

Leave of Absence, Variation of Course and Withdrawal Policy - Higher Education

Policy code: STU-069

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Purpose

The purpose of this policy is to outline the rules for domestic Higher Education (HE) students who wish to apply for a leave of absence or withdraw from a subject or course, including to change (vary) to another course. The policy also outlines Administrative Withdrawal of a domestic student from a course.

This policy supersedes the previous *Deferral, Withdrawal and Course Variation Policy - Higher Education*.

Scope

- All campuses offering Higher Education courses (including online)
- All domestic students - Higher Education
- Prospective students
- Student Success Advisers
- Student Support Officers
- Student Records staff
- All academic staff (including sessionals)

Policy statement

The College expects students to actively engage in all study activities associated with their enrolled course and its subjects, in alignment with the course's expected progression timeline. The College does however acknowledge that there are times whereby students cannot engage in their studies or do not wish to continue their studies.

Before a student decides to apply for a leave of absence or withdraw from their study, the College strongly recommends the student talk to a Student Success Adviser about their situation, to ensure they are informed about any alternative options available at the College. Student Success Advisers may also be able to give advice on staggering study load and / or a more suitable course for the student to vary into, instead of withdrawing entirely. This may enable the student to continue their studies.

For those students however who cannot actively engage in their studies in a particular subject or course, or wish not to continue their studies, the College provides the options of **leave of absence** and **withdrawal**.

A student who does not actively participate in their studies but has not formally requested a leave of absence or course withdrawal, and has not responded to College contact attempts, will be classified as Absence Without Leave (AWOL) and will be **administratively withdrawn** by the College (see [Administrative Withdrawal](#) section).

A student who has a leave of absence, withdraws, or is administratively withdrawn may incur penalties (academic and / or financial). For further information on possible financial penalties refer to the *Fees Policy - HE*.

Note: This Policy applies to **domestic** students only; for international students refer to the *Deferring Suspending or Cancelling Enrolment Policy - International*.

Leave of absence

Commencing students

Commencing students must apply for a deferred start date prior to the Census date of the first teaching period they are enrolled into. A request for a deferred start date after census date may result in penalties (academic and / or financial). Students are advised to confirm their start date with an Admissions Adviser.

On approval of a deferred start date:

- the College will hold the student's place for a maximum period of 12 months.
- students returning after a deferred start date that are yet to formally commence their course will be directed to return via the Admissions department to ensure initial enrolment details remain current.

After the completion of the agreed deferral period, students are expected to enrol into the next available teaching period. If a commencing student does not start their studies at the end of the granted deferral period, the letter of offer will be revoked, and the student's course enrolment cancelled.

Continuing students

A leave of absence is a formal process whereby a student's studies and their enrolment are halted for a minimum period of 6 months and up to a maximum period of 12 months (over the duration of course enrolment).

Students who wish to take a leave of absence may consider the following:

- the academic and financial implications of their decision
- the maximum leave of absence period of 12 months (over the life of the course)
- the maximum duration during which they are able to complete their studies. Refer to the *Academic Progression Policy - HE*.

Students are able to discuss their leave of absence requests with a Student Success Adviser by booking a consultation via LMS > Help > Consultations > Success.

Leave of absence requests

- A leave of absence request can **only be submitted by a student** via the Student Portal > Forms > Leave of Absence: students will not be able to submit a leave of absence if they are already enrolled into a teaching period and will be required to complete the current enrolled subjects and / or withdraw from subjects and then submit the leave of absence form

- Students are to withdraw from all forward-enrolled subjects prior to the submission of the leave of absence form via the Student Portal > My Study > Plan and Enrol or via the Student Portal > Forms > Post Census Subject Withdrawal Request
- All leave of absence requests are applied to the entire course
- Students can apply for leave of absence of 6 months, return to study and apply for another 6 months later, or 12 months at once – maximum 12 months leave of absence is allowed over the whole course enrolment.
- Students can manage their studies via the Student Portal > My Study
- Student Success Advisers will review and approve all leave of absence submissions.

On approval of the leave of absence request:

- a place will be held in the course for the approved leave of absence period, maximum 12 months
- a notation for leave of absence (LOA) will be made in the student's record in the Student Management System and on the student file in the Student Portal.

Leave of absence period

For the approved leave of absence period, students will:

- not incur additional academic or financial penalties
- remain responsible for all debts incurred at the time of the leave of absence period (e.g. tuition, library and / or other incidental charges, or fees for the previously-enrolled teaching period/s). That is, if a student requests a leave of absence after census date, they will still be responsible for the full fees related to the enrolled subjects for that teaching period.
- have access to their Student Portal, however, will not be able to enrol until the leave of absence period has been completed.

A student can request to return early from a leave of absence and are able to discuss their leave of absence requests with a Student Success Adviser by booking a consultation via LMS > Help > Consultations > Success or submitting a request via the Help Hub > Student Success, to cancel the current leave of absence and to reinstate admittance to the course.

Return to studies

After the completion of a leave of absence, continuing students are expected to enrol into the next teaching period and will:

- re-enter the course at the same point at which they took a leave of absence and into the same subject or its equivalent being offered by the College.

- enter into the most current course version available (i.e. if course variation or a course transition occurred while the student was on a leave of absence, they may be required to undertake additional study to ensure course progression in the new course structure).
- re-enter the course on the same Academic standing.
- manage subject enrolments and enrol via the Student Portal > My Study.
- keep their contact details up to date so a Student Success Adviser can connect to discuss their return to study requests; students are able to seek advice and a new study progression plan by reconnecting via the Help Hub > Student Success and / or arranging a consultation via LMS > Help > Consultations > Success.

Students that have not returned to study on completion of the leave of absence period and have lapsed in their study requirements are classified as Absence Without Leave (AWOL). Refer to [Administrative Withdrawal](#) section.

Leave of absence extensions

The College recognises that there will be times where, due to personal or special circumstances, an extension of a leave of absence period may be requested (e.g. pregnancy).

- A leave of absence extension request can only be submitted by a student via the Student Portal > Forms > Leave of Absence. Students are requested to upload any certified supporting documentation for consideration and approval.
- Students are able to discuss leave of absence extension requests with a Student Success Adviser by booking a consultation via LMS > Help > Consultations > Success.
- Leave of absence extension requests may not be approved for many reasons, however extension applications for special circumstances may not be approved in circumstances where the student is not able to complete within the maximum period for completing the course. Refer to *Academic Progression Policy - HE*.
- Leave of Absence extension requests that are approved will not exceed a 12-month period, and all students are expected to return to studies on the completion of the leave of absence period. Refer to *Academic Progression Policy - HE*.
- The National Student Success Coordinator or delegated authority will review and approve all leave of absence extension requests. The student may be required to meet with a Student Success Adviser and complete a course progression plan to align with the course's expected completion timeline for return to study.
- Students are expected to keep their contact details up to date so a Student Success Adviser can connect to discuss their return to study requests; students are able to seek advice and a new study progression plan by reconnecting via the Help Hub > Student Success, and/or arranging a consultation via LMS > Help > Consultations > Success.

Students that have not returned to study on completion of the leave of absence extension period and have lapsed in their study requirements are classified as Absence Without Leave (AWOL). Refer to [Administrative Withdrawal](#) section.

Variation of course

Variation is a formal process whereby a student will transfer from one course into another at the same College.

- A variation can only be requested by a student, and variation is for the entire course (if a student wishes to vary from subject to subject, that is considered a subject swap via the Student Portal > My Study).
- Students are able to discuss their Variation of Course requests with a Student Success Adviser by booking a consultation via LMS > Help > Consultations > Success.

Before applying for a Variation of Course, students must consider:

- eligibility to meet the Inherent Course Requirements of the new course
- eligibility to apply for a new electronic Application for Commonwealth Assistance form (eCAF) to support FEE-HELP applications (if relevant)
- current study commitments and any subject or potential subject credits that may be applied; the Admissions team supports credit enquiries
- the academic and financial implications of the decision, such as tuition fees and duration of study
- deadlines for applying for a variance of course; a student is not able to vary a course in the middle of a teaching period.

Variation of course eligibility

Students who apply for a Variation of Course must:

- hold a GPA of 3.0 or higher to reflect good academic standing,
- have read, acknowledged and understood a copy of the Inherent Course Requirements for the new course of study and be able to complete the clinical practice requirements of the course, and
- be able to successfully complete the course in the maximum number of calendar years; refer to the *Academic Progression Policy - HE*.

Variation of course FEE-HELP eligibility

Students accessing the Government Higher Education Loan Program (HELP) to assist with the cost of their fees, may be eligible to apply for FEE-HELP for the new course of study.

- A student that varies a course will be classified as a new enrolment in that course and if accessing the Government FEE-HELP loan, will be required to complete a new eCAF before the first census date.

- The current legislated FEE-HELP eligibility criteria will apply. The student is required to check that they meet the eligibility criteria to continue using the FEE-HELP loan scheme via the Australian Government's [StudyAssist website](#) and by logging onto the Student Portal and checking results.

If a student commenced enrolment in a current course of study on or after 1 January 2018, then the student needs to maintain a minimum unit pass rate of 50% to remain eligible to receive FEE-HELP. Refer to the *Fees Policy - HE*

Variation of course refusal

Variation of Course will **not** be considered / approved under the following circumstances:

- a request to vary a course to resolve a change in course requirements that the College has implemented
- a student has not maintained good academic standing, course progression or a GPA of 3.0 or higher
- a student is requesting to vary into a course that is in teach out or is no longer taking commencing students.

Variation of course submission

Students who request a variation of course must:

- complete and submit a form via the Student Portal > Forms > Variation of Course
- acknowledge that the student remains responsible for all debts and other charges related to the original course at the time of variation
- confirm the start date for the Variation of Course; to accommodate and plan studies it is recommended to be a minimum of twenty-eight (28) days prior to the first teaching period
- complete a new eCAF to prior to the first census date of the first subject enrolled into in the new course. If a new eCAF is not completed and fees are owed, the student is responsible to pay the subject fees owed to the College.

All variation of course requests will be reviewed prior to approval:

- the National Student Success Coordinator and / or Student Records Coordinator or delegated authority will review the student's course progression and good academic standing
- the Director of Sales, Admissions & Retention or delegated authority will check course transition credit application into the new course
- a Student Success Adviser may contact the student and arrange a consultation to discuss the course transition process, credit application and subject planning for continued progression in the new course.

On approval of the Variation of Course request:

- a notation for 'varied' will be made on the student's record in the Student Management System and the new Course will show on the Student Portal.

- the course entered into will be the most current course version available.
- students will not incur additional academic or financial penalties for a variation but remain responsible for all tuition and / or resources fees and other incidental charges for the full teaching period in both courses; see the *Fees Policy - HE* for further information (e.g. if a student varies after census date, they will still be responsible for the full fees related to the enrolled subjects for that teaching period).
- students will have the maximum number of calendar years to complete the course.

NOTE: If a student varies back to an original enrolment and course, **the time does not reset - the student is required to complete the course in the maximum number of calendar years, based on the original commencement date of that course.**

Transition credits

Students will be eligible for credits when:

- they are currently enrolled in that course at the time of course transition announcement
- the subjects studied have been completed at the College.

Students will not be eligible for transition credits when:

- a course transition has occurred before the student varied into the course
- a student varies into another course or withdraws from a course
- when exemptions are granted based on study not completed with the College. i.e. RPL.

Refer to the *Recognition of Prior Learning Policy - HE and VET* for further information.

Withdrawal

Withdrawal is the formal process whereby a student's studies are halted, and their enrolment is removed from one or all subjects (and in that case their course). A withdrawal can only be requested by a student and can be for withdrawal from a subject or from the entire course.

Withdrawal at subject level

Students who wish to request withdrawal from one or more subjects (but not the entire course), either to change to a different subject/s or not, must:

- manage their own subject enrolments through the Student Portal > My Study
- take responsibility to manage their studies in line with the published teaching commencement and census dates. Refer to the Student Portal > My Study > Subject for all teaching periods and census dates, and the [Student Hub](#) for all student Calendars and Schedules.

Subject withdrawal pre-census

- Students can withdraw from a subject pre-census via the Student Portal > My Study.
- Academically a grade of W will be applied to the student record for the relevant subjects.
- Withdrawal pre-census has no financial penalty.

Subject withdrawal post census

- Students can withdraw from a subject post census via the Student Portal > Forms > Post Census Subject Withdrawal.
- Academically a grade of WF (Withdrawal with Failure) will be applied to the student's academic record.
- The **subject fees and charges will still apply and remain the responsibility of the student**. Students who withdraw post census from a subject **after** the published census date for the subject **will** incur both academic and financial penalties. (i.e. if you withdraw after census date, you will have to pay fees, or if you have a FEE-HELP loan you will incur a debt).

After a post census subject withdrawal submission, a Student Success Adviser may:

- initiate investigations as to why the student withdrew e.g. possible 'Student at Risk'
- contact the student to book a consultation via the LMS > Help > Consultations > Success, to support progression and provide course advice.

In all cases of subject withdrawal, the relevant 'withdrawn' or 'withdrawn fail' status for the subject/s will be recorded on the student's record on the Student Portal > Course Overview, and the Student Management System.

Study and subject management

Students who do not formally withdraw and do not engage in their subjects or assessment items will incur both academic and financial penalties.

- The academic penalty will be a grade of F (Fail), which will be applied to the student's academic record at the result release date.
- The subject fees and charges will still apply and remain the responsibility of the student.

Withdrawal from course

Course Withdrawal is a formal process by which a student is removed from their current course enrolment at the College.

Course withdrawal

Students who wish to request withdrawal from the entire course must:

- withdraw from all future enrolled subjects via the Student Portal > My Study

- complete and submit a form via the Student Portal > Forms > Withdrawal form Course Form
- request for relevant certification documentation if eligible and as appropriate e.g. Academic Transcript
- acknowledge that they remain responsible for all debts and other charges related to the course at the time of withdrawal from the course
- complete the reasons for leaving the College.

The National Student Success Coordinator or delegated authority will review and approve all Withdrawal from Course submissions, and the National Student Records Coordinator will complete the Course Withdrawal.

When a student requests to withdraw from a course a Director of Sales, Admissions & Retention or delegated authority will check eligibility to exit with another qualification, such as a Diploma of Health Science or Undergraduate Certificate. If a student meets the eligibility criteria an exit award and Academic Transcript will be issued at the time of course withdrawal. A Student Success Adviser may be in contact to discuss the student's reasons for withdrawal and all students' withdrawal feedback will be used to support continuous improvement at the College.

On approval of the Withdrawal from Course request:

- the student will receive confirmation of withdrawal from all subjects and the course.
- the student will receive an exit qualification if eligibility criteria are met.
- the College will record a 'withdrawn' course status on the student's record (the Student Management System).

Administrative withdrawal

Administrative withdrawal (AW) is the College's formal process by which a student is removed from their current enrolment for academic or non-academic reasons.

Academic

Administrative withdrawal for academic reasons is when a student is removed from their current enrolment in a course, as the student has lapsed in their subject enrolments and / or lapsed in their study requirements and are no longer meeting academic progression requirements as outlined in the *Academic Progression Policy - HE*.

Students that have lapsed in their study requirements are classified as absence without leave (AWOL) when:

- students have not enrolled in the next available teaching period after the end of a leave of absence (within 3 months if online studies)
- students have not formally requested a leave of absence or withdrawn from the course and have been inactive in their studies resulting in a classification of AWOL (see below)
- students do not engage with their studies or respond to communications attempts by Admissions, Student Success Advisers, Student Support staff, Academics or general College communications.

An AWOL (absence without leave) student is an individual who has failed to comply with one or more of the following:

- Enrolment into at least one subject over a 12-month period
- Submit learning and assessment activities as required
- Attend required classes or online forums (unless prior written approval to miss required classes e.g. special consideration application approved)
- Demonstrate satisfactory academic and course engagements in the preceding 12 months
- Complete sufficient learning opportunities such as examinations, assessments, clinic sessions etc.
- No contact with Academics, Student Support Officers, or Student Success Advisers over a 12-month period.

Students nominated as AWOL by the College will be:

- contacted by a Student Success Adviser via communication channels at the College to support enrolment into a course of study
- advised to book a consultation with a Student Success Adviser via the LMS > Help > Consultation > Success
- warned and given due notice of an AWOL classification, and the opportunity to enrol or respond to the proposed administrative withdrawal actions.

If a student does not respond to initial communications from the College, a student will be:

- removed from being able to access course materials and College auxiliary services, such as the Library
- given an 'AWOL' notation in the Student Portal and Student Management Systems

If there is no response from the student, to College communications, they will be:

- notified in writing that they have been administratively withdrawn from their entire course after a 12-month period of being classified as 'AWOL'.
- if all fees are paid and the student is eligible for a qualification, the student will receive the appropriate certificate documentation such as an Academic Transcript; this will be posted to the student address on file in the Student Portal > My Details.

Administrative withdrawal does not relieve the student of the responsibility for all tuition and / or resources fees and other incidental charges for the full teaching period. The student remains responsible for all debts and other charges related with the course and its subjects.

Non-academic withdrawal

Administrative withdrawal for non-academic reasons is when a commencing or continuing student is removed from their enrolment in a course as the student has demonstrated behaviour that is not aligned with the *Student Code of Conduct - HE*.

A student will be administratively withdrawn from the College if they:

- engage in behaviour that creates a dangerous or disorderly situation, causing harm to self or others, and disrupts the learning environment or community
- engage in behaviour that uses expletives, abuses and / or threatens staff in daily interactions at the College, either through verbal or written communication
- demonstrates behaviour that is not aligned with the *Student Code of Conduct - HE*; Such situations will be handled on a case-by-case basis under the guidance of the *Student Misconduct Policy - Higher Education*, which clearly outlines the circumstances, responsibilities, processes and outcomes relevant to these situations. Refer to the *Student Misconduct Policy - Higher Education*.

All determinations made on a student classification of absence without leave (AWOL) and administrative withdrawal (AW) are made with due consideration of all presenting special considerations by the Director of Student Operations and the Dean - Higher Education. Students that are not satisfied with the decision may refer to the *Complaints and Appeals Policy - Domestic - Higher Education*.

Student re-entry after administrative withdrawal

Students who are administratively withdrawn for academic reasons can re-apply for admission into the course with proof of successful completion of recent study through the Admissions department.

- A student applying for re-admission may be asked to provide extra supporting documentation to be considered by the Dean - Higher Education and the Director of Student Operations, to assess suitability for re-admittance (supporting documentation may include certificates of recent successful study, a fit for Higher Education study certificate, or confirmation of ability to commit to study for the course a student is applying for).
- Re-admittance will be classified as 're-entry'; as a re-entry student the course entered into will be the most current course version available.
- All fees and charges associated with the re-entered course will apply. If applicable, previous grades awarded may be reviewed by the Director of Sales, Admissions & Retention or their delegated authority to determine any relevant advanced standing to the re-entered course (on application).

Re-entry FEE-HELP eligibility

Students accessing the Government Higher Education Loan Program (HELP) to assist with the cost of their fees, may be eligible to apply for FEE-HELP for the new course of study.

- A student that re-enters a course will be classified as a new enrolment in that course and, if accessing the Government FEE-HELP loan, will be required to complete a new eCAF before the first census date.

The current legislated FEE-HELP eligibility criteria will apply. The student is required to check that they meet the eligibility criteria to continue using the FEE-HELP loan scheme via the Australian Government's [StudyAssist](#) website and by logging onto the Student Portal and checking results.

If a student commenced enrolment in a current course of study on or after 1 January 2018, then the student needs to maintain a minimum unit pass rate of 50% to remain eligible to receive FEE-HELP. Refer to the *Fees Policy - HE*.

Support

The College is committed to providing accessible support for students who may be affected by circumstances. At all times, the College respects an individual's right to privacy and confidentiality when providing support services.

- The College provides a 24/7 peer to peer support platform for student wellbeing via [TalkCampus](#).
- Students can also book a meeting with support teams via the LMS > Help > Consultations > Services / Success / Academic.

Responsibilities

The Director of Student Operations and the Provost will hold the responsibility to ensure this policy is implemented and adhered to by all staff and students of the College, and to ensure this policy is maintained and updated as related policies and procedures change.

If Heads of Department or other academic or Student Support staff have reason to inquire about specific cases of administrative withdrawal, they may inquire to the Director of Student Operations in non-academic withdrawal cases, and the Dean - Higher Education in academic and re-entry cases. In certain cases, the student's right to confidentiality may not permit full disclosure of the circumstances.

College responsibility

The College, in relation to leave of absence, variation of course and withdrawals is responsible for ensuring:

- the timely processing of all requests as outlined upon form submission, noting that incomplete applications will delay processing times and outcomes and may be denied for resubmission.
- all applications will be processed within timeframes, unless pertinent information is missing. If the College is unable to confirm the required information **within ten (10) working days**, the student application will be placed in a holding pattern and may be denied if there is no student response. The student is requested to resubmit a new application with correct information for processing.
- that any course changes that may impact a student's return to studies in a course that is undergoing course transition or course teach-out are fully communicated to all current and deferred students via the College eWeb account. Refer to the *Course Discontinuation Policy - Higher Education*.
- a Student Success Adviser is available to offer students consultations to support students to make informed decisions regarding the direction of their studies, including leave of absence, variation of course, and withdrawal from courses.
- Student consultations can be booked via LMS > Help > Consultations > Success.

Student responsibility

The student in relation to leave of absence, variation of course and course withdrawal is responsible for ensuring:

- the appropriate forms are completed with the correct documentation and submitted within timelines.
- that College requests for further information are responded to in a timely manner to support the processing and completion of any leave of absence, variation of course and withdrawal requests.
- that if the case is denied due to incomplete submission, the student will be responsible for the resubmission with the correct documentation.
- that they are aware of published teaching commencement and census dates, and of any financial and academic penalties they may incur for current and new courses.
- that they seek support when needed and, connect with support teams or book a consultation via LMS > Help > Consultations > Success.
- that they regularly check their eWeb communications from the College to stay up to date with any communications requesting further information and / or clarification required from the College for the final processing of any of the requests submitted.

Definitions

Academic Penalty - An academic grade applied to a student record who withdraws from a subject after a defined date and before completion of all assessments for the subject.

Academic Standing - In order to be deemed in good academic standing, a student must complete successfully 50% or more of the subjects in which they are enrolled within one academic year. In addition, a student must maintain a Grade Point Average (GPA) of at least 3.0.

This comes into effect once a student has been enrolled in credit points to at least the equivalent of one full-time teaching period or the equivalent of 16 credit points.

AWOL - an AWOL (absence without leave) student is an individual who has failed to comply with one or more of the following:

- Enrolment into at least one subject over a 12-month period
- Submit learning and assessment activities as required
- Attend required classes or online forums (unless prior written approval to miss required classes e.g.: special consideration application approved)
- Demonstrate satisfactory academic and course engagements in the preceding 12 months
- Complete sufficient learning opportunities such as examinations, assessments, clinic sessions etc.
- No contact with Academics, Student Support Officers, or Student Success Advisers over a 12-month period.

Census Date - A date set by the Federal Department of Education and Training (DET) as last date of possible withdrawal or course change without penalty under the FEE-HELP loan scheme. This date is published on the

relevant College student calendar and DET publications. For courses not covered under the FEE-HELP loan scheme, 'census date' should be considered Friday of Week 4 of the teaching period for the subject.

College - The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and Endeavour Wellness Clinic. For the purpose of this policy, any reference to 'College' or 'the College' should be considered a reference to each or any of these respective trading names / entities.

Course - can also be referred to as a qualification or program.

Course Commencement - Course commencement date is calculated by using the census date of the first unit of study undertaken in a course of study and is not the date your enrolment was confirmed or your offer letter signed.

Domestic - students are Australian citizens or permanent residents or New Zealand citizens or a non-citizen, permanent visa holder.

Financial Penalty - A cancellation fee or enrolment fee incurred following the leave of absence or withdrawal from a subject or course.

Leave of Absence - is a formal process whereby enrolment is held for a period of up to 12 months.

Re-entry - A student who has studied with the College previously and is considered to be an inactive student but wishes to re-enrol before administrative withdrawal is processed.

Student At Risk (SaR) - a student is deemed to be 'At Risk' if they are not performing adequately in, or progressing through, their course as per the *Academic Progression Policy - Higher Education*

Student / Learner - an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

Student Management Systems - Customer relationship management databases including TechnologyOne, FileMaker and Amino.

Withdraw / Withdrawal - the formal process whereby a student is removed from their current study of a subject or course.

Related procedures

Administrative Withdrawal - Non Academic Procedure

Further information

Related policies

- *Academic Progression Policy - Higher Education*
- *Course Discontinuation Policy - Higher Education*
- *Complaints and Appeals Policy - Domestic - HE*

- *Complaints and Appeals Policy - International*
- *Deferring Suspending or Cancelling Enrolment Policy - International*
- *Fees Policy - HE*
- *Recognition of Prior Learning Policy - HE and VET*
- *Student Code of Conduct - HE*
- *Student Misconduct Policy - Higher Education*

Related documents

- *Course Variation Form - Higher Education (Student Portal online form)*
- *Course Withdrawal Form - Higher Education (Student Portal online form)*
- *Inherent Course Requirements*
- *Leave of Absence Form - Higher Education (Student Portal online form)*
- *Post Census Drop Form (Student Portal online form)*

External references

Department of Education, Australian Government. (2024, July 22). *FEE-HELP*. StudyAssist.

<https://www.studyassist.gov.au/help-loans/fee-help>

Department of Education, Australian Government. (2024, July 22). *Withdrawing from study*. StudyAssist.

<https://www.studyassist.gov.au/managing-and-repaying-your-loan/withdrawing-study>

Department of Education, Australian Government. (2024, July 17). *Loan eligibility*. StudyAssist.

<https://www.studyassist.gov.au/loan-eligibility>

Benchmarking

- Australian Catholic University
- Griffith University
- Monash University
- University of Wollongong

Related legislation

Higher Education Support Act 2003 No 149 (Cth). <https://www.legislation.gov.au/C2004A01234/latest/text>

Higher Education Support Legislation Amendment (Student Loan Sustainability) Act 2018 No 76 (Cth).

https://classic.austlii.edu.au/au/legis/cth/num_act/heslalsa2018764/

Review and approval

Policy author

Director of Student Services & Retention

Policy owner

Director of Student Operations

Contact

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Recommending body

Education Board

Meeting date: 19 January 2023

Approval body

Academic Council

Meeting date: 10 February 2023

Policy status

- Revised - Administrative changes only.

Responsibilities for implementation

- Dean - Higher Education
- Director of Sales, Admissions & Retention
- Director of Student Operations
- Heads of Department (Academic)
- National Student Success Coordinator
- Office of Student Records
- Provost
- Student Success Advisers
- Student Support Officers

Key stakeholders

- Academic staff (including sessionals)
- Admissions team
- Chief Executive Officer
- Senior Leadership Team
- Students (domestic, HE only)