PR_AC_028: Withdrawing from a subject

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Scope
These procedures apply to Torrens University Australia students in award courses who wish to withdraw from subject/s.

These procedures do not apply to Torrens University Australia students who wish to:
- withdraw from their course permanently. These students should refer to Withdrawing from a course
- take a leave of absence. These students should refer to Leave of Absence
- defer commencement of a course. These students should refer to Deferring Commencement of a Course.

Subject withdrawal
Students who wish to withdraw from a subject or subjects before the enrolment deadlines may do so online via the Subject and Class selection on the Student Portal. Students who do not have access to this tool can opt to complete the Application for Withdrawal form. It may be useful for students to discuss their application with their Program Director (or delegate) before lodging it with the Campus Life Team (Student Services). Students will receive advice on the outcome via email. Processing may take up to ten working days.

1. Domestic students enrolled in a Fee-HELP, VET Fee-HELP or VET Student Loan enabled course
Students may choose to withdraw from a subject or subjects. The Enrolment and Attendance Policy provides that domestic students in HELP / VET Student Loan (VSL) enabled courses can withdraw from a subject as follows:

| VET                     | by the census date of any study period: the last date of the study period to defer or withdraw from subjects without incurring a financial liability |
|                        | after the census date with the Program Director’s (or delegate) permission, with a “Withdrawn Discontinued” notation recorded on their student record. |
| HE                     | by the census date of any study period: the last date of the study period to defer or withdraw from subjects without incurring a financial liability |
|                        | by the academic withdrawal date: the last date of the study period to withdraw from subjects with a “Withdrawn Not Fail” notation |
|                        | by the withdrawal deadline: the last date of the study period to withdraw from subjects with a “Withdrawn Fail” notation. Withdrawals after this date will be recorded as a Fail grade. |
Refer to Refunds for domestic students in HELP/VSL-enabled courses for more information.

**What is a Fee-HELP, VET Fee-HELP or VET Student Loan enabled course?**

Some University courses can be funded using Fee-HELP, VET Fee-HELP\(^1\) or VET Student Loan, including some Diplomas, Advanced Diplomas, Associate degrees, Bachelor degrees, Graduate Certificates, Graduate Diplomas and Master courses. Certificate III and Certificate IV are non-HELP/ VSL enabled courses.

2. **Domestic students in other courses**

Domestic students in non-HELP/ VSL enabled courses may choose to withdraw from a subject or subjects. The Enrolment and Attendance Policy provides that domestic students in non-HELP enabled courses can withdraw 28 days prior to the study period commencing for a full refund and a “Withdrawn Delete” notation on their student record. All other withdrawals will be recorded with a “Withdrawn Discontinued” notation, with full liability for the tuition fees. Refer to Refunds for domestic students in non-HELP/ VSL enabled courses for more information.

3. **International students**

International students must maintain full-time enrolment each study period, and cannot receive a refund for subject enrolments they withdraw from within 28 days of the enrolment study period starting. However, international students can choose a different subject selection (withdrawing from one and enrolling in another) up to the end of week two for a 12-week trimester or the end of week one for a 6-week term. They will receive a “Withdrawn Delete” notation on their student record.

International students who are struggling academically may withdraw from a subject before the study period commences, without breaching the provisions of the ESOS/National Code and conditions of their student visa regarding study load requirements, and without financial liability. Withdrawal must be with the approval of the Program Director (or delegate) or by the Examination Committee. Refer to Refunds for international students for more information on student’s financial liabilities.

**Note:** University students on an international student visa can either:

- study entirely on-campus, or
- study “mixed mode” where they select to complete up to 1/3 of their enrolment online.
  - The 1/3 limit applies to the course as a whole – if there are 24 subjects, no more than eight (8) can be undertaken online.
  - If the student elects to study 1/3 or less of their subjects online, they must spread them over multiple study periods ensuring that they study at least one on-campus subject per study period.

\(^1\) The VET Student Loan has replaced VET FEE-HELP from 01 January 2017. Only VET students on the VET FEE-HELP prior to the change have been given the option to continue with VET FEE-HELP. It is no longer available to students enrolling in a VET course commencing in 2017.
Student visa conditions

International students must complete their course within the full-time or completion period (as per the student’s signed Certificate of Enrolment), unless certain circumstances apply:

1. ‘Compassionate or compelling circumstances’ under section 13 (Leave of Absence) of the Enrolment and Attendance Policy, including:
   - serious illness or injury, where a student is medically unfit to attend classes
   - bereavement of close family members such as parents or grandparents
   - major political upheaval or natural disaster in the home country requiring emergency travel
   - a traumatic experience which could include but is not limited to involvement in or witnessing of an accident or a crime committed against the student.

2. Implementation of an intervention strategy under the Academic Progression Policy, which may:
   - recommend a temporary part-time study load, if a full-time load would put the student at further risk
   - recommend a part-time study load if pre-requisite or timetable clashes mean the student is unable to enrol in a full-time study load
   - authorise a part-time study load for a student’s final study period prior to qualifying.

3. Approval of credit (under the Credit Policy) towards their course which results in a student’s inability to undertake a full-time study load in a particular study period without breaching pre-requisite rules, therefore placing them at academic risk.

International students must check the full list of student visa conditions. This includes the following:

- An international student must remain enrolled in a course registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)
- An international student must make satisfactory course progress according to the University’s rules.
- An international student must advise the University of their Australian address within seven days of arriving in Australia, and within seven days of any change of address.
- An international student must maintain enough money to pay for their travel, tuition and living expenses and that of their spouse and their dependent children for the duration of their stay in Australia.
- Any family member of an international student of school age (between 5 and 18 years) living in Australia must attend school in Australia.
- An international student must maintain health insurance for them and their family members while in Australia.
- An international student cannot undertake work until they have commenced their course in Australia. The Student Visa allows an international student to work up to a maximum of 40 hours per fortnight during a study period, and for unlimited periods during vacation periods.

Complaints against and internal review (appeal) of rejected subject withdrawal application

Students who wish to appeal the rejection of their subject withdrawal application may do so under the Student Complaints Policy. The following documents provide information on the process for lodging complaints:

- Resolving a Complaint Informally
- Formal Complaints
- Internal Review (Appeals) Procedure
- External Review Procedure