

## Enrolment and Attendance Policy

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### 1. Introduction

This policy defines the responsibilities and requirements for enrolling in Eton University subjects and courses, including the enrolments process, types of enrolment, and changes to enrolment (including taking leave, withdrawing and cancelling subjects or courses).

### 2. Definitions

**Administrative withdrawal:** withdrawal due to a student’s inactivity and lack of response to re-enrolment communications.

**Student Acceptance letter:** a document issued by the University to international students, which is required for purposes of applying for a student visa. It contains information about the University, the course in which the student has enrolled, and the duration of the course.

**Student:** a domestic or international student who:

- has knowledge of the course requirements
- has provided up-to-date contact details
- is reasonably engaged in the course, and if an online student, has made significant participation online (this includes meeting the course requirements and participating in assessment activities for the course)
- where enrolled in multiple courses, has reasonable study load that will not prevent them from successfully completing the courses

**Leave of absence (study postponement):** an approved period of time during which a current student is not enrolled in any subjects.

**Study period:** a defined period of time during which a student is expected to commence and complete one subject or more.

### 3. Scope

This policy applies to all Eton University students.

#### 4. Principles

- Every student undertaking a subject or course at Eton University must be enrolled prior to commencing their study.
- An enrolled student will remain enrolled until:
  - o the student notifies the University of their withdrawal, or is deemed to have withdrawn under this policy
  - o the student is suspended, excluded or expelled from their study under the Student Conduct Policy
  - o the student has completed the requirements of their award.
- Once a student has commenced enrolment in a course, they must gain permission for any leave of absence.
  1. A period of leave will not normally exceed a total of 6 months (two academic quarters).
  2. A period of leave that exceeds the permitted time will be deemed a withdrawal, and students will be required to reapply for admission to the course, including meeting any updated entry requirements.
- Students may enroll in more than one course, and may enroll in additional subjects as non-award, or short-course enrolments.
  1. Students are responsible for ensuring their overall study load remains manageable from a workload perspective. Students may seek the Academic Advisor's advice if required.
- Students' attendance and participation may be recorded and used to support the monitoring of their academic progression through subjects and courses, and to initiate interventions as required.
- Once a student has passed a subject, they are not permitted to re-enroll in it as part of that award or as a non-award enrolment
- Students who fail to pay their tuition fees by the due date, or extended due date (if applicable) will have their enrolment cancelled under the Student Fees Policy.
- Falsifying documents or making fraudulent claims regarding enrolment will be considered a significant breach under the Student Conduct Policy, and may result in suspension, exclusion or expulsion, and/or the reporting of confirmed cases to the Police.

#### 5. Responsibilities

##### 5.1 Students

Eton University students are responsible for:

- ensuring that their personal and contact details are current
- protecting their student identification number
- regularly checking their nominated primary email address
- accessing course and enrolment information and course planning advice
- being familiar with and abiding by University policies as a condition of their enrolment
- enrolling in each study period by the required deadline
- checking to ensure their enrolment is correct and meets course qualification requirements (including any pre-requisite requirements)
  1. Students must advise the University of any errors or omissions. Failure to advise the University about any incorrect enrolment details by the approved census or academic withdrawal dates may result in academic and financial penalties

- if necessary, amending their enrolment by the required critical dates for the study period
- paying all fees incurred from enrolment by the due date
- submitting the required forms when applying for deferral or withdrawal from a course or subject, and providing the required supporting documentation
- ensuring they have an accurate understanding of what the deferral or withdrawal represents to their study options as well as its financial implications
- attending / participating in learning activities and fulfilling the requirements of the assessments
- completing the course qualification requirements within the maximum specified time allowed

In addition, international student visa holders must:

- ensure they complete their course within the duration stated in their Acceptance letter
- enroll in a full-time course load unless otherwise specified, and
- abide by the conditions of their student visa.

## 5.2 Eton University responsibilities

Eton University is responsible for

- providing students with accurate and timely course, subject and enrolment information
- providing written terms of agreement for enrolment into an Eton University course
- providing online access to all student-related policies
- providing access to advice on subject selection, including electives and majors (where applicable), qualification requirements and the impact of deferring or withdrawing
- providing an enrolment process that allows students to select subjects, manage the updating of their personal information
- ensuring students are not enrolled and therefore incur a financial liability for a subject that they did not agree to
- correcting any enrolment errors found through quality assurance processes or as notified by a student or staff member
- intervening with appropriate support and actions if there are concerns about a student's attendance or participation
- being available for personalized advice regarding enrolment, leave of absence, deferral and withdrawal

## 6. Enrolment process

### 6.1 Enrolment dates

To enroll, a student must have met all entry requirements, have been provided with an Enrollment Agreement and accepted it by returning a signed copy to Eton University.



A student will normally be permitted to enroll at the beginning of each study quarter, as per the following schedule:

For fall quarter (September)	For winter quarter (January)	For spring quarter (April)	For optional summer quarter (July)
<p><b>1st June -</b> Admission applications for fall quarter begin</p> <p><b>8th September-</b> Registration deadline for newly admitted students</p>	<p><b>15th October-</b> Admission applications for winter quarter begin</p> <p><b>10th January-</b> Registration deadline for newly admitted students</p>	<p><b>15th February--</b> Admission applications for spring quarter begin</p> <p><b>10th April-</b> Registration deadline for newly admitted students</p>	<p><b>15th May-</b> Admission applications for summer quarter begin</p> <p><b>15th July-</b> Registration deadline for newly admitted students</p>

The schedule dates may change; for most recent updates on Academic Calendar, visit the University website: <https://www.eton-university.us/how-to-enroll>

## 6.2 Enrolment documentation and timeframes

Upon processing a student's enrolment, Eton University provides the student with the following:

- Acceptance letter
- Enrollment Agreement with:
  1. a study plan
  2. a payment plan
- access to the student portal

The University provides the student with an invoice outlining the course and enrolment fees after completion of the enrolment process (refer to Student Fees Policy).

## 7. Multiple enrolments

Students enrolled in Eton University award course may enroll concurrently in multiple courses or in additional short course. Where a student has enrolled in multiple courses, the student is responsible for ensuring they have a reasonable study load each study period, and that they can complete the award course(s) within the maximum allowable time. Enrolment in multiple courses will not be grounds for an appeal against interventions or penalties imposed due to poor academic progression

## 8. Leave of Absence (study postponement)

### 8.1. Requesting a leave of absence

Eton University recognizes that for some students, circumstances may arise where an unplanned break in their studies is required for unexpected reasons, which are out of their control.

Students who experience such circumstances are encouraged to discuss the matter with their Student Advisor as early as possible, in order to receive an advice and guidance on the options available. It may be that the University is able to make reasonable adjustments to allow the student to remain on the course of study.

If no alternative options seem to be helpful to a student, Eton University's policy is to allow students, who may experience difficult and unexpected circumstances, to withdraw temporarily from the University by requesting a formal leave of absence (postponement of study).

Students whose study plan includes the optional summer quarter, do have the right to request a postponement of that quarter, and the request will be approved automatically as the summer quarter is optional. Students who wish to pause/postpone mandatory quarters (fall, winter and spring) may be allowed to withdraw temporarily from a course for up to 6 months.

Students can only access leave of absence during a course in certain limited circumstances including:

- serious illness or injury, where a medical certificate states that the student was unable to study
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country that require emergency travel and this has impacted on the student's studies
- a traumatic experience which could include:
  1. involvement in, or witnessing of a serious accident, or
  2. witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- Financial difficulties
- Other compelling circumstances

If it is anticipated that a postponement may be longer than two quarters, students will be advised to withdraw from their studies and reapply when they are in a position to recommence their course.

### 8.2. Filling the official leave of absence form

Having decided to postpone, students need to complete a leave of absence form, with the assistance of their Student Advisor/Program Manager. The form must be accompanied by evidence supporting the reason for postponement. Postponement forms are available from the Student Affairs Officer by emailing [education@eton-university.us](mailto:education@eton-university.us) Each request for postponement will be reviewed on an individual basis by the Course Manager and Student Registrar Officer.



When a postponement has been approved, the date of postponement will be noted on the student's official transcript. If a student does not return to the University after the approved period, his/her enrollment shall be withdrawn by the University Registrar.

### **8.3 Recommencing studies after a period of absence or suspension**

Subsequent re-enrollment will be considered on an individual basis. Students must formally notify Eton University of their intention to return to recommence their studies after a period of absence. Students must be aware that depending on the length of absence, the courses they were originally enrolled in might no longer be available. In these instances, arrangements will be made in accordance with relevant Eton University policy and legislations.

## **9. Cancellations and Withdrawals**

Students who wish to cancel their course or withdraw from the program need to request a Cancellation/Withdrawal form. Cancellation shall occur when the Cancellation/Withdrawal form is sent to Eton University via email [education@eton-university.us](mailto:education@eton-university.us) with a subject line "Office of the Registrar-Cancellation/Withdrawal request". Refunds are processed within 45 (forty-five) days.

### **9.1. Distance learning cancellation and refund policies**

#### **9.1.1. Newly admitted students**

Eton University provides distance-learning programs where the instruction is not offered in real time. An applicant who provides a written notice of cancellation prior to the scheduled program start date and before the study materials are received is entitled to a refund of all monies paid, excluding the non-refundable registration fee.

#### **9.1.2. Current students**

If you are paying the course fees in installments and have started the program and submitted the learner agreement, you are not entitled to a refund, as per the legislation on digital content.

If you have paid your course fees in full, and your study materials have been released quarterly, your refund will be calculated based on the number of remaining modules that have not yet been released.

If you have paid your course fees in full, and you have access to all the modules, you are not entitled to a refund, as per the legislation on digital content.



## 9.2. Classroom learning cancellation and refund policies

If a student fails to officially cancel the attendance, they will be charged all program fees. There are no refunds for non-attendance.

The price of the blended programs and full academic year programs depends on the package agreed on between a student and the University. The package can include the tuition fee alone, or the tuition fee with housing, transportation, sightseeing or other activities.

Students whose package includes extracurricular activities but who, for any reason, choose not to participate in a program activity, either mandatory or non-mandatory (e.g., field trip, excursion, cultural event) will not be refunded any portion of the program cost.

All cancellations are subject to the Cancellation Policy below:

- The application fee is not refundable under any circumstances.
- For students who require a UK visa, the \$275 administrative fee for visa assistance and Acceptance letter is not refundable under any circumstances.
- Canceling the attendance within 45 days (or more) of the official start date:  
Refund: 90% of the total package price.
- Canceling the course 15-29 days of the official start date:  
Refund: 80% of the total package price.
- Canceling the course 14-7 days prior to the official course start date:  
Refund: 70% of the total package price.
- Canceling the course 7 days or less prior to the official course start date:  
Refund: 50% of the total package price.
- If a student obtained a UK visa through Eton University assistance and Acceptance letter, and then decided not to attend the course, there will be no refunds provided.

## 9.3. Refunds in case of visa refusal:

If a student is required to cancel their course due to their visa being refused, they must contact Eton University by emailing [education@eton-university.us](mailto:education@eton-university.us) explaining that the visa application has been refused. If a visa is refused after providing all the correct information, the student must forward a copy of the visa refusal document and a completed Cancellation/Withdrawal form. All monies will be refunded (minus



\$275 administration fee for visa assistance and Acceptance letter) regardless of when the cancellation has occurred.

Eton University will not refund any course fees in situations where there are less than 14 days prior to course start date and the visa application has been refused due to an error or missed information on the application. It is the responsibility of each student to ensure that all information is correct when a visa is applied for. The Home Office's decision is final, and Eton University will use all information provided in the refusal letter.

#### **9.4. Refunds in case of withdrawals**

If a student decides to withdraw from the course during the ongoing training, they must notify Eton University immediately.

A refunded withdrawal is only applicable to the course fees and may only be granted for exceptional circumstances such as documented medical or hardship situations, provided that the time of the enrollment period has not exceeded 25% of the full course duration. An administrative fee of \$100 and 75% of the full tuition fee will be charged for all withdrawals processed. No refunds can be provided for expenses such as the accommodation, and other travel related costs.

If a student obtained a UK visa through Eton University assistance and Acceptance letter, and then withdrew from the course, there will be no refunds provided under any circumstances.

#### **9.5. Course cancellation by Eton University**

Eton University is committed to ensuring minimal disadvantage to students which may result from the cancellation of a course or any of its components (e.g. location, study mode). Full details on course cancellation by Eton University are outlined in Course Cancellation Policy.

#### **9.6. Re-enrolment after withdrawal from a course**

Students cannot re-enroll after withdrawing from an Eton University course. Withdrawn students must re-apply for admission.

### **10. Transferability**

#### **10.1. Course transfer**

A student who wishes to transfer from one Eton University course to another Eton University course must satisfy the entry requirements for the course he/she wishes to apply for.

Transfers will be approved subject to applicants meeting these criteria. These applications will be considered on a case by case basis by the Program Director (or delegate).

## 10.2 Student transfer

### 10.2.1 Transferring from another institution to Eton University

Eton University will admit a student who wishes to transfer from another institution, provided that a student satisfies all enrollment requirements for the course he/she wishes to apply for. Specific details are outlined in Admissions Policy.

### 10.2.2. Transferring from Eton University to another institution

Eton University issues an unofficial transcript at the end of each study quarter. Students who decide to withdraw from the University have the right to request an official transcript to be sent to them, listing all the courses and grades they have achieved during their studies at Eton University. If necessary, upon request, Eton University may also issue a formal approval of the student's transfer request.

The University will not approve a transfer request if the student has outstanding fees for the current study period.

Students who are dissatisfied with the outcome of their transfer request may appeal in accordance with the Student Complaints Policy.

## 11. Additional information for international students regarding enrolment cancellations and suspensions

A deferral, leave of absence, or withdrawal may impact an international student's student visa. If an international student's enrolment is suspended, the student must return to their country of permanent residence unless extenuating circumstances exist.

If an international student's enrolment is cancelled or suspended without the re-issue of a new Enrollment Agreement the student must:

- leave the UK, or
- show the Home Office a new Enrollment Agreement

The University is required to advise the Home Office of a change to a student's enrolment status on the basis of a decision to suspend or cancel the student's enrolment, regardless of whether the change is initiated by the student or the University.

## 12. Complaints and Appeals

Students should refer to the Student Complaints Policy if they have a complaint about decisions made by Eton University in relation to their attendance, enrolment, deferral, leave of absence or withdrawal.