

Policy Owner	Academic Director
Contact Officer:	Student Advisory Manager
Policy Number:	QTDPO010
Approved by:	Senior Management Group
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Related Documents:	Appeals Policy Conditions of Enrolment (Brochure) Enrolment Policy Recognition of Prior Learning Policy Refund Policy Terms of Offer Transfer between Registered Provider Policy Course Withdrawal Form Course Deferral Form Change of Course Form Letter of Release (Curtin College / Curtin University) Withdrawal prior to timetable being issued form

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, Suspension or Cancellation of Enrolment in a course
 - Changing to another Curtin College course
 - Withdrawing from a course

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3. Definitions

- 3.1. **Course:** A formal program of education and/or training made up of study components known as units.
- 3.2. **CoE:** Confirmation of Enrolment is a document registered with DIBP to confirm a student's acceptance into a particular course for a specified duration.
- 3.3. **Deferral:** To delay commencement or continuation of course studies normally to the start of the next study period.
- 3.4. **DIBP:** Department of Immigration and Border Protection: The Australian government agency responsible for issuing students with visas.
- 3.5. **Enrolment in a Course:** Occurs at the point the Letter of Acceptance has been signed
- 3.6. **ESOS:** The Education Services of Overseas Students Act 2007. This Act regulates the delivery of education services to international students.
- 3.7. **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 (eg visa subclass 457), are regarded as local students but are required to pay international tuition fees.
- 3.8. **Letter of Offer:** A Formal offer of place at Curtin College in your nominated course.
- 3.9. **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.
- 3.10. **National Code:** The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective July 2007).
- 3.11. **Packaged Offer:** An offer made to a student to enrol at Curtin English, Curtin College or Curtin University or any combination of the three.
- 3.12. **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'.
- 3.13. **Principal Course:** In regards to packaged offers, the principal course is normally the degree course entered following the completion of bridging or qualifying course(s).
- 3.14. **Provider:** Any Registered Training Organisation (RTO) or Higher Education Provider within Australia.
- 3.15. **Stand Alone Offer:** An offer to a student to enrol at Curtin College only.
- 3.16. **Streamlines Visa Processing (SVP):** SVP is a structure under which the Department of Immigration and Border Protection (DIBP) will assess student visa applicants
- 3.17. **Student Default:** Where an international student does not start a course, withdraws 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. **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).
- 3.20. **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.
- 3.21. **Unit:** A study component of a course.

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4. Policy Content

- 4.1. The following information outlines the procedure for assessing, approving and recording a deferment of or withdrawal (cancellation) from study and applies to all students studying at the College.
- 4.2. A student may request to defer or withdraw 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 Student Handbook, Course Guide and Pre-departure 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, non-attendance or failure to progress 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 withdrawal 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 withdrawal 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.
- 4.9. The following academic penalties apply to withdrawals:
 - Withdrawal from a unit before the end of Week 4. This unit is removed from the student's academic record and no academic penalty is incurred.
 - Withdrawal after the end of Week 4 and before the end of Week 9 will be noted on the academic record with a grade of Withdrawn [W].
 - Withdrawal after the end of Week 9 will be noted on the academic record with a grade of Fail [F].

5. Deferment 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:

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- 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.

- 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. Withdrawal from Course prior to course commencement

- 6.1. Students wishing to withdraw prior to course commencement must notify the Marketing Director or nominee in writing. Wherever practicable students wishing to withdraw should be 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 that the student wishes to withdraw from the College, the College will cancel their enrolment in a course. In respect to international students, the College will cancel the CoE(s) pertaining to the offer provided to the student (ie. 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 (refer Section 4.4 above).

7. Withdrawal (cancellation) 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 a member of the Student Advisory team. The Student Advisor will provide information on the ramifications of withdrawing so the student can make an informed decision.
- 7.2. An international student who has obtained a student visa to study at Curtin College under the SVP arrangement will not be granted a Letter of Release if the student is downgrading their visa subclass eg. Moving from Visa subclass 573 (Higher Education) to visa subclass 572 (VET sector), unless the College deems it in the best interest of the student for compassionate or compelling reasons.
- 7.3. If after meeting with a Student Advisor the student decides to proceed with the withdrawal, they must provide notice in writing addressed to the Academic Director. A Letter of Release may be granted to a student who is transferring to another College but within the same visa subclass 573 only for compassionate and compelling reasons but evidence needs to be

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provided to support this claim. This decision will be made by the Academic Director and the Student Advisory Manager or nominees.

- 7.4. Once confirmation is received that the student wishes to withdraw from the College, the College will cancel their enrolment in a course. In respect to international students, the College will cancel the CoE(s) pertaining to offer provided to the student (ie. 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 (refer Section 4.4 above).

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
- 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. This includes but is not restricted to the following:

- 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 welfare. This includes but is not restricted to the following:

The student:

- Is missing
- 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 well being
- Has financial concerns

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

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- 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 defer, suspend or cancel the enrolment in a course 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 defer, 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 defer, 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 when the student's enrolment in a course is deferred or withdrawn (cancelled).
- 9.10. Students who have had their enrolment in a course cancelled by the College will not be issued with a Release Letter.

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 withdrawal (cancellation) of enrolment in a course will be placed on the student's file.

Version	Last changes:
V1.9 Sept 2014	<ul style="list-style-type: none"> • Added new note at section 9.2 • Updated item 9.3.2
V1.8	<ul style="list-style-type: none"> • Updated item 9.2.1 • Added clauses around financial concerns and genuine intent to 9.2.2