

Policy Owner	Director Quality & Student Services
Contact Officer:	Student & Academic Services Officer
Policy Number:	QTDPO010
Approved by:	Senior Management Group
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Related Policies:	Appeals Policy Enrolment Policy Recognition of Prior Learning Policy Refund Policy Transfer between Registered Provider Policy
Related Documents	Conditions of Enrolment (Brochure) Course Withdrawal Form Course Deferral Form Letter of Offer including Terms and Conditions Letter of Release (Curtin College / Curtin University)

1. Overview

- 1.1. This policy has been developed in line with requirements of the ESOS Act and Regulations, National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective July 2007) and the HESA (Higher Education Support Act) 2003.
- 1.2. A student may request to withdraw from their program of study at any time during a study period. Curtin College recognise that students may have the need to defer or withdraw from their course of study. Each request must be in writing addressed to the appropriate Director. Please refer to the relevant sections below for further details. Decisions on such requests will take into account information provided, circumstances leading to a request as well as regulatory requirements.
- 1.3. Depending on the time the request is submitted an academic and financial penalty may apply.
- 1.4. This policy outlines the procedure for assessing, approving and recording a deferment or withdrawal (cancellation) from study.

2. Organisational Scope

- 2.1. This policy applies to all students who are intending to enroll in units of study or who are currently enrolled in units of study offered by Curtin College or Partner providers.
- 2.2. This policy covers processes related to:
 - Deferral or Suspension of Enrolment in a course
 - Cancellation (withdrawal) from a course

3. Definitions

- 3.1. **Cancellation:** to cease enrolment permanently, this can be initiated by the student or the College
- 3.2. **Course:** A formal program of education and/or training made up of study components known as units.

- 3.3. **CoE:** Confirmation of Enrolment is a document registered with DIBP to confirm a student's acceptance into a particular course for a specified duration.
- 3.4. **Deferral:** To delay commencement or continuation of course studies normally to the start of the next study period.
- 3.5. **DIBP:** Department of Immigration and Border Protection: The Australian government agency responsible for issuing students with visas.
- 3.6. **Enrolment in a Course:** Occurs at the point the Letter of Acceptance has been signed
- 3.7. **ESOS:** The Education Services of Overseas Students Act 2007. This Act regulates the delivery of education services to international students.
- 3.8. **International Student:** For the purpose of this policy, an International student is defined as one who is not an Australian or New Zealand citizen or the holder of a permanent residency or humanitarian visa. For the purposes of this policy, students who are in Australia, as a result of their parents/legal guardians being on a temporary business visa are regarded as local students but are required to pay international tuition fees.
- 3.9. **Letter of Offer:** A Formal offer of place at Curtin College in your nominated course.
- 3.10. **Letter of Release:** A formal letter required when an international student wants to transfer to another education provider within the first 6 months of study of their principal course.
- 3.11. **National Code:** The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective July 2007).
- 3.12. **Packaged Offer:** An offer made to a student to enrol at Curtin English, Curtin College or Curtin University or any combination of the three.
- 3.13. **PRISMS:** The Provider Registration and International Student Management System is the database system which is owned and maintained by the Department of Education for the purpose of administering the 'ESOS Act'.
- 3.14. **Principal Course:** In regard to packaged offers, the principal course is the degree course entered following the completion of bridging or qualifying course(s).
- 3.15. **Provider:** Any Registered Training Organisation (RTO) or Higher Education Provider within Australia.
- 3.16. **Stand Alone Offer:** An offer to a student to enrol at Curtin College only.
- 3.17. **Student Default:** Where an international student does not start a course, cancellation from a course, fails to pay tuition fees, and breaches a condition of their student visa or misbehavior by student.
- 3.18. **Study Period:** A discrete period of study within a course, namely a semester or trimester, in which a student undertakes and completes units of study.
- 3.19. **Suspension:** to temporarily place a student's studies on hold (adjourn, delay, postpone), due to misconduct/misbehavior.
- 3.20. **The College:** Curtin College and its partner providers that deliver courses that are registered on The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
- 3.21. **Tuition Protection Services:** Is an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study.
- 3.22. **Unit:** A study component of a course.

4. Policy Content

- 4.1. The following information outlines the procedure for assessing, approving and recording a deferment of or cancellation (withdrawal) from study and applies to all students studying at the College.

- 4.2. A student may request to defer or cancellation their enrolment in a course at any time during a study period. The College may defer or cancel the enrolment in a course of a student on the grounds outlined in 5.3 below.
- 4.3. The College will inform international students via the Colleges website, Student Handbook and Course Guide that deferment or cancellation of enrolment in a course may affect their student visa, and that they should refer to the DIBP website (www.immi.gov.au) or helpline (131 881) for further information.
- 4.4. The College will notify government via PRISMS of any deferment or cancellation of an international student's enrolment in a course.
- 4.5. The College must give particulars of a breach by an accepted international student of a prescribed condition of a student visa even if the student has ceased to be an accepted student of the provider eg. An international student cannot avoid being reported to DIBP for non-payment of fees, failure to progress through their course, non-attendance (not genuine) by canceling their Confirmation of Enrolment with the College.
- 4.6. Students under 18 must provide the College with written evidence that the proposed deferral of studies or cancellation of enrolment from the College has the support of a parent or legal guardian.
- 4.7. Students who are sponsored must provide the College with written evidence that the proposed deferral of studies or withdrawal from the College has the support of their Sponsor.
- 4.8. Academic and/or financial penalties may apply as a result of the proposed deferment or cancellation from studies at the College. Students should ensure they are familiar with the Refund Policy, located under 'Policies and Procedures' on www.curtincollege.edu.au for details of financial penalties.

5. Deferral of Enrolment in a course

- 5.1. Students wishing to defer studies must notify the College in writing stating the reason for their request. The College will retain all fees which will be used towards the following study period charges. If a refund is requested rather than transferring the funds to the next study period or the student subsequently withdraws, the Refund Policy applies.
- 5.2. Students who are enrolled in Health Science/Engineering/ Built Environment/Information Technology will be informed by the College where there may be an extended break between courses as a result of their deferral.
- 5.3. International student applications for deferment will be considered on the following grounds:
 - delay in visa grant
 - Compassionate and compelling circumstances including but not restricted to:
 - unexpected severe illness or death of a family member
 - involvement of custody proceedings for their child, the student, or accompanying family member has an acute medical condition requiring treatment
 - the student has been involved in legal proceedings where the timing is beyond the student's control
 - the student has been caught up in a natural disaster, political uprising or other similar event
 - the student has an accident, falls seriously ill or contracts a serious medical condition after arriving in Australia
 - the student is pregnant

- unavailability of units as a result of a student failing a prerequisite unit/s or the unit/s not being offered in the following study period.

All students will be requested to submit documentation in support of their deferment application. Sponsored students and under-aged students (minors) will also require written permission from sponsors or parents/guardians.

5.3.1. As soon as practicably possible after the approval of a deferment, the necessary reporting will be carried out via PRISMS under Section 19 of the ESOS Act. A new letter of offer and, in the case of international students, new CoEs will be issued. The new letter of offer will reflect the tuition fees applicable for the new commencement study period.

6. Cancellation from Course prior to course commencement

6.1. Students wishing to cancel their enrolment prior to course commencement must notify the Marketing Director or nominee in writing. Wherever practicable students are encouraged to speak directly with the Marketing Director or nominee. Refunds will be calculated and processed in line with the current Refund Policy.

6.2. Once confirmation is received the College will cancel the student's enrolment in a course. In respect to international students, the College will cancel the CoE(s) pertaining to the offer provided to the student (i.e. Packaged or standalone offer) via PRISMS. Cancellation of enrolment in a course will be according to current processes which include the mandatory reporting via PRISMS).

7. Cancellation (withdrawal) of enrolment in a course by student

7.1. A student may request to withdraw from their course at any time during the study period. They must discuss the matter with the Student Learning Advisor or Student & Academic Services Officer. The Student Learning Advisor or Student & Academic Services Officer will provide information on the ramifications of withdrawing so the student can make an informed decision.

7.2. An international student who has a packaged offer with Curtin University will not be granted a Letter of Release as the student needs to complete 6 months at the principal course, unless the College deems it in the best interest of the student for compassionate or compelling reasons.

7.3. Once confirmation is received the College will cancel the student's enrolment in a course. In respect to international students, the College will cancel the CoE(s) pertaining to offer provided to the student (i.e. Packaged or stand-alone offer) via PRISMS. Cancellation of enrolment in a course will be according to current processes which include the mandatory reporting via PRISMS

8. Transferring to Curtin College from another Provider

8.1. Students wishing to transfer to the College from another provider before completing six months of their principal course, must provide the College with a 'Letter of Release' from the releasing provider prior to the College confirming enrolment. However the College will issue a Letter of Offer prior to receiving the Letter of Release, but will not allow a student to enrol in a course until it has been received.

Note: For information on transferring from the College to another provider refer to the 'Transfer between Registered Provider policy' located under 'Policies and Procedures' on <http://www.curtincollege.edu.au>

9. Suspension and cancellation of enrolment in a course by Curtin College

- 9.1. The College has the right to suspend or cancel a student's enrolment in a course or re-enrolment in response to serious misbehaviour or misconduct in accordance with the Student Misconduct Policy.
- 9.2. In the College's opinion, lacks genuine intent to achieve satisfactory academic progress and attendance will also lead to cancellation of enrolment in a course at Curtin College.
- 9.3. The grounds the College can use to suspend or cancel a student's enrolment in a course include, but are not restricted to the following:
 - 9.3.1 Misbehaviour or misconduct eg:
 - Violence
 - Cheating
 - Plagiarism
 - Provision of fraudulent or misleading documentation (academic or non-academic)
 - Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
 - Is at risk of committing a criminal offence.
 - Breach of academic rules (Code of Conduct)

9.3.2 Extenuating circumstances relating to the student's wellbeing. This includes but is not restricted to the following:

- Is missing classes and failed to respond to communication from the College
- Refuses to maintain approved care arrangements (under 18 years of age)
- Has medical concerns, severe depression, or psychological issues which lead the College to fear for the student's wellbeing and/or that of others
- Has financial concerns

All claims of extenuating circumstances must be supported by appropriate evidence.

9.3.3 Emergency Suspension.

The College Director and Principal, or other person so authorised by the College Director and Principal, may, at any time and without a hearing, Suspend a student from the College on such terms as are reasonably necessary to protect person(s), property, and/or to prevent serious disruption of College activities.

Within three Business Days of such Suspension, either the College Director and Principal, or nominee must send the student written notice of the terms of the Suspension, the reasons for it, and a copy of this Policy.

The Suspension will continue until either:

1. its terms have been met;
2. it is revoked by the College Director and Principal or Nominee; or
3. the matter has been referred for formal investigation for General Misconduct and the process has concluded that the student be re-admitted to the College.

- 9.4. Where the student is under 18 the student’s guardian and/or parents will be informed of the situation and invited to provide assistance.
- 9.5. Where the student is sponsored, the sponsor will be informed of the situation and invited to provide assistance.
- 9.6. In accordance with the procedures set out in the College’s Appeals Policy, any decision to suspend or cancel the enrolment of a student requires the College to notify the student of its decision and to inform the student of their right to appeal the decision within 20 working days.
- 9.7. Whilst the Appeals process is being conducted the student’s enrolment will be maintained and the student will be permitted to select units and attend classes, so that they are not disadvantaged by the process.
- 9.8. Where the student has chosen to appeal the College’s decision to suspend or cancel the enrolment in a course within the 20 working day period; and the process results in a decision supporting the student, the enrolment in a course will continue for the study period and the College will provide learning opportunities to catch up on missed work.
- 9.9. Where the student has chosen not to appeal the College’s decision to suspend or cancel the enrolment in a course within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the College, the College will advise the student in writing of the final decision and in the case of international students will notify Department of Education via PRISMS.
- 9.10. Students who have had their enrolment in a course cancelled by the College will not be issued with a Letter of Release.

10. Administrative procedures

- 10.1. Academic notes via MAZE to be updated with any changes made to the student’s enrolment in a course.
- 10.2. This policy will be made available to the public via the ‘Policies and Procedures’ on the Curtin College website at: www.curtincollege.edu.au
- 10.3. Completed forms and documentary evidence relating to the deferment or cancellation (withdrawal) of enrolment in a course will be placed on the student’s file.
- 10.4. Copies of ‘Letters of Release’ will be maintained on the Student’s efile and recorded on the Letter of Release register.

Version	Last changes:
V2.0 (Dec 2016)	<ul style="list-style-type: none"> • Policy name change From ‘Deferral & Withdrawal Policy’ to ‘Deferral, Suspension & Cancellation (Withdrawal) Policy’ • Updated Position titles • 4.3 Updated • 4.9 Removed reference to academic penalties about withdrawing from units (in Enrolment policy) • 5.3 - Added reference to sponsored and underage students • Section 7 – reviewed and updated • Section 9 – reviewed and updated • 10.4 Added – Letter of Release