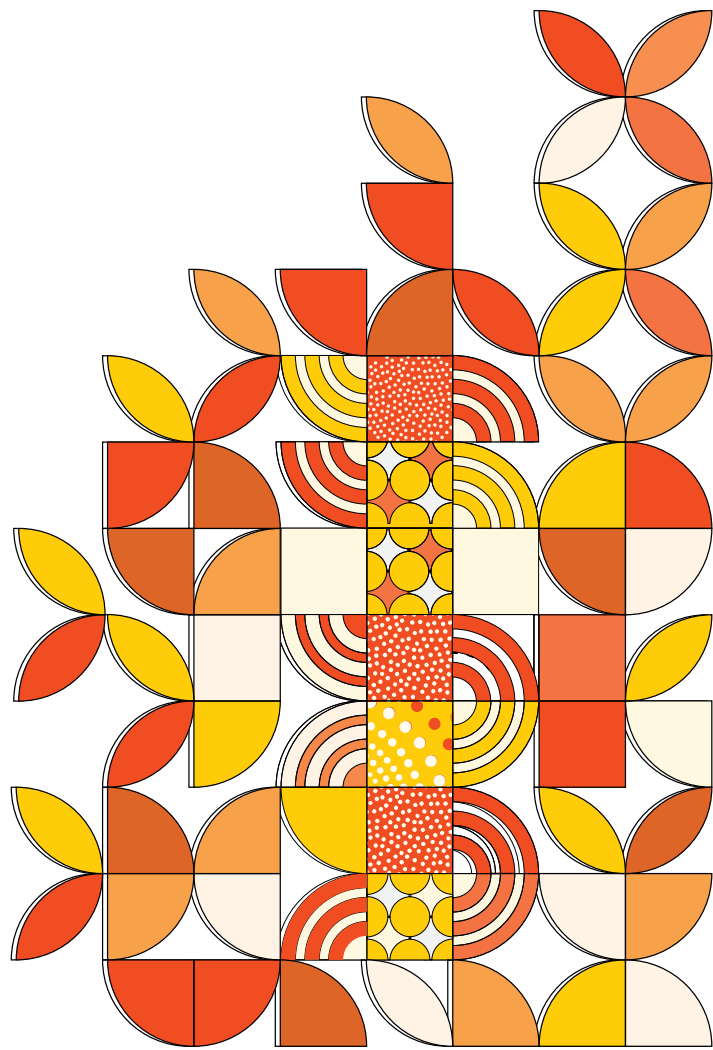


Admission and Enrolment Procedure



SECTION 1

Purpose

1. This Procedure outlines the entry, admission and enrolment requirements for both domestic and international students into the Institute of Health and Management (IHM).
2. The Procedure aims to:
 - a) Establish clear responsibilities and accountabilities for admission and enrolment decisions.
 - b) Ensure that the admission and enrolment processes are transparent, and decisions are fair and consistent; and
 - c) Ensure the integrity of all admission and enrolment decisions.

Scope

3. This procedure applies to the following IHM courses only:
 - a) Australian Qualifications Framework (AQF) award higher education courses, and
 - b) English Language Intensive Courses for Overseas Students (ELICOS) and English for Academic Purpose (EAP) courses.

Definitions

4. Refer to [IHM's Glossary of Terms](#).

Suite documents

5. This procedure is linked to the following documents:
 - a) Admission and Enrolment Policy
 - b) See Associated Information listed in the 'Related Internal Documents' in Section 3 below.

SECTION 2

Responsibilities

6. IHM has overall responsibility for the management of applications and the admission and enrolment of students into courses.
- 6.1 **Applicants** are responsible to:
 - a) Complete all required IHM forms truthfully and completely
 - b) Provide all evidentiary documents (e.g., official certified copies)
 - c) Thoroughly read, sign and return required information in a timely manner
 - d) Respond to all communications and requests in a polite and timely manner
- 6.2 **Admissions Department** is responsible for the following:

- a) Ensure all required evidence documents to support the application are obtained and uploaded into the Student Management System.
- b) Request additional/missing documents as required.
- c) Reviewing and assessing applications and documentation, including English-language proficiency and relevant course-specific entry requirements.
- d) Requesting additional information from applicants via Student Recruitment Officers (SROs) as necessary.
- e) Processing applications from Letter of Offer through to Confirmation of Enrolment/Admission.
- f) Conducting pre-enrolment interviews under the guidance of Course Coordinators.
- g) Issuing Confirmation of Enrolment /Admission (CoE/CoA).
- h) Creation and management of CoEs and management of all student course variations in PRISMS in a timely manner.
- i) Refer requests for deferral, waivers or complaints to the relevant senior IHM staff member.

6.3 Admission Officer is responsible for:

- a) **Application Processing:** Manage the end-to-end admission process, including the receipt, assessment, and processing of applications for all courses.
- b) **Documentation Verification:** Ensure all applicant documentation is complete and authentic, including academic transcripts, English language proficiency evidence, and professional registrations.
- c) **Communication:** Serve as the primary point of contact for prospective students, providing timely and accurate information regarding course details, admission requirements, and application statuses.
- d) **Data Management:** Maintain accurate records of all admissions activities in the Student Management System, ensuring data integrity and compliance with institutional policies.
- e) **Compliance:** Adhere to the National Code of Practice for Providers of Education and Training to Overseas Students 2018 and the Higher Education Standards Framework 2021, ensuring all admissions practices meet regulatory requirements.
- f) **Offer Issuance:** Prepare and dispatch Letters of Offer and Confirmation of Enrolment (CoE/CoA) to successful applicants, following institutional guidelines.
- g) **Collaboration:** Work closely with Admission Coordinators, Course Coordinators and the Registrar to facilitate smooth admission processes and address any issues that arise.

6.4 Admission Coordinator is responsible for:

- a) **Team Leadership:** Supervise the Admissions Officers, providing guidance, support, and performance evaluations to ensure high standards of service delivery.
- b) **Process Improvement:** Develop, implement, and review admissions policies and procedures to enhance efficiency and effectiveness, ensuring alignment with institutional goals and regulatory requirements.
- c) **Training and Development:** Organise and deliver training sessions for admissions staff to keep them informed of policy changes, system updates, and best practices in student recruitment and admissions.
- d) **Reporting:** Generate regular reports on admissions statistics, trends, and outcomes to inform strategic planning and decision-making by senior management.
- e) **Stakeholder Engagement:** Liaise with internal departments, such as Marketing and Academic Services, to coordinate recruitment activities and ensure a cohesive approach to student admissions.
- f) **Event Coordination:** Plan and oversee admissions-related events, including open days, information sessions, and orientation programs, to engage prospective students and provide comprehensive information about IHM's offerings.
- g) **Quality Assurance:** Monitor and evaluate the admissions process to ensure it meets quality standards and provides a positive experience for applicants.

- h) **Student Visa Requirements:** Verify that international admissions adhere to Genuine Temporary Entrant (GTE) and visa requirements.

6.5 Registrar (or suitable delegate) is responsible:

- a) **Policy Oversight:** Develop, review, and implement admission and enrolment policies, ensuring compliance with the regulatory standards.
- b) **Admission Compliance:** Ensure all admissions processes comply with institutional guidelines, CRICOS registration, and relevant Australian regulatory requirements.
- c) **Assessment and Approval of English Language Waivers:** Assess and approve requests for English Language Proficiency waivers in alignment with IHM policies and course-specific requirements.
- d) **Decision-Making for Escalated Admissions Cases:** Review and make final decisions on admissions cases escalated due to complex or exceptional circumstances, ensuring fairness and compliance with institutional standards.
- e) **Enrolment Oversight:** Manage and monitor student enrolments to ensure accurate recording of information in the Student Management System, oversee the issuance of Confirmations of Enrolment (CoE) for international students, and ensure timely updates in PRISMS.
- f) **Credit and RPL Approvals:** Ensure the consistent application of Recognition of Prior Learning (RPL) and credit transfer policies, maintaining the integrity of course duration and student progression.
- g) **Data Management and Reporting:** Oversee the accurate collection, maintenance, and reporting of admission and enrolment data to government bodies such as the Department of Education and TEQSA.
- h) **Appeals and Grievances:** Manage appeals related to admission and enrolment decisions, ensuring a transparent and fair process in alignment with IHM policies and procedures.
- i) **Strategic Planning:** Collaborate with Admissions and Academic teams to forecast enrolment trends and support recruitment strategies aligned with institutional goals.
- j) **Training and Support:** Provide guidance and training to Admissions Officers and Coordinators on regulatory changes and process improvements.
- k) **International Students:** Oversee processes for assessing English language proficiency, academic qualifications, and other entry requirements specific to international applicants. Ensure all international students are provided with accurate pre-enrolment information, including course fees, duration, and refund policies.
- l) **Deferrals, Withdrawals, and Variations:** Approve deferrals, suspensions, and withdrawals, ensuring adherence to regulatory requirements and timely updates to PRISMS for international students.

6.6 **Course Coordinator** is responsible to:

- a) Work closely with admissions staff to provide guidance on course-specific requirements and to address any issues related to applicant suitability.
- b) Make informed decisions on admissions, particularly in complex cases or when standard criteria are not met, ensuring consistency and fairness.
- c) Permit deferrals into latter intakes.
- d) Circumstances where academic judgement is required or requested.
- e) Review and approve applications for RPL and credit transfers, ensuring alignment with institutional policies and maintaining the integrity of the course.
- f) Monitor admission trends and report on the quality and suitability of incoming students, providing insights for continuous improvement of the admissions process.

6.7 **Academic Dean** is responsible for the following:

- a) **Strategic Leadership:** Set strategic priorities for student recruitment and admissions to meet enrolment targets and ensure the diversity and quality of the student body. Collaborate with marketing and recruitment teams to attract high-caliber domestic and international students.

- b) **Admissions Approval:** Provide final approval for complex admission cases, including applications that fall outside standard admission criteria or require exceptions.
- c) **Quality Assurance:** Monitor the admissions and enrolment processes to ensure fairness, equity, and compliance with institutional and regulatory standards. Oversee the evaluation of admission trends and adjust strategies to improve outcomes.
- d) **RPL and Credit Transfer Oversight:** Ensure the Recognition of Prior Learning (RPL) and credit transfer processes are conducted fairly, consistently, and in alignment with the course's academic standards and integrity.
- e) **Stakeholder Engagement:** Liaise with external accrediting bodies and government agencies to ensure admission practices comply with national and international standards. Foster relationships with feeder institutions, including schools, colleges, and partner organisations, to strengthen pathways into the institution.
- f) **Continuous Improvement:** Lead efforts to improve the admissions and enrolment processes through regular reviews, incorporating feedback from students, staff, and external stakeholders. Stay updated on sector trends and best practices to ensure competitive and innovative admission strategies.

7. Expected Timeframes

7.1 The timeframes expected from processing an application through each stage of the process is captured below:

Stage	Timeframe	Responsibility
Submission of completed application to Offer of Place	3 minutes (auto-generated)	System
Obtain any missing documents from applicant	Within 48 hrs of completed application submitted	Admissions Team
Notification to conduct document verification	Within 3 hrs of finalising all documents available	Admissions Team
Independent Document Verification	Within 48 hrs of receipt of documentation and notification	External Document Verification Team
Offer Letter issued	Within 24 hrs of document verification completed	Admissions Team
PEI completed	Within 5 days of OL issuance	Admissions Team
GTE Review/Processing	Within 5 days of notification	MWT Australia Team
Invoice Issued	Within 24 hrs of GTE completion	Admissions
CoE/CoA issued	Within 48 hrs of payment confirmation	Admissions Team

Procedure

8. Application

- 8.1 All applicants must be at least 18 years of age at the point of submitting their application. Relevant documentation is required to support this.
- 8.2 Future students can apply to enrol in a course at IHM through direct application via the IHM website or by visiting IHM representative offices. All applicants must complete a formal application and provide all required supporting evidence documentation.
- 8.3 All entry requirements will be clearly documented and made available to applicants through the Course Handbook, Course Brochures, the IHM website and social media.
- 8.4 Applicants with Special Needs
 - a) Prospective students applying to study at IHM will not be discriminated against based on their disability. The application form seeks self-disclosure of a disability.
 - b) Admission to courses is subject to students meeting the entry requirements, which apply to all students.
 - c) IHM undertakes to assist students with special needs in their studies and will do so if students disclose the nature of their disability and seek appropriate support from the IHM nominated person.
 - d) Courses that include a practical placement component are subject to the policies of the workplaces in which placements are undertaken, which may exclude some students with disabilities from participating. All students are provided with this information prior to enrolling in a course of study.

9. Application Acknowledgement and Offer of a Place

- 9.1 Once an application has been submitted via the Application Portal, an auto-generated email is sent to the applicant confirming that their application has been received and that a place is available in their chosen course.

10. Supporting Documentation Evidence

- 10.1 Admissions Officers are required to ensure that all applicants provide valid supporting documentation with their applications, and each form of evidence must be available in the Student Management System. Such documents will include:
 - a) Proof of identity (must include a photograph, such as a passport or driver's license, or other photographic identity evidence)
 - b) Certified copies of Academic Transcripts and relevant professional registration (e.g., nursing registration/license issued by a Nursing Board)
 - c) Evidence of relevant discipline qualifications (e.g., nursing qualifications for postgraduate nursing courses, year 12 results for undergraduate/Bachelor courses)
 - d) Evidence of English language proficiency
 - e) Evidence of working history/experience
- 10.2 All documents must be current and appropriately certified. Any document that is not to the acceptable standard is out of date/expired, or insufficient will need to be addressed with the applicant prior to moving to the next phase.

11. Document Verification

- 11.1 The verification of documents provided by students from level 1, 2 and 3 countries is an important additional step to support an application for admission. All documents associated with an application into an IHM course will be verified by an independent verification service provider. This will include identity documents, academic documents, professional registration/affiliations, English language proficiency and evidence of work history.
- 11.2 Upon completion of the verification, Admission Officers will be informed of the outcome.
- Where all evidence documents are verified, Admissions Officers will proceed to the next phase of assessing the course entry and English language entry requirements.
 - Any information which has been determined to be false, or unable to be verified will be escalated to the Director of Operations (or suitable delegate) for decision. IHM has the authority to revoke the offer of a place.

12. Application Assessment

12.1 Course Entry Requirements

- Admissions Officers will assess each application against the course entry requirement as per the approved and accredited curriculum documented in Table 2 of the Admission and Enrolment Policy. These will include:
 - specified level of prior study or equivalent study
 - Professional registration requirements (such as Nursing Registration)
 - English-language requirements
 - work experience in the relevant field
 - any other legislative or external requirements relevant to their eligibility to study
 - minimum age

12.2 English Language Proficiency for entry into a higher education course (for international applicants only)

- For international applicants from English Speaking countries (as per Table 1 in the Admission and Enrolment Policy), IHM does not require evidence of English language if they are:
 - Citizens of English-speaking countries, OR
 - Permanent Residents of English-speaking countries, OR
 - Individuals who have resided in an English-speaking country for a minimum of TEN years and have completed secondary or tertiary education in an English-speaking country.
- International applicants from English-speaking countries are required to provide the following documents as evidence to support their application:
 - Proof of citizenship or residency (via Passport or relevant visa)
 - copies of official academic transcripts (where applicable)
- International applicants from non-English speaking countries must meet the English language proficiency requirements for the specific course they are applying for, as per Table 2 of the Admission and Enrolment Policy.
- Suitable valid evidence documentation must be provided. English Language Proficiency test scores are only valid for two years and must not have been undertaken no more than two years before the intended start date of the course.

- e) If an applicant does not meet the English language requirements, the applicant will be invited to undertake an IHM English Language course (EAP or General English) course prior to their chosen higher education course. The duration of the English language course will depend on their current score at application and the applicant must achieve the required level of English proficiency in order to progress to their course.

12.3 English Language Waiver (for international applicants only)

- a) English language waivers can be applied if the applicant is from a non-English speaking country and meets one of the following English Language Exclusions/Waivers categories (as defined in the Admission and Enrolment Policy, Section 11):
- Online delivery of the course (whereby a CoA is issued instead of a CoE)
 - Prior Study – Senior Secondary
 - Prior Study – Post secondary or Tertiary
 - Work Experience (English Language)
- b) All English language waivers require an assessment to be undertaken and approved. Waiver Assessments are referred to the Director of Operations (or delegate) for assessment and documentation of a decision. The justification statement provided on the assessment is to be included in the CoE. The assessment outcome is to be documented in the student management system.
- c) Once an applicant has satisfied the English language requirements stated above, and meets all other requirements, the applicant will be offered a place in the chosen course.

12.4 Criteria for exclusions to entry to a course at IHM

- a) Includes a person who is currently excluded or suspended from study at IHM.
- b) Current or previous suspensions from other tertiary institutions may be considered grounds for not admitting a person to IHM as part of the selection process.
- c) An outstanding or unresolved debt to IHM may be considered grounds for not admitting a person to IHM as part of the selection process.
- d) Applicants who have met the entry requirements but have previously been excluded from IHM or any other institution on academic progress grounds must demonstrate that they have an improved likelihood of success in the course for which they are applying.
- e) Any information provided as part of the application which is deemed to be false or unable to be verified by the applicant.

12.5 12.5 When information provided in the application is insufficient to determine selection, a request for additional or supporting information may be made to the applicant. Failure to provide additional or supporting information within a suitable timeframe may impact the capacity of IHM to make an offer.

12.6 Unsuccessful applications will receive notification of a formal outcome.

13. Letter of Offer

13.1 All admitted students must satisfy all entry criteria in order to be issued with a Letter of Offer.

13.2 Where an applicant has demonstrated meeting all the relevant criteria and evidence for admission, the Admissions Officer provides a formal Letter of Offer to an IHM course in writing. Applicants are required to:

- a) ensure all details provided in the Offer Letter are correct

- b) read, understand and agree to all the terms and conditions of the Offer Letter
 - c) read and understand the relevant principles and policies captured in the Offer Letter
 - d) read and understand all requirements of the course.
- 13.3 An offer in any other form, including verbal (e.g., in conversation) or written communication (e.g. email) will not constitute an unconditional offer of admission to an IHM course.
- 13.4 **Conditional Offers:** An offer may be made conditional in certain circumstances:
- a) Applicant is transferring from another provide and requires evidence of a conditional offer to support a transfer application with their current provider
 - b) Applicant requires a conditional offer to support an application for financial support
 - c) Only one piece of evidence is missing, or where some documents are not yet certified
 - d) Upon special request, but are to be the exception.
- 13.5 When a conditional offer has been provided, it must be replaced with a full Letter of Offer when all documents are received. Only the full Letter of Offer can be signed by the applicant.
- 13.6 The Letter of Offer/Conditional Offer is only valid for 30 days from the date of issue. Failure to sign and accept the Letter of Offer (or respond to the conditions within the Conditional Offer) within 30 days will result in the offer expiring. If the applicant does not respond to communications in relation to an expired Letter of Offer within a reasonable timeframe, their application will be cancelled. The applicant will then be required to submit another application should they want to continue.
- 13.7 The responsibility to accept or deny applicants admission to courses at IHM rests with the Academic Dean or delegate.
- 13.8 Once all available places in an intake are filled, subsequent applicants may be allocated to the next available intake.
14. **Genuine Temporary Entrant (GTE) information pack** (for international applicants requiring a student visa only)
- 14.1 After an Offer Letter is sent, for international applicants seeking to study in Australia on a CoE (Confirmation of Enrolment), Admissions Officers will send an Information pack and checklist for the GTE processing stage to the applicant and their Agent.
- 14.2 The applicant (with assistance from their Agent) is required to compile the necessary documents as per the checklist in preparation for the Genuine Temporary Entrant (GTE) processing step.
15. **Pre-enrolment Interview (PEI) and Acceptance of Offer**
- 15.1 PEIs are conducted for all students that receive a Letter of Offer.
- 15.2 A PEI (conducted online and recorded) will be arranged and conducted (by an Admissions Officer or appropriate delegate) whereby the details of the offer and specific course information and any questions the applicant may have are discussed.
- 15.3 Upon completion of the interview, to accept the offer, the applicant must sign the Acceptance of Offer and any other course-specific documents to indicate they have read, understood and agree to all the conditions. All signed documents are to be stored in IHMs Student Management System with all other student documentation.

- 15.4 Once signed by the applicant, the Offer becomes the student contract and is legally binding.
- 15.5 IHM will retain records of all written agreements (i.e. signed Acceptance of Offer) for a minimum of two (2) years after the person ceases to be an accepted student. These records are stored within IHM's student management system.
- 15.6 Applicants can defer their acceptance of the offer until the next commencing intake for that course.
- 15.7 Failure to either accept or defer the offer by the relevant deadline may result in the offer lapsing.
- 15.8 An applicant who does not accept an offer may re-apply for admission to the course and will be subject to the same requirements as all other applicants at the time of application.
- 16. Independent GTE Review (for international applicants requiring a student visa only)**
- 16.1 International applicants that have selected to study in Australia will need to meet the GTE requirements. An information pack will have been sent to applicants following the Letter of Offer.
- 16.2 When the applicant/agent has submitted all the GTE documents and checklist, the Admissions Officer will submit a task to the MWT Australia (MWTa) team to commence the GTE processing.
- 16.3 The GTE requirement is an integrity assessment that all applicants for a student visa must provide to substantiate that they are coming to Australia temporarily to gain a quality education and intend to use the student visa program for its intended purpose only and not as a channel to gain residency in Australia.
- 16.4 IHM has adopted a proactive risk-based approach to manage the risk of visa refusals by including an independent review of the GTE documentation package and visa related documents by MARA registered agents in Australia.
- 16.5 MWTa will review the complete set of documents and evidence submitted by the applicant/agent and directly assist in preparation of a submission-ready application.
- 16.6 MWTa may reject or return for further information/clarification an application during its independent review based on its informed view of the likelihood of success of a visa application.
- 16.7 An application will not proceed unless MWTa have provided written notification of their approval.
- 17. Invoice and Payment of Fees**
- 17.1 All applicants who received and signed an offer for admission to a course, and have completed a PEI are eligible to enrol in that course in that intake by no later than the relevant enrolment deadline.
- 17.2 For international applicants, where the GTE review has been successful, MWTa will inform the Admissions Officer to proceed with the application to the next step.
- 17.3 As per the Fees, Charges and Refunds Policy, new students are required to pay fees for their first semester (at a minimum) by the date specified in the letter of offer. Payment of tuition fees and charges is a condition of enrolment and must be paid in full by the agreed due date. Failure to pay will result in cancellation of the student's enrolment.
- 17.4 IHM will retain records of all receipts of payments made by students under their written and signed agreement for a minimum of two (2) years after the person ceases to be an accepted student. These records are stored in IHM's student management system.
- 18. Issuance of a CoA/CoE**

- 18.1 Once fees are received, a Confirmation of Enrolment (CoE) (for international students studying in Australia) or a Confirmation of Admission (for domestic and online students) is issued.
- 18.2 Reporting of CoEs in PRISMS: All international applicants issued with a CoE are registered with the Australian Government's Provider Registration and International Student Management System (PRISMS). The CoE provides evidence of a student's enrolment with a provider. Any changes to a student's enrolment needs to be reported in PRISMS. The Admissions Team is responsible for creation and management of CoEs in PRISMS.
- 18.3 It is at this point the applicant is now referred to as a Student.
- 19. Visa Outcome (for international applicants requiring a student visa only)**
- 19.1 This status is applied to International/overseas students while they are waiting for their visa outcome. Notification of the student visa application outcome will be captured in PRISMS.
- 20. Enrolled Awaiting Commencement**
- 20.1 The Enrolled-Awaiting Commencement status occurs when:
- Domestic students have been issued with a CoA
 - A "Visa Granted" notification is received in PRISMS for an international/overseas student on a COE.
- 21. Student-initiated Deferment of Studies: Before and After Course Commencement**
- 21.1 Students wishing to defer or suspend their enrolment must complete the relevant *Deferral (Pre-commencement) or Suspension (Post-commencement)* application form (example: Deferral or Leave of Absence). These student-initiated requests can only be made on the grounds of compassionate or compelling circumstances and must therefore include sufficient documentary evidence to support their application (example: medical reports, death certificate, police report, psychologists report, etc.). Refer to Changes to enrolment Policy and Procedure.
- 21.2 International students (on a student visa) should be aware that any deferral or suspension may affect their student visa and should seek the advice of the Department of Home Affairs to determine the potential impact on their visa.
- 21.3 Permitting deferrals for each intake of courses is up to the discretion of either the Course Coordinator or the Director of Operations or the Registrar.
- 21.4 Should permitting deferral jeopardise the conduct of the program, deferral may not be granted.
- 21.5 The period of deferment will normally be no longer than six months and will normally be until the first semester of the following year, unless a course is available for commencement in an earlier admissions intake.
- 21.6 IHM does not guarantee the course offering will be available to the applicant at the end of the period of deferral. Where the course is no longer available at the end of the period of deferral, IHM may seek to make an appropriate alternate offer.
- 21.7 Current fees and any other requirements will be applicable on enrolment and commencement of studies.
- 21.8 Processing student-initiated deferrals in HubSpot: If a deferral application is approved, the process required is as follows:
- In HubSpot, the current enrolment must be closed off first by changing the status to "Deferred". Only when this is closed can the student be admitted into a new intake.

- b) Once closed, the new deal can be created for the student under their contact in HubSpot.
 - c) Once the new deal is created, select the new intake and continue with the application process. Because the new application is connected to the student (based on their contact details) all the documents associated with the initial application remain.
 - d) A new Offer Letter must be issued with the updated intake details. This OL must be accepted and signed by the student before proceeding any further.
 - e) Only once the Offer Letter has been signed can a new CoA or CoE be created. There is no need to conduct a PEI, or re-assess GTE documents, or issue an invoice, as these have already been completed with the initial application.
 - f) An applicant will be required to submit a new application for admission should the deferral period expire.
- 21.9 **Suspension / Leave of Absence:** A suspension of study is an approved period of leave (6 months maximum) from a course requested by a student after they have commenced their course. Once a course has been commenced, IHM will only grant leave for compassionate and compelling circumstances.
- 21.10 For international applicants on student visas, where applications for leave are granted, existing CoE's will be cancelled and recorded in PRISMS.
22. **IHM-initiated Deferrals (relating to visa delays)** (for international applicants applying for a student visa only)
- 22.1 IHM will initiate deferrals into later intakes for international students when a visa outcome has not yet been reached in time for the student to travel to Australia and commence their course.
- 22.2 Where this is the case, the timing of the deferral processing in PRISMS is critical. Undertaken too early (before the course commencement date) will result in cancelation of the existing COE and creation of a new CoE. In this scenario, a CoE cancellation is viewed negatively for both the student (potentially impacting on the success of the student visa application currently under assessment) and for IHM (as the number of CoE cancellations impacts the provider's risk rating).
- 22.3 The preferred approach is to:
- a) On the day after course commencement date, update the status of the application to Deferred in Hubspot so that the application for the intake can be closed. DO NOT confirm course commencement in PRISMS (there is 30 days to do this).
 - b) Once closed, and new deal is created for the student under their contact in HubSpot, create and send out an updated Letter of Offer (for the next intake) for all applicants at CoE issued / Awaiting Visa status. The fees and any scholarships agreed to in the previous offer will be carried over. Communicate the reasons for the change and send to both the student and their agent. The new Letter of Offer is valid again for only 30 days.
 - c) Only once an accepted and signed Letter of Offer has been returned by the student can the existing CoE in PRISMS be amended. In this situation, the same CoE number is maintained and the course commencement and completion dates are updated. This is only achieved within 30 days of the original course commencement date.
 - d) Send a copy of the updated CoE to both the student and their Agent, instructing them to update the version in their Visa Application.
 - e) Continued attempts to contact the student/Agent are to be made until the updated signed offer letter are received. If there is no response, escalate to the relevant Business Development Manager.

- f) If the student/Agent informs IHM that they no longer wish to continue their application, the new application will be closed, and the CoE in PRISMS will be updated as necessary.

23. Re-admission

- 23.1 If a student has discontinued a course of study or fails to enrol/re-enrol in units by the end date of enrolment period and wishes to enrol in the course again, the student will be considered a new applicant for admission.
- 23.2 Students whose enrolment lapses may reapply for admission to a course and be subject to the same requirements as all other applicants at the time of applying.

24. Cancellation or withdrawal from offer acceptance and enrolment

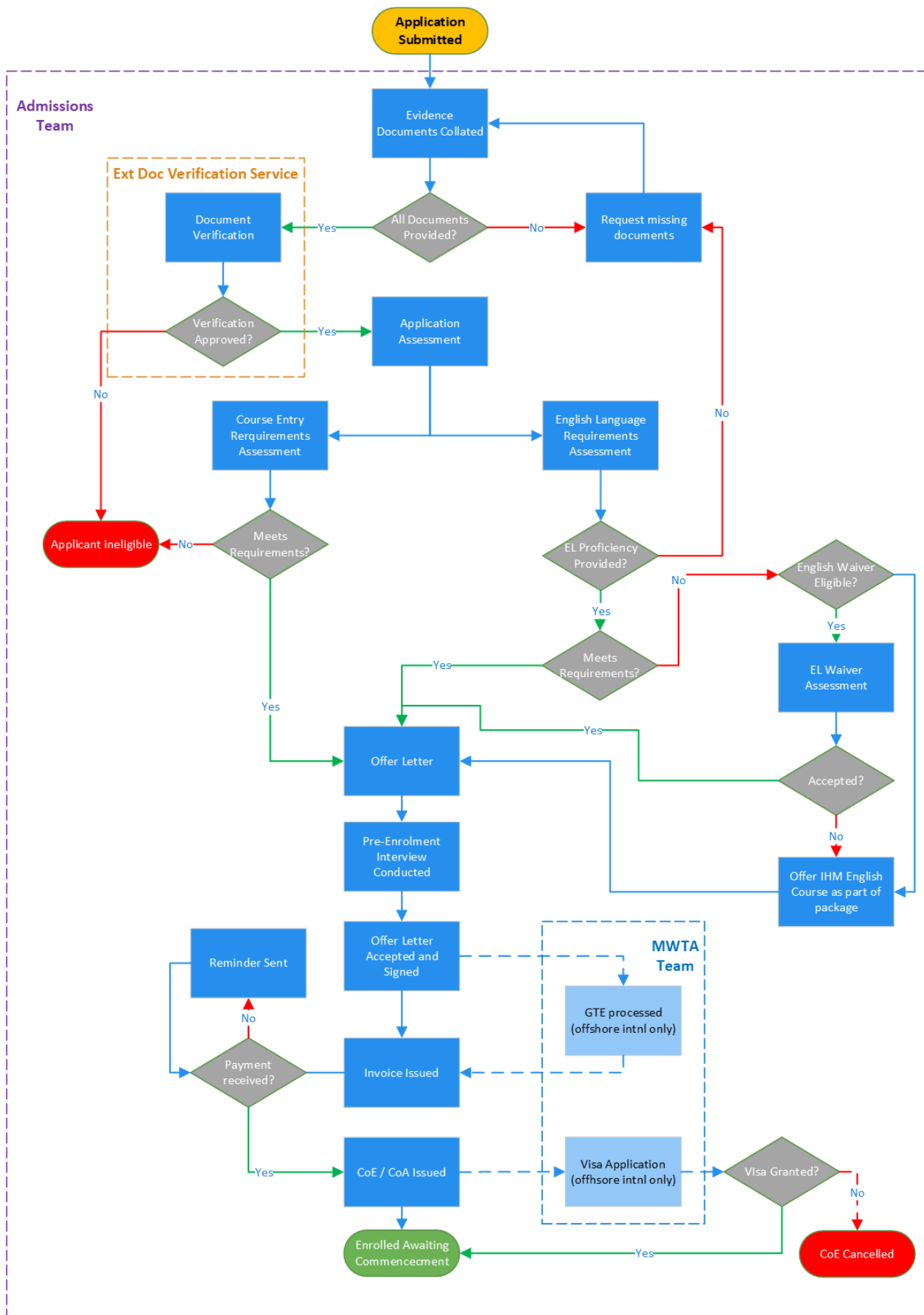
- 24.1 The Academic Dean (or delegate) may withdraw an offer or cancel the admission and enrolment of a student where:
 - a) The student fails to provide documents or to fulfil other requirements specified in the offer letter of admission by the specified date.
 - b) The offer letter of admission has been made based on incomplete, inaccurate or fraudulent information provided by the student or a third party (agent) on behalf of the student.
 - c) The student fails to enrol in accordance with the offer letter by the specified date.
 - d) The student arrives late for a teaching period without an approved extension letter.
 - e) The Academic Dean or delegate determines that it is necessary or reasonable to withdraw the offer in order to fulfill regulatory or administrative requirements and/or guidelines.
 - f) The course is withdrawn or cancelled from offer as a result of an institutional decision.
- 24.2 Any action taken must be notified in writing to the student within three working days.
- 24.3 If a student decides to withdraw from the course after accepting the offer and before the start of a teaching period, the student is required to complete and submit the [Course Withdrawal Form](#).
- 24.4 The withdrawal application is assessed by the Registrar and the outcome is sent to the student within five working days of receipt of the Course Withdrawal Form.

25. Review of Decision and Appeal Process

- 25.1 An applicant who is not offered a place, is entitled to seek a review of the selection decision on the following grounds:
 - a) the applicant demonstrated meeting all relevant IHM and course entry requirements.
 - b) the application was lodged, providing all required, additional or supporting information, on time and as specified.
 - c) the Admission and Enrolment Policy and Procedure was not correctly applied.
- 25.2 A request to review the decision must be lodged in writing, addressed to the Admission Officer within 10 business days of the selection decision.
- 25.3 The Admissions Officer will submit the request for a review of the selection decision by:
 - a) the Course Coordinator or their nominee if the application was rejected on course specific grounds, or

b) the Registrar if the application was rejected on IHM entry criteria.

- 25.4 A written outcome will be provided within 10 business days from the date of receipt.
- 25.5 Where the outcome is in favour of the applicant, and a new offer is subsequently made, the applicant will be required to meet all relevant entry criteria to enrol.
- 25.6 Where a new offer is made too late for the applicant to reasonably enrol and commence study, with a view to their ability to succeed in the course, a deferment will be applied on the applicant's behalf.
- 25.7 If the review is unsuccessful, the applicant may then appeal the admission decision on relevant procedural grounds using the IHM's Student Appeals process as detailed in the Student Complaints and Appeal Policy and Procedure.



SECTION 3

Associated Information

Related Internal Documents	<ul style="list-style-type: none"> • Aboriginal and Torres Strait Islander Education and Support • Aboriginal and Torres Strait Islander Education and Support Policy • Access and Equity Policy • Access and Equity Procedure • Accessibility Policy • Accessibility Procedure • Admission and Enrolment Policy • Changes to Enrolment Policy • Changes to Enrolment Procedure • Course Handbooks • Course Withdrawal Form • Credit and Prior Learning Policy • Credit and Prior Learning Procedure • Domestic Student Handbook • Fees, Charges and Refunds for Domestic Students Policy • Fees, Charges and Refunds for Domestic Students Procedure • Fees, Charges and Refunds for International Students Policy • Fees, Charges and Refunds for International Students Procedure • Inherent Requirements for Bachelor of Nursing • International Student Handbook • Marketing of Courses to Overseas and Offshore Students Policy • Marketing of Courses to Overseas and Offshore Students Procedure • Pre-enrolment Interview • Records Management Policy • Records Management Procedure • Student Complaints and Appeal Policy • Student Complaints and Appeal Procedure
Related Legislation, Standards and Codes	<ul style="list-style-type: none"> • Tertiary Education Quality and Standards Agency (TEQSA) Act 2011 • Higher Education Support Act 2003 and Guidelines • Australian Qualifications Framework (AQF) • Education Services for Overseas Student (ESOS) Act 2000 and National Code 2018 • ELICOS Standards 2018 • Department of Home Affairs - Student Visa requirements • Privacy legislation: https://www.oaic.gov.au/privacy/the-privacy-act/ • HESF (2021): Higher Education Standard Framework Domain 1: Student participation and attainment • TEQSA Admissions transparency • TEQSA Admissions Transparency Checklist • TEQSA (2020). Communication on English waivers
Date Approved	09.11.2023
Date of Effect	09.11.2023
Date of Next Review	01.11.2026
Approval Authority	Academic Board endorsed by Board of Directors
Responsibility for implementation	Registrar or Delegate

Responsible Department	Admissions
Document Custodian	Learning and Teaching Committee
IHM Doc ID	IHM-AEP2-5.3

Change History

Version Control		
Change Summary	Date	Short description of change, incl version number, changes, who considered, approved etc
Version 4	26/07/2021	<ul style="list-style-type: none"> • Waiver of English language entry requirement is added (section 9 and 17) • Evidence of relevant professional registration is added (section 8b) • Responding to COVID-19 situation and border closure (section 9 and 17) • Version 3 was approved by Academic Board in February 2021 • Date of next review is changed to July 2024
Version 4.1	15/11/2021	<ul style="list-style-type: none"> • IHM EAP Direct Entry Test requirement to the Procedure (Section 16e, p. 12) • A table outlining the English language requirements Table is added to the Procedure (Section 18, p 13) • Version 4.1 is endorsed by Academic Board on December 2021
Version 4.2	23/03/2022	<ul style="list-style-type: none"> • Assessment of English Proficiency is updated (Section 6 g “a” and “b”, p. 4) • Physical verification of documents at campus is added (Section 7b “c”, p. 4) • Course-specific Entry Requirements Table (Section 8, p. 5 – 6) is updated with IHM English Test • Waiver of Entry Requirements (Section 9c is added, p. 6)
Version 4.3	02/12/2022	<ul style="list-style-type: none"> • The English Language requirements/English speaking countries list is updated in the procedure (Section 6g. (a-c))
Version 4.4	03/08/2023	<ul style="list-style-type: none"> • Separation of Procedure from Policy • Rename from Student Selection and Admission to Student Selection, Admission and Enrolment. • Addition of responsibilities for clarity. • Reordering of content and some additional new information

		<ul style="list-style-type: none"> • Clarification and expansion of English language requirements and exclusions, and movement into an Appendix • Explicit inclusion of age as at application requirement (18 years)
Version 5.0	09/11/2023	<ul style="list-style-type: none"> • Change to title • Scope extended to include ELICOS courses • Definitions removed. Refer to IHM Glossary • Inclusion of Process Flow diagram • Relocation of list of recognised English-speaking countries into the Policy • Relocation of approved Course and English Entry Requirements into the Policy • General formatting, editing, and grammatical check • Document responsibility updated to Director of Operations (formerly Academic Registrar)
Version 5.1	02/04/2024	<ul style="list-style-type: none"> • Inclusion of the automated 3-minute Offer after a completed application is submitted (Section 8) • Capturing the sending of the GTE information pack into the process • Addition of independent Document Verification step • Clarity on use of Conditional Offers • Expanded Deferment section to include Student-initiated and IHM initiated scenarios. • Update of GTE step to be completed by MWTA • Update of the Process Flowchart to reflect the above changes and relocated to the Appendix. • Relocation of English Language Waivers to the Policy
Version 5.2	04/11/2024	<ul style="list-style-type: none"> • Updated the Internal Related Documents section to include links and cross-references to Policies, Procedures, and Guidelines aligned with the Admission and Enrolment Policy and Procedure
Version 5.3	20/11/2024	<ul style="list-style-type: none"> • Changes to align policy and procedure with National Code 2018 and HESF 2021 Standards based on the feedback from TEQSA CRICOS review • Updated roles and responsibilities clarifying oversight and accountability in application processing and compliance