Scope
These procedures apply to all Torrens University Australia students in award courses who are considering withdrawing permanently from their course/s.

These procedures do not apply to Torrens University Australia students who wish to alter their subject choices or transfer to another Torrens University Australia course.

Things to consider prior to withdrawing from a course¹
Before withdrawing a student must think very carefully about:
- their current situation
- their prospects, and
- the full range of alternatives available to them.

The steps below will guide students through the decision making process and suggest some available options. If a student would like help with their own decision making process, they can make an appointment to discuss it with a campus counsellor. If a student is thinking about withdrawing from their course, they are advised to work through the following aspects to ensure their decision is the best they can make at this time.

1. Identify the reasons for considering withdrawing from a course

Some common reasons for withdrawing are:
- struggling academically
- moving away from home
- being homesick
- struggling financially
- doing the wrong course
- experiencing personal or family difficulties
- being unwell.
- lacking motivation
- visa expiring.

¹ Adapted from 'Thinking about withdrawing,' University of South Australia.
2. **Consider available options**

There are other possible options available to students, other than withdrawing from a course, and these may include:

- accessing academic and emotional support
- reducing the study load by withdrawing from one or more subjects
- spreading the study load across more study periods
- become a non-award or audit student
- changing mode of study
- taking leave of absence
- transferring into another course.

3. **Discuss it with someone**

The student may need to talk with others to find out options available to them. It is also valuable to discuss these options with a range of people. Listening to many different perspectives about the situation will assist the student in making the best decision.

Consider talking to:

- the Program Director or delegate (required for international students)
- family
- friends, mentors and respected community members
- teaching staff
- Campus Life Team (Student Services)
- Counsellor
- Centrelink staff (if student is receiving Centrelink payments).

4. **Think about it**

The student should also make sure that they think about the consequences of the options that they are considering. Different options will lead to different outcomes and considering the consequences may help the student see the preferred options more clearly.

When the student makes the decision, it may also have consequences for the student in terms of finances and marks or subject outcomes. Student must take note of the University's important dates and academic calendar when making their decision. In addition, international students must consider that withdrawing from a course might have an impact on their student visa.

Thinking about the options and consequences can often help to make a decision clearer. If, however, a student is still unsure, make an appointment with a counsellor to further discuss what is possible.

5. **Make a decision and act on it**

The next step is to act on the decision. The student has to make sure they are aware of the steps to carry through with their decision, including forms they need to complete and submit. The student is advised to check with the Campus Life Team (Student Services) before acting on their decision as they are best placed to direct students to any relevant support alternatives.
Academic and financial liabilities

1. Domestic students

Some Torrens University Australia courses can be funded using FEE-HELP, VET FEE-HELP\(^2\) or VSL, 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.

1.1 Domestic students enrolled in a Fee-HELP, VET Fee-HELP or VET Student Loan (VSL) enabled course

The [Enrolment and Attendance Policy](#) provides that domestic students in VSL/HELP enabled courses can withdraw as follows:

<table>
<thead>
<tr>
<th>VET</th>
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<tr>
<td>• by the census date of any study period: the last date of the study period to defer or withdraw without incurring a financial liability</td>
<td>• by the census date of any study period: the last date of the study period to defer or withdraw without incurring a financial liability</td>
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<tr>
<td>• after the census date with the Program Director’s (or delegate)’s permission, with a “Withdrawn Discontinued” notation recorded on their student record.</td>
<td>• by the academic withdrawal date: the last date of the study period to withdraw from subjects with a “Withdrawn Not Fail” notation.</td>
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<td>• 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.</td>
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Students must refer to [Refunds for domestic students in HELP/VSL-enabled courses](#) for more information.

1.2 Domestic students in other courses

If a domestic student in a non-HELP/VSL enabled course withdraws:

- at least 28 calendar days prior to the study period commencing, they will receive a full refund and a “Withdrawn Delete” notation on their student record.
- less than 28 calendar days prior to the study period commencing, a “Withdrawn Discontinued” notation will be recorded with full liability for their tuition fees. However, in cases where the student experienced an exceptional circumstance that impacted their ability to continue with the subject or course, they may apply for refund due to exceptional circumstances.

Refer to [Refunds for domestic students in non-HELP/VSL enabled courses](#) for more information.

2. International students

International students must be aware that withdrawing from their course:

- may affect their student visa

\(^2\) The VET Student Loan 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.
• at least 28 calendar days prior to the course commencing, they will receive a full refund and a “Withdrawn Delete” notation on their student record
• less than 28 calendar days prior to the course commencing, a “Withdrawn Discontinued” notation will be recorded with full liability for their tuition fees. However, in cases where the student experienced an exceptional circumstance that impacted their ability to continue with the subject or course, they may apply for refund due to exceptional circumstances.

Refer to Refunds for international students for more information.

International students wishing to withdraw from their course and transfer to another education provider must complete at least six months of their principal course at the University. In limited circumstances (Refer to section 15.1 International Student Transfer, Enrolment and Attendance Policy), the Program Director (or delegate) may approve to release an international student prior to completing at least six months of the principal course to transfer to another institution.

Process

1. Domestic students

Domestic students may choose to withdraw from their course/s by submitting a:
• completed Application for Withdrawal form to Campus Life (Student Services) via Face to Face or Email
• formal request in writing to Campus Life (Student Services).

Note: Students under 18 years of age are required to request withdrawal by completing an Application for Withdrawal form.

1.1 New students

For new students, the withdrawal request will be referred to a Course and Careers Advisor who will:
• contact the student within 48 hours of receiving the withdrawal request to discuss the application
• submit to a Campus Life Coordinator for approval via Academic Process if students wishes to continue with withdrawal.

Once a decision has been made, the Enrolments team will:
• process and record the decision on the student file
• advise the student of the outcome in writing (email) within 10 working days from receipt of the student’s request.
1.2 Continuing students

For continuing students, submit a withdrawal request to Campus Life (Student Services) and they will submit the formal withdrawal request to the Campus Life Coordinator for approval via Academic Process, if the student wishes to continue with their withdrawal.

Once a decision has been made, the Enrolments team will:
- process and record the decision on the student file
- advise the student of the outcome in writing (email) within 10 working days from receipt of the student’s request.

2. International students

International students may choose to withdraw from a course by submitting a completed Application for Withdrawal form to Campus Life (Student Services). Campus Life (Student Services) will submit the formal withdrawal request to the Campus Life Coordinator for approval via Academic Process, if the student wishes to continue with their withdrawal.

International students who are yet to complete six months of their principal course must indicate if they wish to request a release. Refer to the International Student Procedure for details.

Once a decision has been made, the Enrolments team will:
- process and record the decision on the student file
- advise the student of the outcome in writing (email) within 10 working days from receipt of the student’s request.
- update the PRISM record for the student based on the request and approval outcome.

Complaints against or internal review (appeal) of rejected withdrawal applications

Students who wish to appeal the rejection of their 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