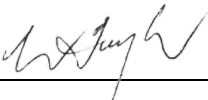
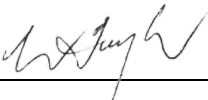
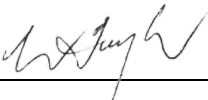


<b>Procedure Name</b>	<b>WITHDRAWAL AND DEFERMENT PROCEDURE</b>
<b>Procedure Number</b>	<b>A010_PR_HE (Academic)</b>
<b>Purpose</b>	The purpose of this procedure is to outline the processes by which a student applies to withdraw, defer or cancel from an accredited higher education course at Whitehouse Institute of Design, Australia, (Whitehouse).
<b>Scope</b>	<p>This procedure applies to all Whitehouse students in all accredited higher education courses.</p> <p>Including:</p> <ul style="list-style-type: none"> <li>• FEE-HELP and non FEE-HELP students</li> <li>• local and overseas students - (note: there are different requirements for overseas students which are specified in this procedure and the Withdrawal and Deferment Policy).</li> </ul>
<b>Procedure</b>	<p><b>Specific Definitions</b></p> <p>Deferral - Deferment of an enrolment means temporary postponement in the 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><b>1. Pre-Withdrawal/Deferment Meeting</b></p> <ol style="list-style-type: none"> <li>1.1. Students considering withdrawal or deferment from a course of study must make an appointment to meet with a Senior Academic Staff member and a Student Administration representative.</li> <li>1.2. Administrative and Academic staff will outline the consequences of withdrawal or deferment for both domestic and international students.</li> <li>1.3. A record of the meeting and advise provided are taken and entered in the student’s file on the secure Student Administration System.</li> <li>1.4. International students are advised of their options and before any further action is taken, international students are encouraged to seek advice from The <u>Department of Home Affairs</u> with regard to their student visa so they can make an informed decision about how to proceed.</li> </ol>

	<p><b>2. Application to Withdraw or Defer</b></p> <p>Once approved the student must apply in writing using the ‘Notification to Withdraw or Defer Studies’ form and provide the following:</p> <ul style="list-style-type: none"> <li>• Supporting documentation (if applicable)</li> <li>• Whitehouse Student identification card</li> <li>• Transport concession card (if applicable).</li> </ul> <p><b>3. Processing the Application</b></p> <p>Administrative staff will process the application and forward the details to accounts for the processing of any refund or payment that the student may be eligible – this will depend on the whether the withdrawal/deferment has occurred on or before the census date or after the census date for the relevant subject/s.</p> <p>Administrative staff will enter details on PRISMS to cancel or advise of a cancellation or modification to study patterns for an international student.</p> <p><b>4. Processing the Application</b></p> <p>Administrative staff will process the application and forward the details to accounts for the processing of any refund or payment that the student may be eligible – this will depend on the whether the withdrawal/deferment has occurred on or before the census date or after the census date for the relevant subject/s.</p> <p>Administrative staff will enter details on PRISMS to cancel or advise of a cancellation or modification to study patterns for an international student.</p> <p><b>Publication of Procedure</b></p> <p>These procedures are published on the Whitehouse website, and are also available in hard copy in all Whitehouse campuses.</p>
<p><b>Relevant Legislation</b></p>	<ul style="list-style-type: none"> <li>• <a href="#">Higher Education Standards Framework (Threshold Standards) 2021</a></li> <li>• <a href="#">2016 Higher Education Support Act (2003)</a></li> <li>• <a href="#">Australia Qualifications Framework (AQF)</a></li> <li>• <a href="#">Education Services for Overseas Students Act 2000 (ESOS)</a></li> <li>• <a href="#">Commonwealth Register of International Courses for Overseas Students (CRICOS)</a></li> <li>• <a href="#">Department of Home Affairs</a></li> </ul>
<p><b>Key Related Documents</b></p>	<p>Withdrawal and Deferment Policy</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 Policy</p> <p>Student Handbook(s)</p> <p>Notification to Withdraw or Defer Studies form.</p> <p>Incidental Fees Schedule.</p>
<p><b>Definitions</b></p>	<p><b>Accredited Course:</b> any of the higher education courses delivered by Whitehouse lead to a nationally recognised qualification.</p> <p><b>Census Date:</b> 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><b>Defer/ Deferment:</b> 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><b>Notification to Withdraw or Defer:</b> this is the Whitehouse formal documentation to cancel or defer enrolment and or subject(s).</p> <p><b>PRISMS:</b> provider Registration and International Student Management System – the government database used to issue Confirmations of Enrolment for overseas students.</p> <p><b>Suspension:</b> to stop studying because of a breach of appropriate behavior or regulatory requirement e.g. student visa.</p> <p><b>Withdraw/Withdrawal:</b> to stop studying a course before it is finished with no intention of returning to that course at any time in the future.</p>
<b>Responsible Officer</b>	Co-Executive Director
<b>Approval Authority/ Authorities</b>	Academic Board
<b>Date Approved</b>	20/12/2023
<b>Date of Commencement</b>	21/12/2023
<b>Date for Review</b>	21/12/2026
<b>Documents superseded by this Procedure</b>	014-22D <a href="#">Whitehouse Procedure Withdrawal and Deferment</a> 014 – Academic Withdrawal and Deferment Policy and Procedure Jul 2013
<b>Amendment History</b>	<p><b>12/2023</b> Updated section 1 Checked and updated links and Key related documents.</p> <p><b>02/2019</b> 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><b>05/2018</b> Re-branding – Header &amp; Footer only</p> <p><b>10/2016</b> Policy and Procedures separated, and HE and VET documentations separated. Updated formatting and minor amendments</p>

	<p><b>8/4/14</b> Updated content and minor adjustments and inclusions to policy wording</p> <p><b>07/2013</b> Added Disclaimer statement Updated 'Pre-Withdrawal meeting requirement' in Policy</p> <p><b>11/2012</b> 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><b>19 /09/2012</b> Approved and commenced (p.16 of Board Papers)</p> <p><b>19/8/09</b> Prior approval Board of Governors</p>						
<p><b>Signed and dated for Whitehouse Pty Ltd</b></p>	<table border="1"> <tr> <td data-bbox="402 802 818 953" style="text-align: center;">  </td> <td data-bbox="818 802 1247 953" style="text-align: center;"> <p>Les Taylor</p> </td> <td data-bbox="1247 802 1520 953" style="text-align: center;"> <p>20/12/2023</p> </td> </tr> <tr> <td data-bbox="402 953 818 1020" style="text-align: center;"> <p>Signature</p> </td> <td data-bbox="818 953 1247 1020" style="text-align: center;"> <p>Name</p> </td> <td data-bbox="1247 953 1520 1020" style="text-align: center;"> <p>Date</p> </td> </tr> </table>		<p>Les Taylor</p>	<p>20/12/2023</p>	<p>Signature</p>	<p>Name</p>	<p>Date</p>
	<p>Les Taylor</p>	<p>20/12/2023</p>					
<p>Signature</p>	<p>Name</p>	<p>Date</p>					

<p><b>INFORMATION FOR PUBLISHING ON POLICY REGISTER</b></p>	
<p><b>Category</b></p>	<p>Academic</p>
<p><b>Stakeholders</b></p>	<p>Academic Board Executive Management LT&amp;ACC Academic Staff Administration Staff Students</p>