

Policy Name	WITHDRAWAL AND DEFERMENT POLICY
Policy Number	A010_PO_HE (Academic)
Purpose	The purpose of this policy is to outline the requirements by which a student applies to withdraw, defer, or cancel from an accredited higher education course at Whitehouse Institute of Design, Australia, (Whitehouse).
Scope	<p>This policy applies to all Whitehouse students in all accredited higher education courses. Including:</p> <ul style="list-style-type: none"> FEE-HELP and non FEE-HELP students domestic and international students - (note: there are different requirements for international students which are specified in this policy and the Withdrawal and Deferment Procedure).
Policy Statement	<p>Pre-Withdrawal Meeting Requirement</p> <p>Students considering withdrawal or deferment from a course of study are required to meet with a senior academic staff member and a Student Administration representative to discuss their intentions, needs and the potential consequences of non-completion. Each student’s circumstances are considered on a case-by-case basis.</p> <p>Students may only defer their enrolment once during their course of study. In the case of exceptional circumstances students may request a second deferral, such a deferral is subject to formal approval. Deferral duration is dependent on the students’ progression status and course delivery timetable.</p> <p>Specific Definitions</p> <p>Deferral - Deferment of an enrolment means temporary postponement in the commencement of a course. Deferral may be initiated by a student or by Whitehouse.</p> <p>Withdrawal – Withdrawal of an enrolment means the student has voluntarily applied to be removed from their enrolled course. Cessation of enrolment.</p> <p>Suspension - Suspension of an enrolment means placing the student’s enrolment temporarily on hold. Suspension may be initiated by the student or by Whitehouse.</p> <p>Cancellation - Cancellation of an enrolment is permanent cessation of the student’s enrolment, this can be initiated by the student (withdrawal). Cancellation may also be initiated by Whitehouse arising out of a serious breach of the Terms and Conditions of Enrolment (e.g. a serious breach of the student code of conduct or other serious misconduct).</p> <p>1. Domestic Students – Withdrawal or Deferment Before Census Date</p> <ul style="list-style-type: none"> No action will be taken by Whitehouse until the student has submitted the Notification to Withdraw or Defer to Student Administration – on or before the census date. Applicable supporting documentation is to be included when the Notification is lodged.

- If full deferral or withdrawal, Whitehouse student ID card and transport concession is to be returned to Student Administration at the time that the Notification is lodged.
- The student will be withdrawn from relevant subject(s). If full deferral or withdrawal, the enrolment will be cancelled. No FEE-HELP debt will be incurred for withdrawn subject(s) prior census date, and a refund for pre-paid tuition fees will apply for withdrawn subject(s).

N.B: The census date is the last date to withdraw or defer without academic / course tuition penalty.

2. Domestic Students – Withdrawal or Deferment After Census Date

- After the census date, withdrawal or deferment will incur academic and financial penalties except in exceptional circumstances – refer to Refund, Withdrawal and Deferment Policy and Exceptional Circumstances.
- No action will be taken by Whitehouse until written Notification to Withdraw or Defer is submitted to Student Administration. Supporting documentation is to be included at time that the notification is lodged.
- If full deferral or withdrawal, the Student ID card and travel concession must be returned when the notification is lodged.
- When a student withdraws or defers (in full or part) after the census date, the subject(s) will remain on the students' study load. A FAIL or NO ATTEMPT grade will be recorded for incomplete subject(s).
- Tuition fees paid upfront will not be refunded.
- If the student has requested FEE-HELP assistance, the student will incur the debt of all enrolled subjects.
- Where a student withdraws from the course without notification, they are deemed as 'withdrawn without notice'. The student's enrolment will be cancelled at the end of the relevant study period and a FAIL or NO ATTEMPT will be recorded on their academic transcript. A refund or re-credit of FEE-HELP balance will not apply.
- If a student applies in writing to withdraw or defer due to exceptional circumstances and the application is approved, the student will be withdrawn without academic penalty and the tuition fees will be refunded or the FEE-HELP balance will be re-credited.

3. Domestic Students – Suspension or Cancellation

Whitehouse may suspend or cancel a student's enrolment if the student has been involved with serious academic or non-academic misconduct (Breach of the of the Terms and Conditions of Enrolment (e.g. a serious breach of the student code of conduct or other serious misconduct). All students have the right to lodge informal and/or formal grievances and appeals against academic or administrative decisions affecting them.

4. International Student Requirements

Specific rules apply to overseas students and to holders of student visas. Breaching the student visa regulations could have serious consequences for the student and may lead to the cancellation of the student's visa.

5. International Student Visa Requirements

- Under The National Code 2018, Standard 9, student visa holders are not permitted to apply to defer or withdraw after enrolment except under exceptional circumstances – refer to Exceptional Circumstances Recredit FEE-HELP or Tuition Fee Refund Policy. Whitehouse may defer or suspend an international student's enrolment if there is genuine belief/evidence of compassionate or compelling circumstances.
- International student visa holders are restricted from transferring to another Australian education provider if they have not completed six calendar months of study in their principal course of study, except where additional circumstances apply – refer to [International Student Transfer Between Registered Provider Policy](#).
- International student visa holders who have completed a minimum of six months of study are eligible to transfer to another registered provider. The student will remain enrolled until the student has submitted in writing the Notification to Withdraw or Defer to Student Administration accompanied with a valid letter of offer by another registered provider.
- Failure to provide a valid letter of offer from another registered provider will result in Whitehouse cancelling the Confirmation of Enrolment (CoE) on PRISMS. The Department of Home Affairs may automatically cancel the student's visa on receipt of such a notice.
- If an international student is absent continually from Whitehouse for three (3) weeks without notification, they may be deemed as 'withdrawn without notice'. The student's enrolment will be cancelled and a FAIL or NO ATTEMPT grade will be recorded, and a refund will not apply. The normal debt recovery actions will be enforced for any outstanding tuition or incidental fees. Academic transcripts/qualifications documents will be withheld until all fees are paid.
- The student ID card must be returned when the notification to withdraw or defer is lodged.

In accordance with The National Code 2018, Standard 9, the Institute may initiate a suspension or cancellation of enrolment if:

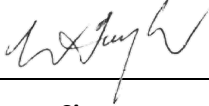
- There is evidence of misbehaviour as outlined in the Student Code of Conduct
- The student has failed to pay the required tuition fee amount to the Institute as stated in the written agreement.
- There has been a breach of course progress or attendance as per Standard 8, The National Code 2018.

Whitehouse may only initiate a suspension or cancellation if;

- The overseas student has been informed of the intention to suspend/cancel has been issued in writing.
- Advise the overseas student of their right to appeal the decision in accordance with Standard 10 of The National Code 2018, within 20 working days of receiving the letter of intent to cancel/suspend.

Relevant Legislation	<p>If the overseas student's enrolment is cancelled/suspended, the Institute will take the appropriate reporting action required under Section 19 of the ESOS Act 2000.</p>
	<ul style="list-style-type: none"> • Higher Education Standards Framework (Threshold Standards) 2021 • 2016 Higher Education Support Act (2003) • Australia Qualifications Framework (AQF) • National Code of Practice for Private Providers of Education and Training to Overseas Students 2018 • Education Services for Overseas Students Act 2000 (ESOS) • Commonwealth Register of International Courses for Overseas Students (CRICOS) • The Department of Home Affairs Student Visa Requirements
Key Related Documents	<p>Withdrawal and Deferment Procedure</p> <p>Progression and Exclusion Policy</p> <p>Progression and Exclusion Procedure</p> <p>Exceptional circumstances re-Credit FEE-HELP or Tuition fee re-Fund Procedure.</p> <p>Student Handbook(s)</p> <p>Notification to Withdraw or Defer Studies Form</p> <p>Incidental Fees Schedule</p>
Definitions	<p>Accredited Course: any of the Higher Education or Vocational Education courses delivered by Whitehouse, that lead to a nationally recognised qualification.</p> <p>Census Date: this is a government and/ or Whitehouse nominated date that applies to both FEE-HELP and Non-Fee Help students. It is the date after which financial penalties apply for withdrawing or deferring a course.</p> <p>Different census dates apply to different courses and the Whitehouse Academic Calendar for the relevant course of study should be viewed prior to deciding to withdraw or defer.</p> <p>Defer/ Deferment: to stop studying a course for a period of time with an intention to return to studying the course within an identified and notified time frame.</p> <p>Notification to Withdraw or Defer: this is the Whitehouse formal documentation to defer or cancel enrolment and or subject(s).</p> <p>PRISMS: provider Registration and International Student Management System – the government database used to issue Confirmations of Enrolment for overseas students.</p> <p>Suspension: to stop studying because of a breach of appropriate behavior or regulatory requirement e.g. student visa.</p> <p>Withdraw/Withdrawal: to stop studying a course before it is finished with no intention of returning to that course at any time in the future.</p>
Responsible Officer	<p>Co-Executive Director</p>
Approval Authority/ Authorities	<p>Academic Board</p>

Date Approved	20/12/2023
Date of Commencement	21/12/2023
Date for Review	21/12/2026
Documents superseded by this Procedure	014-22D Whitehouse Procedure Withdrawal and Deferment 014 – Academic Withdrawal and Deferment Policy and Procedure Jul 2013
Amendment History	<p>12/2023 Updated section 1 Checked and updated links and Key related documents.</p> <p>02/2019 Additional information added regarding suspension and cancellation with reference to Standard 9 of The National Code 2018. Clearer definitions around suspension, cancellation, withdrawal, and deferral.</p> <p>05/2018 Re-branding – Header & Footer only</p> <p>10/2016 Policy and Procedures separated, and HE and VET documentations separated. Updated formatting and minor amendments</p> <p>8/4/14 Updated content and minor adjustments and inclusions to policy wording</p> <p>07/2013 Added Disclaimer statement. Updated ‘Pre-Withdrawal meeting requirement’ in Policy</p> <p>11/2012 Changed formatting – included procedure and policy in one document. Minor adjustments and inclusions to policy wording, clarification of procedural steps – no material change</p> <p>19 /09/2012 Approved and commenced (p.16 of Board Papers)</p> <p>19/8/09 Prior approval Board of Governors</p>

Signed and dated for Whitehouse Pty Ltd		Les Taylor	20/12/2023
	Signature	Name	Date

INFORMATION FOR PUBLISHING ON POLICY REGISTER	
Category	Academic
Stakeholders	Academic Board Executive Management LT&ACC Academic Staff Administration Staff Students