.4.3 Review Process

- Students must submit a written request for review within ten (10) working days of receiving the decision.
- The request must outline the grounds for review and include supporting documentation.
- The Registrar will arrange for the decision to be reviewed by an independent staff member not involved in the original determination.
- The reviewer will consider all relevant evidence and may consult with academic or compliance staff as required.
- Students will receive written notification of the review outcome within ten (10) working days of determination.

5.4.4 Appeal Process

- If dissatisfied with the review outcome, students may lodge a formal appeal to the Academic Board Appeals Committee within ten (10) working days of receiving the review decision.
- The Appeals Committee will:
 - consider all relevant evidence and submissions;
 - ensure procedural fairness and impartiality;
 - provide written reasons for its decision; and
 - communicate the outcome to the student within twenty (20) working days.
- The decision of the Appeals Committee is final within TITAN's internal processes.

5.4.5 External Appeal Options

- Students who remain dissatisfied after internal appeal may seek external review through appropriate bodies, including:
 - the Tertiary Education Quality and Standards Agency (TEQSA);
 - the National Students Ombudsman (NSO) (for international students);
 - other relevant statutory or regulatory authorities.
- TITAN will cooperate fully with external review processes and implement any required corrective actions.

5.4.6 Record Keeping and Reporting

- All review and appeal documentation will be securely stored in accordance with the ***Records and Data Management Policy and Procedure***.
- Outcomes will be reported to the Academic Board for monitoring and continuous improvement.

6. Roles and Responsibilities

6.1 Board of Directors are responsible for:

- monitoring institutional compliance with the *Higher Education Standards Framework 2021, as amended*, and ESOS requirements;
- receiving reports on enrolment trends, student progression, and risk management outcomes; and
- ensuring adequate resources and systems are in place to support effective enrolment management.

6.2 Chief Executive Officer is responsible for:

- implementing this policy and procedure across TITAN;
- ensuring compliance with legislative and regulatory requirements, including TEQSA and ESOS;
- overseeing risk management and quality assurance activities related to student enrolment; and
- reporting enrolment performance and compliance outcomes to the Board of Directors.

6.3 Academic Board is responsible for:

- approving academic requirements and standards that inform enrolment eligibility and progression;
- monitoring academic progress and student success data to inform continuous improvement;
- reviewing appeal outcomes and recommendations arising from enrolment decisions; and
- advising the Board of Directors on academic implications of enrolment policies and procedures.

6.4 Academic Dean is responsible for:

- ensuring academic integrity and consistency in enrolment and progression decisions;
- overseeing academic counselling and support for students considering enrolment changes;
- reviewing requests for course transfer, leave of absence, and study load variation; and
- providing academic advice to the Registrar and Student Services on complex enrolment matters.

6.5 Registrar is responsible for:

- administering the enrolment process and maintaining accurate student records;
- verifying student eligibility and documentation;
- assessing enrolment variation requests and communicating outcomes promptly;
- managing reporting obligations through PRISMS and other regulatory systems;
- coordinating student support referrals identified during enrolment; and
- providing annual reports on enrolment trends, leave of absence, withdrawals, transfers, appeals and compliance outcomes to the Academic Board and Board of Directors

6.6 Student Services Team is responsible for:

- providing students with accurate information on enrolment requirements, deadlines, and procedures;
- assisting students with applications for enrolment variation, leave of absence, and withdrawal;
- facilitating access to academic and wellbeing support services; and

- maintaining confidentiality and privacy of student information in accordance with TITAN policies and procedures.
- 6.7 Quality Assurance and Compliance Manager is responsible for:
- participating in policy reviews and staff training to ensure consistent practice.
- 6.8 Course Coordinators and Academic Staff are responsible for:
- providing academic advice to students on unit selection and study load;
 - monitoring student progress and identifying students at risk;
 - referring students to support services where appropriate; and
 - contributing to continuous improvement of enrolment and progression practices.
- 6.9 Students are responsible for:
- completing enrolment requirements accurately and within published timeframes;
 - maintaining current contact details and personal information;
 - meeting academic progress and participation requirements;
 - seeking advice before making changes to enrolment; and
 - complying with TITAN policies, procedures, and regulatory obligations.

7. Definitions

Definitions for key terms are presented in the Glossary of Terms which may be accessed on the TITAN website.

For the purpose of this Policy and Procedure –

- **Census Date**
 - The day on which a student becomes liable for fees for a unit, corresponding to the date. The date is prescribed in accordance with the Higher Education Support Act 2003 and must be at least 20 per cent of the way between the unit commencement and completion dates and will be published on the website for each Teaching Period..
- **Course Transfer**
 - A formal change from one approved TITAN course to another offered by TITAN, subject to eligibility and academic approval.
- **Enrolment Variation**
 - Any approved change to a student's enrolment status, including study load changes, unit changes, leave of absence, course transfer, or withdrawal.
- **PRISMS (Provider Registration and International Students Management System)**
 - The Australian Government system used by registered providers to report enrolment information and changes for international students.

8. Relevant Legislation, Guides, and/or Websites

8.1 Legislation:

- [Australian Consumer Law \(Competition and Consumer Act 2010 \(Cth\)\)](#) (accessed August 2026)
- [Australian Qualifications Framework \(AQF\)](#) (accessed August 2026)
- [Education Services for Overseas Students Act 2000](#) (accessed August 2026)
- [Higher Education Standards Framework \(Threshold Standards\) 2021](#), (as amended) (accessed August 2026)

- [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) (accessed August 2026)
- [Privacy Act 1988 \(Cth\)](#) (accessed August 2026)
- [Tertiary Education and Quality Standards Agency Act 2011](#) (accessed August 2026)
- [Tuition Protection Service \(TPS\) Framework](#) (accessed August 2026)

9. Related TITAN Documents

- Admissions Policy and Procedure
- Academic Progress Policy and Procedure
- Marketing and Communications Policy and Procedure
- Credit, Recognition of Prior Learning, and Advanced Standing Policy and Procedure
- Student Disability Policy and Procedure
- Student Diversity and Equity Policy and Procedure
- English Language Proficiency Policy and Procedure
- Privacy Policy and Procedure
- Quality Assurance Policy and Procedure
- Records and Data Management Policy and Procedure
- Student Code of Conduct
- Grievances Policy and Procedure
- Student Non-Academic Conduct and Misconduct Policy and Procedure
- Student Fees, Charges and Refund Policy and Procedure

Version Control

Combined Policy and Procedure Version Control		
Version #	Date of Change	Change Summary
2026.1	August 2026 Approved BoD 23.09.2026	Policy and Procedure Documents were combined into one complete document. Layout of the document updated, more information added into each section. Added links to relevant legislation and websites. Document has been recoded and irrelevant information removed.

Original Policy Version Control		
Version #	Date of Change	Change Summary
1.0	11-Feb-20	Draft for approved by Board of Directors (BoD) 21-Feb-20 with minor amendments
1.1	5-Mar-20	Revised version including minor amendments requested by BoD 21-Feb-20 (cl. 13a, added 14) plus administrative updates
1.2	20-Jul-20	Administrative updates
1.3	9-Dec-21	Revised for HESF 2021 and administrative updates
1.4	8-Jul-23	Administrative updates following TEQSA registration

Original Procedure Version Control		
Version #	Date of Change	Change Summary
1.0	11-Feb-20	Draft for approved by Board of Directors (BoD) 21-Feb-20 with minor amendments
1.1	5-Mar-20	Revised version including minor amendments requested by BoD 21-Feb-20 (added cl. 13f, 51a) plus administrative updates
1.2	20-Jul-20	Administrative updates
1.3	9-Dec-20	Revised for HESF 2021 and administrative updates
1.4	8-Jul-23	Administrative updates following TEQSA registration

Warning –

- Document uncontrolled when printed! The current version of this document is maintained on the TITAN website.