

CHS Overseas Student Withdrawal Policy and Procedure

Document ID	Withdrawal Policy and Procedure
Related Documents	Course Progress Policy Refund Policy Refund Procedure Withdrawal Procedure Equity and Diversity Policy Student Grievance and Appeals Policy Special Consideration Form Non-Academic Appeals Procedure Non-Academic Complaint Procedure Course Withdrawal Form
Summary of Changes	Original Document
Approval Date	Academic Board: 16 Oct 2018 Governing Board: 23 Oct 2018
Date of Next Review	20 Oct 2020
Version	1.0
Responsible Officer	Registrar
References and Legislation	ESOS Act 2000 TEQSA Act 2011 TEQSA Higher Education Standards Framework (Threshold Standards) 2015 National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 Migration Act 1958 and the Migration Regulations

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1. Purpose

This policy constitutes the CHS's approach to requests received from overseas students for withdrawal from an award course. It will provide a framework for staff to manage all of withdrawal requests.

2. Scope

This Policy and Procedure apply to all overseas students enrolled in the College as well as all staff involved either directly or indirectly with administering requests for course withdrawals and temporary suspension requests.

This policy does not affect an overseas student's right to submit internal and external appeals or complaints (to the Overseas Students Ombudsman); nor does it affect that student's right to take action under Australia's consumer protection laws.

3. Definitions

Term	Definition
<i>Agent commission fees</i>	The fees payable to approved CHS agents for completed student enrolments
<i>Appeal</i>	The review of a decision made by CHS under this policy .
<i>Applicant</i>	The student making an application to CHS under this policy.
<i>Census date</i>	The final day for withdrawal from a course or unit of study without incurring academic penalty,
<i>CoE</i>	Confirmation of Enrolment
<i>CHS</i>	ECA Higher Education Institute trading as ECA College of Health Sciences
<i>Course</i>	A program of study leading to a formal CHS qualification.
<i>Credit</i>	The positive balance of a student account, being a balance greater than zero, as a result of an over-payment of fees to CHS.
<i>Critical incident</i>	A traumatic event, or the threat of such (within or outside Australia), which causes extreme stress, fear or injury.
<i>Defer/Deferment</i>	To temporarily delay or postpone the commencement of studies.
<i>DOI</i>	Department of Immigration
<i>Evidence</i>	Will vary with regard to the specific circumstances, but could include: relevant Immigration visa documents; relevant travel documents; relevant media reports relating to a natural disaster impacting on a student's area of residence; a relevant medical, death or birth certificate; a police incident report; a social worker's report; and/or a psychologist's report. Certificates not written in English must be translated into English by approved NAATI translators.

Term	Definition
<i>Compassionate and compelling circumstances</i>	<p>Situations which are generally beyond the control of the student and which have an adverse impact on the student's capacity and/or ability to: commence their course on the scheduled start date, but within two weeks of that date; or to attend scheduled classes for a significant period of time during the enrolment period.</p> <p>Such circumstances include, but are not limited to: Inability to begin studying at the scheduled date due to the late issue of a student's visa and consequent delay in travel to Australia; serious illness or injury, where a verified medical certificate states that the student was unable to attend on the commencement date and/or for a significant time through the course; bereavement of close family members such as parents, siblings or grandparents (where possible a death certificate should be provided); the student recently giving birth or a student's partner recently giving birth, thus preventing commencement on the published start date or attendance for some time through the course (with supporting documentation); major political upheaval or natural disaster in the home country preventing their departure for Australia, or requiring their emergency travel to their home country; and a traumatic experience..</p>
<i>LoO</i>	Letter of Offer - a written offer made by CHS to a prospective student offering them an enrolment place in a course.
<i>OSHC</i>	Overseas Student Health Cover
<i>Non-tuition fees</i>	<p>Includes:</p> <ul style="list-style-type: none"> Enrolment Fee CoE Processing Fee Change of Course Fee Airport Pick-up Fee Accommodation Placement (Booking Fee)
<i>Principal course</i>	The final course providing the highest qualification in a student's sequenced package of courses
<i>Principal course provider</i>	The registered provider delivering the final or principal course in a student's sequenced package of courses.
<i>Prospective student</i>	A student who intends to enrol in a course offered by CHS.
<i>Refund</i>	An overpayment of fees or charges which is reimbursed to the payee.
<i>Overseas Student</i>	Any person who is enrolled in any course or program offered at, or in conjunction with, CHS who is on an overseas student visa.
<i>Tuition fees</i>	The total tuition fees for study in an applicable Course or Study Period of an applicable Course. This includes the Initial Course Tuition Fees paid upfront as a condition of being issued with an CoE upon acceptance of an offer of a place in that the applicable course/s; and any remaining fees due to be paid for the applicable Course or Study period in the applicable Course/s.

4. Principles

The Withdrawals Policy and Procedure are guided by the principles of access, equity, fairness and timeliness. The College is committed to:

- ensuring students that request to withdraw from a course and/or receive refunds are not victimised or discriminated against

- considering course withdrawal requests in a consistent, transparent, objective and unbiased manner
- making details of the procedure publicly available
- informing students of the policy pre-enrolment and advising students to read it at the commencement of a course
- specifying reasonable timelines for responses and reimbursement of monies at each stage of the process and monitoring of these timelines
- providing reasons and full explanation in writing for decisions and actions taken as part of the procedures
- keeping appropriate records of withdrawal requests, including brief written outcome, within student files and allowing students access to their records
- ensuring that such records are treated as confidential
- reviewing the Withdrawals process regularly

5. Withdrawal Policy

At any time following enrolment in a course (in the case of overseas students, the issue of the Confirmation of Enrolment), and prior to the designated course end date, students may apply to withdraw from a course by completing and submitting the Course Withdrawal Form.

Any student that withdraws from a course may remain liable for the full course tuition fees, subject to the Refund Policy which can be found in the College policy library.

Students who withdraw from a course prior to completing the qualification will be given recognition for any units satisfactorily completed up to the date of withdrawal, provided all fees due up until this date have been paid in full.

5.1 Refunds and Student Withdrawal - Package Courses

If a student's CoE is cancelled as a result of their withdrawal after the commencement date of a course which is part of a CHS package program, they are not entitled to any refund of the course tuition fees or CoE security deposit, nor the materials fee for the course withdrawn from and any subsequent package courses.

A student can submit course withdrawal and refund applications via the Student Services, and CHS will process the application/s and provide its response within the specified time.

If a student's CoE is cancelled for a breach of their student visa conditions, conditions of enrolment and/or National Code Standards (unsatisfactory attendance, unsatisfactory academic progress, non-payment of fees, etc.), they are not entitled to any refund of course tuition fees or CoE security deposit, nor the materials fee for the course withdrawn from and any subsequent package courses; and no refund of their OHSC fee.

If a student's CoE is cancelled due to demonstrated exceptional or special circumstances (compassionate and/or compelling grounds), they are entitled to a full refund of tuition fees OR CoE security deposit for the cancelled course and any subsequent package courses plus the associated non-tuition fees, minus the lesser of 5% of the amount of course fees received before the default date or \$500, if the withdrawal is before course start date; or a part refund of unspent tuition fees for current course at time of withdrawal, if the withdrawal is after the commencement date of their initial package course.

The student will receive a full refund of their OHSC fee if they withdraw before the commencement date of their first package courses; or no refund of their OHSC fee if they withdraw after the commencement date of their first package course.

5.2 Refunds and Student Withdrawal - Non-Package Courses

If a student's CoE is cancelled because of their withdrawal more than 8 weeks (56 days) before the commencement date of their non-package course, they are entitled to a full refund of their pre-paid course tuition fees or CoE Security Deposit plus enrolment and materials Fees, minus the lesser of 5% of the amount of Course Fees received before the default date or \$500; and a full refund of their OHSC fee.

If a student's CoE is cancelled because of their enrolment cancellation/withdrawal more than 4 weeks (28 days) but less than 8 weeks before the commencement date of their non-package course, they are entitled to a 75% refund of their pre-paid course tuition fees or CoE security deposit plus enrolment and materials fees, minus the lesser of 5% of the amount of course fees received before the default date or \$500; and a full refund of their OHSC fee.

If a student's CoE is cancelled because of their enrolment cancellation/withdrawal more than 2 weeks (14 days) but less than 4 weeks before the commencement date of their non-package course, they are entitled to a 50% refund of their pre-paid course tuition fees or CoE security deposit plus enrolment and materials fees, minus the lesser of 5% of the amount of course fees received before the default date or \$500; and a full refund of their OHSC fee.

If a student's CoE is cancelled because of their enrolment cancellation/withdrawal less than 2 weeks (14 days) before, or after the commencement date of their non-package course, they are entitled to no refund of their pre-paid course tuition fees or CoE security deposit and materials fee a full refund of their OHSC fee if cancellation is before the official commencement date; or no refund of their OHSC fee if cancellation is after the official commencement date.

If a student's CoE is cancelled because of a breach of student visa conditions, conditions of enrolment and/or National Code Standards (unsatisfactory attendance, unsatisfactory academic progress, non-payment of fees, etc.), they are entitled to no refund of their pre-paid course tuition fees or CoE security deposit and materials fee; and no refund of their OHSC fees.

If a student's CoE is cancelled due to demonstrated compassionate and/or compelling circumstances, they are entitled to a full refund of tuition fees OR CoE security deposit for the cancelled course plus associated non-tuition fees, minus the lesser of 5% of the amount of course fees received before the default date or \$500, if the withdrawal is before course start date. If the withdrawal is after the course commencement date, the student is entitled to a part refund, being the unspent tuition Fees at time of withdrawal, a full refund of their OHSC fee if they withdraw before their course commencement date; or no refund of their OHSC fee if they withdraw after their course commencement date.

6. Transfer Between Registered Providers

Overseas students may transfer from CHS to another registered provider, provided they have completed at least six months of the course in which they are enrolled at CHS, and the student has a valid enrolment offer from the receiving provider. A letter of release will be granted at no cost

to the student. A letter of release will not be granted for reasons deemed to be for other than genuine student purposes.

Overseas students may request to transfer from CHS to another registered provider before they have completed six months of the course in which they are enrolled. Requests for transfer in these circumstances will be assessed by the Registrar, and will be granted where:

- The student has a valid enrolment offer from the receiving provider; and
- The course the student wishes to transfer to, better meets his/her study capability and long-term goals; or the student provides evidence that his/her reasonable expectations about the current course are not met.

Students who are granted permission to transfer to another provider before completing six months in their course at CHS will be provided with a letter of release at no cost. The letter will advise the student of the need to contact the DOI to seek advice on whether a new student visa is required.

A request for transfer to another provider will not be granted where it is considered the transfer may be detrimental to the student because:

- The transfer may jeopardise the student's progression through a package of courses; or
- The student only recently commenced studies in the course and the full range of support services are yet to be accessed by student.

An application from any student to withdraw will not be considered if that student is the subject of procedures which could lead to their being reported to DOI for breach of their student visa conditions and/or breach of the CHS Student Code of Conduct.

Where a request for transfer is not granted, the Registrar will provide the student with a letter outlining the reason/s for the request being refused and providing information about his/her right to appeal the decision under CHS's Student Grievance and Appeals Policy.

CHS will not knowingly enrol a student wishing to transfer from another registered provider prior to the student completing six months of his/her course at the other provider, except where:

- Either the other provider or the course in which the student is enrolled ceases to be registered; or
- The other provider has provided a written letter of release; or
- The other provider has had a sanction imposed on its registration by the regulatory authorities that prevents the student continuing in his/her course; or
- Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for the change.

7. Procedure

1. Students must submit their formal withdrawal, temporary suspension, extension or refund request using the application forms downloaded from www.chs.edu.au. The flow chart included in page 8 of this document shows the process and associated times for processing applications received from students.

It is essential that you include:

- a) a detailed explanation of why you are requesting to withdraw from, suspend or extend your course and/or request a refund
- b) any documentary evidence to support this request e.g. medical certificate, travel documents etc.

2. Students Services staff will evaluate the:

- a) content of the information supplied by you in the application including any attached evidence
- b) any relevant information contained within your student record (such as the course commencement date which is required to calculate the number of days from the commencement date that you submitted your application, etc)

3. The Student Welfare and Engagement Officer will further investigate the matter by conducting a telephone consultation with the course coordinator to determine whether there are any extenuating circumstances that needs to be considered.
4. The Student Welfare and Engagement Officer may contact you if any part of the matter requires further clarification.
5. In line with this policy the Registrar will decide no later than 10 days from the date the original student on-line application with the required documentation was received to update the student record in the SMS and provide a formal written notification to the student of the outcome.
6. If the withdrawal application is approved, the Registrar will arrange for the issuance of any Statements of Attainment for course units already completed.
7. Where a refund of course tuition fees is to be paid to the student, this will be processed under the CHS's Refund Policy and Refund Procedure.
8. Where outstanding fees are payable by you, the Accounting staff will arrange for a final invoice to be issued to you. No Statements of Attainment will be issued for course units already completed until the outstanding payment is made.
9. Student Services staff will update the student record within the SMS with all relevant information and attach any final summary reports of the outcome, which can be accessed by the student through the Student Management System.

8. Appeals

If the student is not satisfied with the outcome of their application, they are entitled to appeal by completing the on-line Student Appeal Form – the procedure for appealing is outlined in the Non-Academic Appeal Procedure.

