AUSTRALIAN INSTITUTE OF MUSIC

Enrolment Policy and Procedure

Responsible Officer	*Head of Student Experience and Success*
Approved by	*Board of Directors*
Approved	09 October 2025
Commenced	09 October 2025
Review by	December 2028
Relevant Legislation and Policies	Education Services for Overseas Students Act 2000 (ESOS) Higher Education Standard Framework 2021 Higher Education Support Act (HESA) 2003 National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code) Tertiary Education Quality and Standards Agency Act 2011 (TEQSA)
Responsible Organisational Unit	Student Experience and Success

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1. Policy Statement

1.1 Authority

The Australian Institute of Music Limited (AIM), known as 'the Institute', is governed by the Board of Directors (BoD) with academic authority delegated to the Academic Board (AB). The BoD and AB share joint responsibility for ensuring that all general and academic policies and procedures follow 'best practice' principles for Higher Education and other sectors of educational delivery, in compliance with relevant Australian legislation and current regulatory requirements.

1.2 Application

This policy and procedure applies to Quality Assured (QA) delivery of accredited AIM programs offered at the Sydney and Melbourne campuses. If applicable, this policy and procedure will also apply in future, wherever QA AIM programs are approved for delivery elsewhere in Australia or overseas.

1.3 Purpose

The purpose of this policy and procedure is to outline the process for assessing, approving and recording:

- Unit enrolments
- Making changes to enrolment including course transfer and withdrawing from units
- Taking a leave of absence
- Suspension instigated by the institute for breaches of policy
- Course withdrawal

1.4 Scope

This policy and procedure applies to all students enrolled in award and non-award programs at the Australian Institute of Music.

1.5 Coverage

This policy and procedure applies to all higher education courses offered at the Sydney and Melbourne campuses.

1.6 Special Conditions or Exceptions
Nil

2. Enrolment
2.1 Acceptance of Terms
By enrolling at AIM, students agree to comply with all applicable Institute policies and procedures, including payment terms and conditions.

2.2 Unit Enrolment Process
Unless otherwise specified, all unit enrolment is managed through AIM's Student Management System (SMS) and AIM's student portal (student facing).

- New students will be enrolled in their first Study Period by the Institute.
- From their second Study Period onward, students are responsible for enrolling in their own units and associated sessions.
- Students must ensure they meet the course structure and unit requirements necessary to complete their course within the designated timeframe.

2.3 Enrolment Eligibility
Eligibility to enrol in units is governed by a range of Institute policies and procedures, including but not limited to:

- Admissions Policy
- Recognition of Prior Learning Policy and Procedure
- Academic Progression and Intervention Policy and Procedure
- Student Code of Conduct
- Domestic and International Student Tuition Fees Policies and Procedures

2.4 Academic Calendar
The Institute will publish an annual Academic Calendar prior to the opening of enrolments for the upcoming year. The calendar will include:

- Study Period start and end dates
- Census dates (last date to add or remove units without penalty)
- Deferred assessment periods

Students are responsible for managing their enrolment in accordance with these key dates.

2.5 Minimum Enrolment (Domestic and Non-Student Visa Holders)
Domestic students and international students on visas other than student visas must enrol in at least one unit per Study Period or submit a formal application for a leave of absence.

2.6 International Students on Student Visas
International student visa holders must ensure they complete their studies within the timeframe specified on their Confirmation of Enrolment (CoE). This typically requires maintaining a full-time study load and satisfactory academic progress. Failure to meet these conditions may impact the validity of their visa and their ability to continue studying in Australia.

2.7 Repeating Failed Units
Students who fail a required unit must re-enrol in and complete the unit in full. All assessment tasks must be repeated, and tuition fees will apply.

A student who fails a core unit more than 3 times may become ineligible to continue in their chosen course.

2.8 Re-Enrolling in Passed Units
Students are not permitted to re-enrol in a unit they have already passed. The Chief Academic Officer may approve exceptions where a student wishes to deepen their understanding of the unit's learning outcomes. In such cases:

- The repeated unit will not appear on the student's transcript.

- The enrolment will be classified as non-award study.
- Tuition fees will still apply.

2.9 Staff-Assisted Enrolment
The Head of Student Experience and Success (or delegate) may authorise staff to assist or amend a student's unit enrolment when additional support is required. The student will be notified of any such changes before the census date.
Students are responsible for ensuring that their enrolment complies with their approved course plan before the census date.

2.10 Conditional Enrolment
Students may be admitted or permitted to continue their studies under conditional enrolment where academic performance, conduct, or compliance with visa or course requirements does not meet standard progression expectations.

Conditions will be set out in writing by the Head of Student Experience and Success or their delegate, and may include, but are not limited to:
- Minimum academic results in specified subjects or study periods
- Restrictions on study load or subject selection
- Mandatory participation in support programs or meetings with academic staff

Failure to meet the conditions of enrolment may result in suspension or cancellation of enrolment in accordance with AIM's policies.

2.11 Student Responsibilities for Course Completion
Students are responsible for ensuring they meet all course requirements, including:
- Meeting prerequisites prior to enrolling in specific units.
- Completing all core units and the required number of elective or non-core units.

Students are expected to seek academic advice if they are uncertain about which units to select.

2.12 Enrolment Confirmed
Students must check their unit enrolment prior to census each Study Period. Enrolment is considered confirmed if a student remains enrolled past census, regardless of whether they have enrolled in a class session. A student is considered enrolled in a unit unless:
- They have successfully completed the unit,
- They have withdrawn with approval (with or without academic/financial penalty), or
- They have been suspended or withdrawn from their course for breaching AIM policy.

2.13 Maximum Length of Studies
Domestic students and international students not studying on a Student Visa must complete their course within the following maximum timeframes, calculated from their original commencement date:
- Undergraduate Certificate: 2 years
- Diploma: 4 years
- Bachelor: 10 years
- Masters: 8 years

For students who transfer within the same AQF level, the commencement date is the date of their first enrolment at that level at AIM. Any credit or recognition of prior learning (RPL) granted will reduce the maximum timeframe proportionally.

Exceptions to the maximum length of study may be granted by the Chief Academic Officer in exceptional circumstances where there is documented evidence as to why a student could not complete in time. Students may be asked to reaudition/submit a portfolio/interview to show they are still academically suitable.

Students who are approaching the maximum length of studies will be notified within 1 year of their deadline so that they can plan their enrolment accordingly.

Once the maximum length of time has been met, AIM will notify the student in writing of the intention to cancel their enrolment. The student will have 20 business days to appeal the decision as per AIM's Student Grievances and Complaints Policy and Procedure.

International students on a Student Visa must complete their course in accordance with the end date stated on their Confirmation of Enrolment (CoE) and the conditions of their Student Visa. Where compassionate and compelling reasons exist, AIM may consider extending a student's CoE to enable them to complete.

3. Grounds for changes to a student's enrolment

The Institute may defer, suspend, or cancel a student's enrolment under any of the following circumstances:

a. The student has been formally approved for a leave of absence.
b. The student has been found guilty of serious misconduct, as defined in the Institute's Student Code of Conduct.
c. The student is experiencing significant health or wellbeing issues that impact their capacity to continue their studies and prevent them from completing a formal application for deferral or withdrawal.
d. The student has been assessed as unable to meet their financial obligations, including the payment of tuition fees.
e. The student has failed to maintain satisfactory academic progress, as defined in the Institute's Academic Progression and Intervention Policy and Procedure.

If the deferral, suspension or cancellation is due to any reason listed in Section 3 b-e, the Institute will inform the student in writing of its intention to defer, suspend or cancel a student's enrolment and notify the student that they have 20 working days to appeal following the Student Grievances and Complaints Policy and Procedure.

If the student accesses the Institute's Student Grievances and Complaints Policy and Procedure, suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed, unless extenuating circumstances relating to the welfare of the student or a risk to others is identified.

4. Leave of Absence

Students may apply for a leave of absence during their course. All applications must be submitted prior to the census date of the relevant Study Period. Applications submitted after census may result in academic and/or financial penalties, as outlined in Section 5 of this policy.

Any student on a leave of absence, will not have access to AIM's facilities or resources during this time.

4.1 Domestic Students and International Students Not on a Student Visa

- Prior to commencing their first Study Period, students may defer their enrolment for one study period, except in the case of courses with limited intakes, where deferrals may be granted for up to one year from the original commencement date specified on the offer.
- Students may apply for a leave of absence of up to one year after successfully completing at least one unit in their first Study Period.
- Extended deferrals may be granted based on compassionate or compelling circumstances, subject to approval by the Head of Student Experience and Success or their delegate.
- Students returning from approved leave will have their course automatically reactivated when unit enrolment opens for the relevant Study Period.
- If the student does not complete their unit enrolment by the census date, they will be automatically placed back on leave for one additional Study Period.
- AIM reserves the right to cancel a student's course enrolment if the student is deemed absent without leave, typically if they do not return after two consecutive Study Periods of deferral and do not apply for further leave.
- Leave of absence applications must be submitted via the AIM student portal, unless the student is demonstrably unable to do so (e.g. due to illness). In such cases, the Head of Student Experience and Success may accept a written request (e.g. via email).

4.2 International Students on a Student Visa

- Prior to commencing their first Study Period, students may defer their enrolment for one study period, except in the case of courses with limited intakes, where deferrals may be granted for up to one year from the original commencement date specified on the offer.

- Students may apply for a further leave of absence of one Study Period after successfully completing at least one unit in their first Study Period. Applications must be based on compassionate or compelling circumstances and supported by appropriate evidence submitted via the AIM student portal.
- Where a student has failed to successfully complete one unit of study in their first study period, a leave of absence may be considered where there is documented evidence of severe and extenuating circumstances.
- Students are required to consult with the Student Success Manager or delegate before submitting their application.
- Extended deferrals may be granted based on documented compassionate or compelling circumstances, subject to approval by the Head of Student Experience and Success or delegate.
- If a leave of absence is approved, AIM will defer the student's Confirmation of Enrolment (CoE) and report the change to the Department of Home Affairs (DoHA) via PRISMS.
- If a student fails to re-enrol after an approved leave of absence, AIM will issue a Notice of Intention to Cancel Enrolment (NOITCE). The student will have 20 working days to appeal this decision in accordance with the Student Grievances and Complaints Policy and Procedure.
- In all cases of deferral, suspension, withdrawal, or cancellation, AIM will:
    - Advise the student to seek guidance from DHA regarding the impact on their visa; and
    - Report any enrolment changes in accordance with Standard 9 of the ESOS Framework.

4.3 Recommencing Studies After a Leave of Absence

- Depending on the length of absence, the original course in which the student was enrolled may no longer be available. In such cases, the student may be offered a place in a new course, with advanced standing granted where appropriate, in line with AIM's Recognition of Prior Learning Policy and Procedure.
- Students returning after an extended absence (greater than one year) may be required to re-apply, and may need to attend an audition and/or interview prior to re-enrolment.

5. Census Date

Census date marks the point at which a student's enrolment in units for a Study Period becomes final. From the opening of unit enrolment up to the census date, students may add or remove units without incurring financial liability. Units withdrawn prior to census will not appear on the student's academic transcript.

5.1 Timing of Census Date

The census date occurs at 5:00pm on the Thursday of Week 3 in each Study Period.

5.2 Enrolment After Census

After the census date has passed, students are no longer able to amend their unit enrolment for that Study Period.

5.3 Post-Census Withdrawal and Deferral Requests

Following census, students wishing to withdraw from a unit, defer their course, or withdraw from their course must submit a formal request via AIM's student portal.

5.4 Approval Requirements for Post-Census Changes

Any request to withdraw from a unit, defer, or withdraw from the course after census requires approval from the Head of Student Experience and Success or their delegate.

5.5 Eligibility for Withdrawal Without Academic or Financial Penalty Post-Census

Post-census withdrawals or deferrals will only be considered without financial or academic penalty under the following conditions:

a. The student is impacted by a serious incident or condition that renders continuation in the Study Period unviable (e.g. serious accident or a debilitating medical condition affecting the student, their partner, or a close family member).
b. The situation or condition must be unforeseen and must have arisen or commenced after the census date.
c. The student must provide detailed documentation and supporting evidence in English.

If the above criteria are not met:

- The student will receive a grade of 'Withdrawn Fail' on their academic transcript.
- The student remains financially liable for the unit.
- Students who pay upfront will still be required to pay any outstanding invoices and will not be eligible for a refund.

- Students using FEE-HELP will not have their HELP debt reversed unless the outlined conditions are met and an application for reversal of FEE-HELP debt is received within 12 months of the enrolment period.

6. Student Load Calculations

6.1 The Institute will inform relevant government departments when a domestic student is no longer studying full time. This may affect entitlements to student concessions and government payments, including (but not limited to):

a. Centrelink payments
b. Concession Opal
c. Concession Myki

It is the student's responsibility to be aware of their student load status and the potential impact on their concession payments/entitlements.

6.2 International Student Load requirements

International students holding a Student Visa must maintain a full-time study load. Any reduction to study load requires prior written approval from the Head of Student Experience and Success, or their delegate. Students are responsible for consulting the Department of Home Affairs regarding any potential impacts on their Student Visa if a reduced study load is approved.

7. Course transfers

AIM permits students to request a course transfer subject to the following conditions:

- Students must submit all course transfer requests through AIM's student portal.
- Requests must be made no later than three weeks before the start of a Study Period.
- If transferring from a non-performance based course to a performance-based course, students may be required to successfully complete an audition prior to the transfer.
- If transferring into a creative technology course, students may be required to submit a portfolio as part of the transfer process.
- Transfers for some courses may only be permitted during designated study periods and are subject to unit and space availability.
- Students who meet the transfer criteria will be admitted to the current version of the course they are transferring into.
- Relevant completed units will be transferred and applied as Advanced Standing.
- Course transfer requests are only accepted if the student has been active in their current course within the preceding 12 months.
- Students who have not been active within the preceding 12 months must reapply to AIM for admission into their chosen new course. Recognition of Prior Learning may be applied for according to AIM's Recognition of Prior Learning Policy and Procedure.

7.1 Course Transfer Refusal

AIM may refuse a course transfer request under the following circumstances:

- The student fails to meet the audition or portfolio requirements for the course they wish to transfer into.
- The student is deemed "at risk" or has a poor academic record such that the transfer could jeopardize their continued enrolment at AIM and/or adversely affect their overall wellbeing.
- An international student visa holder's request may be refused if it is determined that the student would not be able to complete the new course within a reasonable timeframe from their Confirmation of Enrolment.

7.2 Exiting with a Lower AQF Qualification

Students may apply to exit with a nested course if they meet the specific requirements for that course. The procedure is as follows:

- Applications must be submitted via AIM's student portal.
- Applicants must have been actively enrolled in units within the 12 months preceding their application.
- International student visa holders may be approved for exiting with a nested course only when compassionate or compelling reasons exist. In such cases, applicants must provide documented evidence (in English) explaining why they cannot complete their originally enrolled course.

7.3 AIM initiates a course transfer

In limited circumstances, AIM may initiate the transfer of a student to a different course. These circumstances may include:

- Where AIM has received approval from TEQSA to discontinue the course in which the student is currently enrolled.
- Where the student is on an academic intervention plan and a course transfer is deemed to offer the best opportunity for the student to improve their academic outcomes.

8. Suspension

A student may be suspended from their course in accordance with AIM's policies and procedures, including but not limited to breaches of the Student Code of Conduct, academic integrity violations, or failure to meet financial obligations.

Suspension may also be imposed where a student's conduct, wellbeing, or academic progress is deemed to pose a risk to themselves or others.

During a suspension period, the student is not permitted to participate in academic or campus activities. The suspension and conditions for return will be communicated in writing by the Institute.

If the suspended student is an international student on a student visa, AIM is required to notify the Department of Home Affairs (DHA) of the change in enrolment status, in accordance with Section 9 of the ESOS Framework. As outlined in Section 4.2 of this policy, international students are advised to seek guidance from DHA to understand the implications for their visa.

9. Course Withdrawal

A student's enrolment in a course may be withdrawn either by the student or by the Institute, in line with AIM's policies and procedures.

9.1 Student-Initiated Course Withdrawal

Students who wish to withdraw from their course must submit a formal application via the AIM student portal. Students are encouraged to seek academic or support services advice before finalising their decision.

- If the withdrawal is submitted prior to the census date, no academic or financial penalty will apply.
- If submitted after the census date and the student is enrolled in units of study, academic and/or financial penalties may apply unless compassionate or compelling circumstances are approved (as outlined in Section 5.5 of this policy).

International student visa holders must also seek advice from DHA regarding any visa implications and are required to maintain a valid visa throughout the process. The Institute will report the course withdrawal and cessation of the CoE to DHA via PRISMS, in line with the requirements of the ESOS Framework.

9.2 Institute-Initiated Course Withdrawal

AIM may initiate a course withdrawal in the following circumstances:

- The student has failed to return from an approved leave of absence or has not been actively enrolled for two consecutive Study Periods without formal communication from the student to AIM.
- The student has breached AIM's policies or procedures, including the Student Code of Conduct or Academic Progression and Intervention Policy.
- The student has failed to meet financial obligations or other conditions of enrolment.
- The student is no longer eligible to remain enrolled (e.g. due to visa expiry or serious misconduct).

In such cases, the student will be notified in writing and provided with an opportunity to respond or appeal the decision, in accordance with the Student Grievances and Complaints Policy and Procedure.

International students subject to AIM-initiated course withdrawal will be reported to DHA, and must take immediate steps to manage their visa status.

10. Exclusion

A student may be excluded from enrolment where their conduct, academic performance, or circumstances are inconsistent with the institution's requirements for continued study. Grounds for exclusion include, but are not limited to:

- persistent failure to meet academic progression standards and participate in academic intervention strategies;
- serious breaches of the Student Code of Conduct or other institutional policies;
- conduct that poses a risk to the safety or wellbeing of the student or others;
- failure to meet course-specific or professional suitability requirements;

- the provision of false or misleading information during application or enrolment.

Exclusion may apply for a specified period, generally not less than 12 months, during which the student is not permitted to reapply for admission. The exclusion period will be determined based on the nature and severity of the circumstances leading to the decision.

AIM reserves the right to share a student's Exclusion status with other higher education institutions and/or tertiary admissions centres, should they request that information for the purpose of assessing a student's suitability during the admissions process.

11. Accountabilities

11.1 Responsible Officer

a. **Head of Student Experience and Success:** responsible for ensuring the policy is followed and addresses any amendments needed to the policy; reporting to Leadership Group

11.2 Contact Officer

a. **Chief Academic Officer**: responsible for approving academic suspensions, cancellations, exclusions, and post-Census deferrals/withdrawals as relevant.
b. **Student Success Manager (or delegate):** meets with the student to assess their application; makes recommendations to the Head of Student Experience and Success.
c. **Student Services:** responsible for notifying Department of Education and Training via PRISMS when an international student's enrolment is deferred/suspended or withdrawn/cancelled; updating status in RIO; filing documents.

12. Supporting Information

12.1 Supporting Documents

- Application for Deferral of Studies or Withdrawal from Unit/Course.
- Appeals Policy and Procedure
- Student Grievances and Complaints Policy and Procedure

12.2 Related Documents

- Recognition of Prior Learning Policy and Procedure
- Refund Student Tuition Fees Policy and Procedure
- Student Code of Conduct

12.3 Superseded Documents

- *Cancelling (Withdrawing), Deferring, Suspending Student Enrolment Policy and Procedure*

13. Definitions and Acronyms

Term/Acronym	Definition
AIM referred to as the 'Institute'	The Australian Institute of Music Limited ABN: 89 003 261 112; PRV: 12050; CRICOS 00665C.
Authorised Officer	Executive Dean of Academic Affairs, Head of Learning and Teaching

Compassionate or Compelling (Exceptional) Circumstances:	Are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to: • serious illness or injury, where a medical certificate states that the student was unable to attend classes; • bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided); • major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; • a traumatic experience, which could include: • involvement in, or witnessing of a serious accident; or • witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports) • where the Institute was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or • inability to begin studying on the course commencement date due to delay in receiving a student visa
CoE (eCOE)	Electronic Confirmation of Enrolment issued by AIM Admission staff on acceptance of offer and payment of deposit. Enables an applicant to apply for a student visa
Course Start Date	First day of Orientation as indicated on the Academic Calendar
Defer/Suspend Enrolment	To temporarily put studies on hold.
DoHA	Department of Home Affairs
Domestic student	A student who is an Australian citizen, a New Zealand citizen, or a holder of an Australian permanent visa (holders of all categories of permanent resident visas including Humanitarian Visas).
Extenuating circumstances	This may include, but is not limited to when the student: • (International Students) refuses to maintain approved care arrangements, if they are under 18 years of age; • is missing; • has medical concerns, severe depression or psychological issues which lead the provider to fear for the overseas student's wellbeing; • has engaged or threatens to engage in behaviour that is reasonably believed to endanger the overseas student or others; or • is at risk of committing a criminal offence.

14. Revision History

Version	Date Approved	Approved by	Review History	New Review Date
1.0	11th January 2018	CEO (interim approval granted	New Policy	January 2019
2.0	15th February 2018	CEO (interim approval granted)	Updated to include: • Reference to new eforms • Program Leader responsibilities • Students who have deferred greater then 2 years will be required to reapply and attend an audition/ interview • Flowchart	February 2019

Version	Date Approved	Approved by	Review History	New Review Date
2.1	15th March 2018	Board of Directors	Update process to include: • student to meet with Program Leader before lodging application	February 2019
2.2	20th August 2018	Leadership Group	Updated to include: • International students to meet with Student Services before meeting with Program Leader • HoS/HLT to approve deferrals/withdrawals Pre-Census • DAA to approve deferrals/withdrawals post-census • Deferrals only approved for one Study Period • Additional responsibilities	February 2019
3.1	27th September 2018	Board of Directors	Updated to include: • Basic Principles • Student to complete the *Deferral of Studies/ Withdrawal from Course: Request a Meeting with Head of Academic Services* • Students to meet with the Head of Academic Services (or delegate) • Head of Academic Services (or delegate) to make recommendation to DAA • DAA to approve/deny application • Responsibilities	September 2019
3.2	13th December 2018	Board of Directors	Updated to include: • Deferring from 'units' • International Students are reminded they **MUST** maintain a fulltime study load and **ARE NOT** eligible to withdraw from single units. • Student to complete the *Application for Deferral of Studies/ Withdrawal from Unit/Course* (new form) • Student makes an appointment to meet with their Program Leader • Students to meet with their Program Leader • PL makes recommendations to HAS/DAA • HAS/DAA approves/denies application	November 2019
4.0	5th March 2020	Board of Directors	Updated to include: • Title changes to: *'Deferring, Suspending, Withdrawing, Cancelling Student Enrolment and Procedure'* • Revised deferral/withdrawal process • Updated reference to current policies • Updated responsibilities • Updated flowchart	December 2021

Version	Date Approved	Approved by	Review History	New Review Date
4.1	N/A	N/A	Updated to new format only	December 2021
4.2	N/A	N/A	Format changes Updated role titles	December 2021
4.3	28th October 2022 15th December 2022	Academic Board Board of Directors	Review on expiry: • Amendment to procedure when the institute instigates change to student enrolment • Amendment to procedure when student instigates change after enrolment • Amendment to deferral/withdrawal process • Minor administrative amendment to reflect institutional and legislative currency e.g., updates to list of legislation titles and links, updates to position titles and update reference from paradigm to RIO. • Updated flowchart	December 2025
5.0	09 October 2025	Academic Board	Updates include: • Policy name change from *Cancelling (Withdrawing), Deferring, Suspending Student Enrolment Policy and Procedure* to *Enrolment Policy and Procedure* • Inclusion of Enrolment process for unit enrolments, enrolment checking, student responsibilities, conditional enrolment. • Inclusion of detailed information regarding census date and student obligations • Inclusion of course transfer rules and exits • Amendments to circumstances which can results in change in student enrolment status • Inclusion of Maximum Length of Study • Inclusion of definition and process of Suspension and Exclusion.	October 2028

15. Flowchart – Showing Process and Decision Points – pending