Scope
These procedures apply to all Torrens University Australia students in award courses who are considering withdrawing permanently from their course/s.

These procedures do not apply to Torrens University Australia students who wish to alter their subject choices or transfer to another Torrens University Australia course.

Prior to withdrawing from a course
Before withdrawing from their course a student should think very carefully about:

- their current situation
- their prospects, and
- the full range of alternatives available to them.

The steps below will guide students through the decision making process and suggest some available options.

1. **Identify the reasons for considering withdrawing from a course**
   Some common reasons for withdrawing are:
   - struggling academically
   - moving away from home
   - being homesick
   - struggling financially
   - doing the wrong course
   - experiencing personal or family difficulties
   - being unwell.
   - lacking motivation
   - visa expiring.

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1 Adapted from 'Thinking about withdrawing,' University of South Australia.
2. **Consider available options**
   There are other possible options available to students, other than withdrawing from a course, and these may include:
   - accessing academic and emotional support
   - reducing the study load by withdrawing from one or more subjects
   - spreading the study load across more study periods
   - become a non-award or audit student
   - changing mode of study
   - taking leave of absence
   - transferring into another course.

3. **Discuss it with someone**
   The student may need to talk with others about options available to them. It is also valuable to discuss these options with a range of people. Listening to many different perspectives about the situation will assist the student in making the best decision.
   These may include:
   - the Program Director or delegate (required for international students)
   - family
   - friends, mentors and respected community members
   - teaching staff
   - Student Services
   - Counsellor
   - Success Coach
   - Centrelink staff (if student is receiving Centrelink payments).

4. **Think about it**
   The student should also make sure that they think about the consequences of the options that they are considering before making a decision.
   
   There may be consequences for the student in terms of finances, marks or subject outcomes. Student must take note of the University’s important dates and academic calendar when making their decision. In addition, international students must consider the impact that withdrawing from a course might have on their student visa.

5. **Make a decision and act on it**
   Once the student has made a decision they need to complete and submit the relevant forms. The student is advised to check with Student Services of the Contact Centre as they are best placed to advise students on the withdrawal process.
Academic and financial liabilities

1. Domestic students
Some Torrens University Australia courses can be funded using FEE-HELP or VSL, including some Diplomas, Advanced Diplomas, Associate degrees, Bachelor degrees, Graduate Certificates, Graduate Diplomas and Master courses. Certificate III and Certificate IV are non-FEE-HELP/VSL enabled courses.

1.1 Domestic students enrolled in a FEE-HELP or VET Student Loan (VSL) enabled course

The Enrolment Policy provides that domestic students in HELP/VSL enabled courses can withdraw as follows:

| Higher Education | • by the census date of any study period: the last date of the study period to defer or withdraw without incurring a financial liability  
• by the academic withdrawal date: the last date of the study period to withdraw from subjects with a “Withdrawn Not Fail” notation.  
• by the withdrawal deadline: the last date of the study period to withdraw from subjects with a “Withdrawn Fail” notation. Withdrawals after this date will be recorded as a Fail grade. |
| Vocational Education and Training | • by the census date of any study period: the last date of the study period to defer or withdraw without incurring a financial liability  
• after the census date with the Program Director’s (or delegate)’s permission, with a “Withdrawn Discontinued” notation recorded on their student record. |

Students must refer to Refunds for domestic students in HELP/VSL-enabled courses for more information.

1.2 Domestic students in other courses
If a domestic student in a non-FEE-HELP/VSL enabled course withdraws:

• at least 14 calendar days prior to the study period commencing, they will receive a full refund and a “Withdrawn Delete” notation on their student record.

• less than 14 calendar days prior to the study period commencing, a “Withdrawn Discontinued” notation will be recorded with full liability for their tuition fees. However, in cases where the student experienced an exceptional circumstance that impacted their ability to continue with the subject or course, they may apply for refund due to exceptional circumstances.

Refer to Refunds for domestic students in non-FEE-HELP/VSL enabled courses for more information.

2. International students
International students must be aware that withdrawing from their course:

• may affect their student visa

• at least 14 calendar days prior to the course commencing, they will receive a full refund and a “Withdrawn Delete” notation on their student record

2 The VET Student Loan replaced VET FEE-HELP from 01 January 2017.
• less than 14 calendar days prior to the course commencing, a “Withdrawn Discontinued” notation will be recorded with full liability for their tuition fees. However, in cases where the student experienced an exceptional circumstance that impacted their ability to continue with the subject or course, they may apply for refund due to exceptional circumstances.

Refer to Refunds for international students for more information.

International students wishing to withdraw from their course and transfer to another education provider must complete at least six months of their principal course at the University. In limited circumstances (Refer to section 14.1 International Student Transfer, Enrolment Policy), the Program Director (or delegate) may approve to release an international student prior to completing at least six months of the principal course to transfer to another institution.

Process

1. Domestic students
Domestic students may choose to withdraw from their course/s by submitting a:
• completed Application for Withdrawal form to Student Services via face-to-face or email
• formal request in writing to Student Services.

Note: Students under 18 years of age are required to request withdrawal by completing an Application for Withdrawal form.

1.1 New students
For new students, the withdrawal request will be referred to a Course and Careers Advisor who will:
• contact the student within 48 hours of receiving the withdrawal request to discuss the application
• submit to a Campus Director (or delegate) for approval via Academic Process if a student wishes to continue with withdrawal.

Once a decision has been made, Student Services will:
• process and record the decision on the student file
• advise the student of the outcome in writing (email) within 10 working days from receipt of the student’s request.

1.2 Continuing students
For continuing students, submit a withdrawal request to Student Services and they will submit the formal withdrawal request to the Campus Director (or delegate) for approval via Academic Process, if the student wishes to continue with their withdrawal.

Once a decision has been made, the Student Services team will:
• process and record the decision on the student file
• advise the student of the outcome in writing (email) within 10 working days from receipt of the student’s request.
2. International students

International students may choose to withdraw from a course by submitting a completed Application for Withdrawal form to Student Services. Student Services will submit the formal withdrawal request to the Campus Director (or delegate) for approval via Academic Process, if the student wishes to continue with their withdrawal.

International students who are yet to complete six months of their principal course must indicate if they wish to request a release. Refer to the International Student Transfer Procedure for details.

Once a decision has been made, the Student Services team will:

- process and record the decision on the student file
- advise the student of the outcome in writing (email) within 10 working days from receipt of the student’s request.
- update the PRISM record for the student based on the request and approval outcome.

Complaints against or internal review (appeal) of rejected withdrawal applications

Students who wish to appeal the rejection of their withdrawal application may do so under the Student Complaints Policy. The following documents provide information on the process for lodging complaints:

- Resolving a Complaint Informally
- Formal Complaints
- Internal Review (Appeals) Procedure
- External Review Procedure