

1 POLICY STATEMENT AND PURPOSE

The purpose of this policy is to provide a guide for students to withdraw or defer from ICHM courses or subjects.

2 SCOPE

This policy applies to both prospective and current students of ICHM.

3 DEFINITIONS

“**Census date**” is the published date for the purposes of Australian students eligible for Fee Help and is the date when 20% of the Subject is delivered

“**International Student**” is defined as a person holding a student visa as determined by the ESOS Act 2000

“**Potential Student**” is any person who has applied to ICHM and received an offer to study

“**Principal Course**” is the highest qualification covered by the student’s current student visa

“**Student**” is any person who has received an offer to study and has commenced with ICHM

4 POLICY DETAILS

Student Initiated Withdrawal from ICHM Course

Potential students withdrawing must advise the Admissions and Enrolments Director by email to admissions@ichm.edu.au providing reasons for their decision.

Students wanting to withdraw must advise the Campus Operations Director (COD) either by letter or email providing reasons for their decision.

Grades for students withdrawing from enrolled subjects are determined in accordance with the Results, Grades and Awards Policy.

Where a request is to transfer to another Education Provider, the matter is dealt with in accordance with the Change of Provider Policy.

International Student

As an outcome of withdrawal, potential and enrolled international students are advised that their Confirmation of Enrolment will be cancelled which has implications for the student visa.

Fees prepaid are refunded in accordance with the Fee and Refund Policy.

If a release letter is required from ICHM, an offer letter from another registered Education Provider must be provided.

The student must advise a contact address to ICHM for any future correspondence.

Withdrawing prior to commencing with ICHM - undertaking packaged course or where a Visa to study under an ICHM COE granted.

The Principal Course (ICHM Degree course) that the ICHM COE is issued for is a determining factor. Where a student has not commenced the degree course this is a significant issue in deciding whether ICHM provides a release from the course of study. ICHM considers each situation on its merits based on the circumstances and in accordance with the Change of Provider Policy.

Withdrawing within first 6 months of commencing at ICHM

ICHM considers each situation on its merits based on the circumstances.

Withdrawing after the first six months of commencing at ICHM

The student is encouraged to remain until the end of semester, completing subjects enrolled.

Australian Student

Australian Students can withdraw at any time up until Census Date without penalty.

Refunds of fees paid are made in accordance with the Fee and Refund Policy.

FEE-HELP debt remains for subjects enrolled after Census Date.

Applications for refunds in special circumstances must be made through ICHM to the Department of Education and Training.

ICHM remains supportive and sensitive to the needs and traditional cultural practices of Aboriginal and Torres Strait Islander peoples. For more information, please refer to the *Diversity, Equity and Inclusion Policy*.

Withdrawing within the first 6 months of commencing at ICHM

ICHM considers each situation on its merits based on the circumstances.

Withdrawing after the first six months of commencing at ICHM

The student should be encouraged to remain until the end of semester, completing subjects enrolled.

Student Initiated Withdrawal from Subject

Prior to accepting/rejecting the application to withdraw from a subject, the student is counselled by the Campus Operations Director.

International Student

International Students, as a condition of their Visa, are required to be enrolled in a full-time course. Any reduction in load may impact on the Student Visa.

The decision to accept an international student withdrawing from a subject is made by the Campus Operations Director.

Australian Student

ICHM remains supportive and sensitive to the needs and cultural practices of Aboriginal and Torres Strait Islander peoples. For more information, please refer to the *Diversity, Equity and Inclusion Policy*.

Withdrawal prior to Census date.

Australian students can withdraw from a subject without penalty prior to Census Date.

Withdrawal after Census date

Refunds of fees paid are made in accordance with the Fee and Refund Policy.

Any Fee Help debt remains for the subject enrolled.

Applications for refunds in special circumstances must be made through ICHM to the Department of Education and Training.

ICHM Initiated Withdrawal from ICHM Course

ICHM initiated withdrawal only occurs when there is an issue with student behaviour including but not limited to evidence of fraud/misleading information/lack of academic progression or legal issues involving the student, not meeting financial commitments or for compassionate reasons.

The Personal Conduct Policy, Course Progression Policy and the Fee and Refund Policy provide definitions relating to these matters.

The student/potential student may be interviewed and given the opportunity to have a witness present.

On collection of evidence, the information is presented to the Campus Operations Director to determine the appropriate course of action.

In a matter of serious student misconduct, the matter may be referred to the Head of ICHM and College Council Disciplinary Committee for determination.

A student/potential student is advised by the Campus Operations Director of the circumstances which lead to the decision to not accept/continue the enrolment.

International Student

The student is advised that the Confirmation of Enrolment will be cancelled.

Prepaid fees are refunded in accordance with the Fee and Refund Policy.

Australian Student

Refunds of fees paid are made in accordance with the Fee and Refund Policy.

Any FEE-HELP debt remains for the subject enrolled. Applications for refunds in special circumstances must be made through ICHM to the Department of Education and Training.

Student Initiated Deferral from ICHM Course

Where a student wishes to defer, they must inform the Campus Operations Director by letter or email giving reasons for their decision.

The decision on accepting a student deferring from a course is made by the Campus Operations Director.

The maximum time given for a deferral in any application is 6 months. At the end of the first 6 months the student can seek deferral for a further 6 months with detailed reasons.

Deferral longer than 12 months requires withdrawal from the Course.

International Students are required to leave Australia when deferral is approved.

ICHM remains supportive and sensitive to the needs and cultural practices of Aboriginal and Torres Strait Islander peoples. For more information, please refer to the *Diversity, Equity and Inclusion Policy*.

Appeals

The student may activate an appeal against decisions made under this Policy through the:

- *Academic Grievance Policy* where the appeal is against matters in relation to course progression

- *Non-Academic Grievance Policy* where the appeal is against matters in relation to financial commitments, legal issues, or personal circumstances
- *Personal Conduct Policy* where the appeal is in relation to matters relating to student conduct.

5 ASSOCIATED DOCUMENTATION

Fee and Refund Policy
Change of Provider Policy
Course Progression Policy
Personal Conduct Policy
Results, Grades and Awards Policy
Academic Grievance Policy
Non-Academic Grievance Policy
National Code of Practice for Providers of Education and Training to Overseas Students 2018
Education Services for Overseas Students Act 2000

6 RESPONSIBILITIES AND AUTHORITIES

The Academic Director is the policy owner and changes to this policy must be approved by the Head of ICHM.

7 REVIEW

The Academic Director is responsible for the review of this policy on a 3 yearly basis.

8 ACKNOWLEDGEMENT (if applicable)

Not applicable.

Accountability and review			
Delegate	Academic Director	Ref: ICHM Delegations Register	
Approval body	Head of ICHM		
Approval date	20240325		
Review date	3 years from last review 20270325		
Supporting information			
Related legislation	Higher Education Standards Framework (Threshold Standards) 2021 (CwIth) National Code of Practice for Providers of Education and Training to Overseas Students 2018 Education Services for Overseas Students Act 2000		
Sector benchmarking			
Supporting documents			
Related documents	see 5 - Associated Documentation		
Superseded documents			
Type and location			
Policy type <select row and shade>	Corporate Governance Academic Governance Academic Management Operational Management		
Location/access <select row and shade>	Website Student access Staff access Overseas		
Amendments			
Version No.	Amendment type	Amendment Date	Key changes
1.0	New Doc	22/03/13	Original submitted
1.2	Minor	08/02/16	Minor title and role updates
1.3	Minor	12/12/16	Change in title from 'Industry training and development' to 'Industry and Career Development'.
2.0	Major	07/02/17	Re-write of policy and procedures
3.0	Major	23/07/18	Separate policy from procedures and rewrite in revised format
4.0	Major	05/12/19	Information added in relation to the needs of Aboriginal and Torres Strait Islander peoples and their traditional cultural practices
4.1	Minor	May 2020	Change to position titles/policy titles
4.2	Minor	01 Mar 2022	Minor amendments to delegate titles; grammar and reference to 'course'
4.3	Minor	02 Dec 2022	Minor title changes
4.4	Minor	28/09/2023	Minor title changes. Responsibility for process moved from Academic Director to Campus Operations Director.
4.5	Minor	25/03/2024	Title change – Manager Admissions and Administration changed to Admissions and Enrolments Director