

Policy



Name: **Student Administration Policy**

Approved by: Board of Directors

Last reviewed: 20 May 2020

MALAYSIA
AUSTRALIA

SECTION 1 - INTRODUCTION	2
PURPOSE	2
SCOPE	2
DEFINITIONS	2
LEGISLATIVE CONTEXT	2
SECTION 2 - POLICY	3
PRINCIPLES	3
POLICY	3
SECTION 3 - SUPPORTING DOCUMENTATION	10
FORMS AND RECORDS MANAGEMENT	10
RELATED MATERIAL	10
SECTION 4 - GOVERNANCE	11
RESPONSIBILITY	11
VERSION CONTROL AND CHANGE HISTORY	11
POLICIES & REGULATIONS DIRECTORY REQUIREMENTS	11

SECTION 1 - INTRODUCTION

PURPOSE

This policy aims to:

- Provide a framework that ensures the integrity of the administration of student affairs, including the administration of enrolment, fees and charges and the academic calendar
- Set clear responsibilities and accountabilities for decisions made in the administration of student affairs
- Ensure the administration of student affairs is transparent and decisions are consistent and fair
- Promote efficient student administration.

SCOPE

This policy applies to all Swinburne Sarawak staff, students and courses. Higher Degrees by Research candidates may also be subject to Swinburne University of Technology Australia processes.

DEFINITIONS

Word/Term	Definition
Council	The governing authority of Swinburne University of Technology
EG	Executive Group of Swinburne Sarawak
University	Swinburne University of Technology Sarawak Campus

LEGISLATIVE CONTEXT

Name	Location
Student Administration Regulations 2013	www.swinburne.edu.au
Student Academic Misconduct Regulations	www.swinburne.edu.au
Student General Misconduct Regulations	www.swinburne.edu.au
Academic and Student Affairs Statute	www.swinburne.edu.au
Review and Appeals Regulations 2012	www.swinburne.edu.au
Private Higher Educational Institutions Act 1996	www.agc.gov.my
Swinburne University of Technology Act	www.legislation.vic.gov.au/

SECTION 2 - POLICY

PRINCIPLES

POLICY

1.	ADMINISTRATION OF ENROLMENT		
1.1	The enrolment process and dates		
	<p>1.1.1. Enrolment is the administrative act of enrolling students who have been admitted to the University.</p> <p>1.1.2. The University specifies a date or dates:</p> <ul style="list-style-type: none"> ▪ By which an applicant for admission and a person re-enrolling must complete his or her enrolment, including the payment of all fees associated with enrolment ▪ After which the addition and dropping of units in a teaching period requires permission. 		
	Role/Decision/Action	Responsibility*	Conditions and limitations
	Specifying date(s) including for completion of enrolment, payment of fees, cut-offs for adding and dropping units	Registrar/Director, Student Engagement Director, Finance and Business Analysis	Dates must be published
	Maintenance of student and enrolment data on the student management system	Registrar/Director, Student Engagement	
	Permission to add or drop units after cut-off date	Deans or Head of Schools or its nominee(s) (<i>Academic Penalty related</i>) Director, Finance and Business Analysis (<i>Financial penalty related</i>)	Permission must only be granted after consultation with Registrar/Director, Student Engagement
	Enrolment matters and queries, including determinations as to completion of enrolment, amendment of enrolment	Registrar/Director, Student Engagement	
	Permission for student to re-enrol in a course without applying for re-admission	Registrar/Director, Student Engagement	Must be in accordance with Student Administration Regulations For international students, must also be in accordance with Immigration Department of Malaysia requirements
	Specifying requirements for enrolment, cancellation of enrolment and attendance of international students, including ancillary requirements such as medical insurance.	Registrar/Director, Student Engagement	Must be compliant with Immigration Act

	Publication of requirements for international students to complete within the expected duration of studies.	Registrar/Director, Student Engagement	
	Releasing international students and publication of guidelines for doing so.	Registrar/Director, Student Engagement	Must be compliant with Immigration Act
*(Staff holding, acting in or performing the responsible position or office)			
1.2	Obligations on students		
	<p>Under the <i>Student Administration Regulations</i> the obligation is on students to:</p> <ul style="list-style-type: none"> ▪ Disclose all relevant information to the University at the time of application and before enrolment ▪ Ensure that all of the various enrolment requirements are met and confirmed ▪ Ensure that enrolment and student details and information provided to and recorded by the University is up-to-date and correct ▪ Ensure that units chosen form part of and meet the requirements of the course ▪ Be aware of and meet enrolment, course and unit requirements ▪ Maintain continuous enrolment. 		
1.3	Late Withdrawal		
	<p>When deciding whether there are exceptional circumstances to warrant waiving fail grades or financial consequences when a student withdraws from a course after the applicable census date the University will take into account:</p> <ul style="list-style-type: none"> ▪ Fairness ▪ Equity ▪ Compassionate or compelling circumstances 		
	Role/Decision/Action	Responsibility*	Conditions and limitations
	Setting withdrawal from course requirements	Registrar/Director, Student Engagement	
	Granting approval to withdraw	Dean or Head of Schools or its nominee(s)	Must be consistent with withdrawal from course requirements set by the Registrar/Director, Student Engagement
	Waiving fail grades when a student withdraws from a course after allowance period.	Dean or Head of Schools or its nominee(s)	Must be consistent with the above guiding principles
	Waiving financial consequences when a student withdraws from a course after allowance period.	Director, Finance and Business Analysis Registrar/Director, Student Engagement	Must be consistent with the above guiding principles Must be compliant with legislation

	<i>*(Staff holding, acting in or performing the responsible position or office)</i>											
1.4	Student Cards											
	<p>1.4.1. Issuance of student identity cards is to all enrolled students for facilities utilisation and identification purposes.</p> <p>1.4.2. Replacement is required when there is a pursuant of study level, change of course, loss or damage. Replacement due to loss or damage may incur fee as per published Ancillary Fee.</p> <table border="1"> <thead> <tr> <th>Role/Decision/Action</th> <th>Responsibility*</th> <th>Conditions and limitations</th> </tr> </thead> <tbody> <tr> <td>Specification of cohorts or classes of students to whom student identity cards will not be issued, if any</td> <td>Registrar/Director, Student Engagement</td> <td></td> </tr> <tr> <td>Determination of the University services and facilities to which a student identity card provides access, if any</td> <td>Registrar/Director, Student Engagement</td> <td>Must be in consultation with service providers</td> </tr> </tbody> </table> <p><i>*(Staff holding, acting in or performing the responsible position or office)</i></p>			Role/Decision/Action	Responsibility*	Conditions and limitations	Specification of cohorts or classes of students to whom student identity cards will not be issued, if any	Registrar/Director, Student Engagement		Determination of the University services and facilities to which a student identity card provides access, if any	Registrar/Director, Student Engagement	Must be in consultation with service providers
Role/Decision/Action	Responsibility*	Conditions and limitations										
Specification of cohorts or classes of students to whom student identity cards will not be issued, if any	Registrar/Director, Student Engagement											
Determination of the University services and facilities to which a student identity card provides access, if any	Registrar/Director, Student Engagement	Must be in consultation with service providers										
1.5	Enrolled and genuine student tests											
	<p>The <i>Swinburne University of Technology Act</i> defines a student as a person enrolled at the University in an award course. The Act also empowers Council to designate a person or a class of persons as students. For the purposes of the application of the University's student misconduct provisions and reviews and appeals, Council has designated the following persons as students:</p> <ul style="list-style-type: none"> ▪ A prospective student who engages in misconduct or otherwise breaches University legislation and then becomes a student ▪ A suspended or excluded student ▪ A person who is on leave of absence from or has deferred enrolment ▪ A person who has completed a course and graduated but still has access to University facilities or resources ▪ A person who is granted access to University premises and facilities to study or for other related University purpose. <p>This designation by Council allows such persons to be disciplined as students, for sanctions or restrictions to be imposed on those persons and for decisions affecting those persons to be reviewed and appealed. Other than that, the designation does not confer on those persons the rights and privileges of a student or the right to enter University premises, attend University activities or access or use University facilities and services.</p> <p>The Academic and Student Affairs Statute provides that a person who has been excluded or suspended does not have the privileges or rights of a student or the right to enter University premises, attend University activities or access or use University facilities and services.</p> <p>The University may also restrict the rights and privileges of a student (including rights to enter University premises, attend University activities or access or use University facilities and services) who:</p> <ul style="list-style-type: none"> ▪ auto-drop due to outstanding fees ▪ is on leave of absence 											

- has deferred enrolment.

The University may also determine that a student is not a genuine student and cancel that student's enrolment. When considering whether a student is a genuine student the University should have regard to whether the student is genuinely and actively engaged in his or her studies and whether it is reasonable to infer that the student is holding open his or her enrolment for purposes other than genuine study.

Role/Decision/Action	Responsibility*	Conditions and limitations
Decisions to confer or restrict the rights and privileges of students on leave of absence or deferral	Registrar/Director, Student Engagement	
Determine that a student is not a genuine student and cancellation of that student's enrolment	Registrar/Director, Student Engagement	
Decisions to refuse to enrol a person or suspend or exclude a student under section 24 of the <i>Academic and Student Affairs Statute</i>	Deputy Vice Chancellor (Sarawak) Registrar/Director, Student Engagement	If the decision is being taken under paragraph (a) or (b) of section 24, must follow the health and disability exclusion guidelines approved and published by the Registrar/Director, Student Engagement
Withdrawals of offer and cancellations of enrolment	Registrar/Director, Student Engagement Director, Marketing and Student Recruitment	Must be consistent with the <i>Student Administration Regulations</i> and any relevant guiding principles set out in the Admissions Policy
Notifications and reports to regulatory authorities to fulfil regulatory requirements under Immigration Department. of Malaysia	Registrar/Director, Student Engagement	In conjunction with the Immigration Department of Malaysia, Sarawak Regulations

*(Staff holding, acting in or performing the responsible position or office)

2. FEES

2.1 Setting fees and charges

When setting fees and charges the University should be guided by the principles of:

- Fairness
- Transparency
- Clarity
- Consistency
- Compliance with regulatory requirements
- Recognition that the University may impose different fees, charges and student contribution amounts for different categories of students.

Role/Decision/Action	Responsibility*	Conditions and limitations	Authority
Setting fees relating to tuition and course requirements and student contributions, including fees relating to materials, assessment and academic credit	Director, Finance and Business Analysis Director, Marketing and Student Recruitment	Fees must be consistent with the above guiding principles and published on the University website	Board of Directors
Setting fees relating to administrative services and activities, including enrolment fees, services and amenities fees, ancillary fees, cancellation charges, incidental fees, late payment charges, administrative charges and penalties for failure to comply with University legislation.	Director, Finance and Business Analysis Registrar/Director, Student Engagement Director, Marketing and Student Recruitment	Fees must be consistent with the above guiding principles and published on the University website	
Specifying processes and guidelines for the administration of fees, charges and penalties, including dates, payment systems, payment plans, documentation requirements, discounts, fee exemptions and waivers, deposits, retentions, remissions, revisions, refunds, student categories, debtor management	Director, Finance and Business Analysis Registrar/Director, Student Engagement Director, Marketing and Student Recruitment	Any processes and guidelines that affect international students must be set in conjunction with the Immigration Department of Malaysia, Sarawak Regulations	

**(Staff holding, acting in or performing the responsible position or office)*

3. CONDUCT OF EXAMINATIONS

	The University conducts examinations in accordance with the <i>Student Administration Regulations</i> .		
	Role/Decision/Action	Responsibility*	Conditions and limitations
	Specifying processes and guidelines for the conduct and administration of examinations	Registrar/Director, Student Engagement	In accordance with criteria set by the relevant DVC
	*(Staff holding, acting in or performing the responsible position or office)		
4.	RESULTS		
	The University gives notification of results in accordance with the <i>Student Administration Regulations</i> .		
	Role/Decision/Action	Responsibility*	Conditions and limitations
	Specifying processes and guidelines for the notification of results	Registrar/Director, Student Engagement	
	*(Staff holding, acting in or performing the responsible position or office)		
5.	GRADUATION		
	The University arranges graduations in accordance with the <i>Student Administration Regulations</i> .		
	Role/Decision/Action	Responsibility*	Conditions and limitations
	Specifying processes and guidelines for graduations	Registrar/Director, Student Engagement	Must be consistent with University legislation
	*(Staff holding, acting in or performing the responsible position or office)		
6.	ACADEMIC CALENDAR		

The University approves and publishes an academic calendar for each year. Among other things, the academic calendar sets the dates for:

- Teaching periods
- Examination periods

Role/Decision/Action	Responsibility*	Conditions and limitations
Setting the academic calendar (including any amendments)	Registrar/Director, Student Engagement	Must be provided to Academic Calendar Committee for approval and EG for noting
Publication of academic calendar	Registrar/Director, Student Engagement	
Approval of teaching activities outside academic calendar	Deputy Vice-Chancellor (Sarawak)	Must consult with Registrar/Director, Student Engagement

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7. COMPLAINTS, REVIEWS AND APPEALS

A person dissatisfied with a decision under the *Student Administration Regulations 2013* and this policy may lodge a complaint (or in some instances students may apply directly for a review), subject to the requirements of the complaints, reviews and appeals provisions of the People, Culture and Integrity Policy and the *Review and Appeals Regulations 2012*.

SECTION 3 - SUPPORTING DOCUMENTATION

FORMS AND RECORDS MANAGEMENT

Form	Retention Time	Retention Location
Result Amendment Form	Permanent	Reflected in Student Management System Student Administration
Result Template	Permanent	Reflected in Student Management System Student Administration
Students Records (<i>including Student File</i>)	Permanent	Reflected in Student Management System and Student File
Application to Graduation	1 year after year of submission	Student Administration
Application to Re-enrolment	1 year after administrative use has concluded	Reflected in Student Management System Student Administration
Application to Amend Enrolment	1 year after administrative use has concluded	Reflected in Student Management System Student Administration
Withdrawal from Program	Permanent	Reflected in Student Management System and Student File

RELATED MATERIAL

Name	Location	Document Type
Assessment and Results Policy	www.swinburne.edu.au	Policy
Students Refund and Tuition Fees Policy	www.swinburne.edu.my	Policy
Examinations – Process Overview	Policies and Regulations Directory	Process Overview
Student Progress Review – Process Overview	Policies and Regulations Directory	Process Overview
Results – Process Overview	Policies and Regulations Directory	Process Overview
Assessment Procedure - SUTS	Policies and Regulations Directory	Procedure
Plagiarism Process - Sarawak	Policies and Regulations Directory	Procedure

SECTION 4 - GOVERNANCE

RESPONSIBILITY

Policy Owner	Registrar & Director, Student Engagement
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VERSION CONTROL AND CHANGE HISTORY

Version Number	Approval Date	Approved by	Amendment
1	20 May 2020	Board of Directors	<ol style="list-style-type: none">1. Change of responsibility align with Swinburne Sarawak organisational chart and structure.<ol style="list-style-type: none">a) Vice President (Student) replace with Registrar/Director, Student Engagementb) Head of Academic Unit replace with Dean, Head of School or appointed nomineesc) The Academic Calendar is under the responsibility of the Academic Calendar Committee members meanwhile the endorsement is by EG.2. Point 1.4 Student ID Card – the issuance is not restricted for certain cohort but to all Swinburne Sarawak students3. ESOS and ESOS Act replace with Immigration Department of Malaysia and Immigration Act respectively

POLICIES & REGULATIONS DIRECTORY REQUIREMENTS

CATEGORY
Student Administration

KEYWORDS
<i>Enrolment, Fees, Academic Calendar, Results, Graduation, Complaints, Reviews and Appeals, Examinations</i>