



Deferral and Withdrawal Policy - VET

Policy Code: STU-044

Version: 7.0

Effective Date: 8 June 2020

Purpose

The purpose of this policy is to outline the rules for domestic Vocational Education and Training (VET) students who wish to defer or withdraw from a unit of study (UOS) or course. The policy also outlines Administrative Withdrawal of a domestic student from a course.

Definition of “College” – *The Australian College of Natural Medicine Pty Ltd (ACNM) trades as Endeavour College of Natural Health and FIAFitnation. For the purpose of this policy, any reference to ‘College’ or ‘the College’ should be considered a reference to each or any of these respective trading names / entities.*

Scope

- All campuses offering VET courses (including online)
- All VET domestic students
- All VET staff (including sessionals)
- Student Services team

Policy Statement

The College expects VET students to actively engage in all study activities associated with their enrolled course and its units of study (UOS) in alignment with the course’s expected progression timeline. The College does however acknowledge that there are times whereby students cannot engage in their studies or do not wish to continue their studies.

Before a student decides to defer or withdraw from their study the College strongly recommends the student talk to a Student Adviser or Retention Co-ordinator about their situation to ensure they are informed about any alternative options available at the College to vary their enrolment pattern, such as under Special Circumstances. Student Advisers or Retention Co-ordinators may also be able to recommend external assistance such as counselling or financial advice to the student for which they may be eligible. This may enable the student to continue their studies.

For those students however who cannot actively engage in their studies, or wish not to continue their studies the College will not impose any barriers to withdrawal and offers options of **deferrals** and **withdrawals**.

A student who does not actively participate in their studies but has not formally requested deferral or withdrawal will be classified as **inactive** and will be **administratively withdrawn** by the College (see [Administrative Withdrawal](#) section).

A student who defers, withdraws, or is administratively withdrawn may incur penalties (academic and / or financial). For further information on possible financial penalties please refer to the [Fees Policy - VET](#) for domestic students.

Note: This policy applies to **domestic** students only, for international students refer to the [Deferring Suspending or Cancelling Enrolment Policy - International](#).



Deferral

Deferral is a formal process whereby a student's studies and their enrolment are halted for up to 12 months (maximum). A deferral can only be requested by a commencing or current student and deferral is for the entire course. The College will review all deferral applications.

Commencing students who have received a letter of offer to study at the College can apply to defer their start date (up to 12 months):

- Commencing students must apply for deferral prior to the census date of the first teaching period into which they are enrolled, or they will be liable for debts and charges for that teaching period.
- The College will hold a place for commencing students to defer their start date in the course for a maximum of 12 months.

Current students who would like to take a break in study or are experiencing changes in personal circumstances can apply for a deferral of study (up to 12 months):

- Current students can apply for deferral at any time, however if the application is received after census date for an enrolled teaching period, debts and charges will apply.
- All forward-enrolled subjects at the time of the deferral will be removed from the student's record.

Students who wish to request deferral must:

- Complete a *Deferral of Course Form* (including compulsory nomination of a deferral end date).
- Submit the form to Student Services.

Current students can request a deferral at any time throughout their studies, although it is highly preferable that students request deferral in the break prior to the first teaching period they wish to defer. Students will not incur additional academic or financial penalties for a deferral but remain responsible for all tuition and / or resources fees and other incidental charges for the full teaching period (e.g. if deferring after census date); see *Fees Policy - VET* for further information. The student remains responsible for all debts and other charges related to the course at the time of deferral.

If the deferral request is granted by the College it will hold the student's enrolment for the granted period (up to 12 months). A notation for deferral will be made in the student's record in the Student Management System.

A deferral request may be shortened or extended (up to the maximum of 12 months total deferral) by contacting a Student Adviser or Retention Co-ordinator at any time throughout the approved deferral period.

It is important that students keep contact details updated on College records throughout the deferral period so they can be contacted at any time regarding the deferral.

At the end of the deferral period:

- a Student Adviser or Retention Co-ordinator will contact the student to re-enrol, and to support course progression planning.
- the student is expected to re-engage with study in the next available teaching period.
- the student will re-enter the course at the same point at which they deferred and into the same UOS or its equivalent being offered by the College at the returning time.

It is important to note that the course entered into following deferral will be the most current course version available (i.e. if course transition occurred while the student was deferred, they may be required to undertake additional study to ensure course progression in the new course structure).

If a student does not return by the end of the granted deferral period:

- commencing students will be administratively withdrawn from the College and their letter of offer revoked.



- current students will be classified by the College as an **inactive** student (marked as such on their record) and will be administratively withdrawn six (6) months after being classified as inactive (see [Administrative Withdrawal](#) section).

Withdrawal

Withdrawal is the formal process whereby a student's studies are halted, and their enrolment is removed from one or all UOS (and in that case their course). A withdrawal can only be requested by a student and can be for withdrawal from a UOS or from the entire course.

Withdrawal at UOS level

Students who wish to request withdrawal from one or more UOS (but not the entire course) PRIOR to census date must:

- manage their enrolment through the Student Portal (withdraw and/or change subjects).

Withdrawal requests prior to census date do not attract academic or financial penalty.

Students who wish to request withdrawal from one or more UOS (but not the entire course) POST census date must:

- Complete an [Special Circumstances Application Form - VET](#).
- Submit the form to Student Services.

If the withdrawal request post census is granted, the National Manager Student Experience will:

- Initiate investigations as to why the student withdrew e.g. possible 'student at risk' process to be initiated.
- Record the relevant 'withdrawn' status for the UOS on the student's record (the Student Management System).

If the withdrawal request is denied, the student can appeal the decision by applying to the Review Officer (Director, Student Services and Retention), who is the designated person for any decisions related to a request for refund (see below).

Withdrawal at course level

Students who wish to request withdrawal from the entire course must:

- Complete a [Withdrawal from Course Form](#).
- Submit the form to Student Services.

If the withdrawal request is granted by the College, Student Services will:

- Initiate investigations as to why the student withdrew e.g. exit interview.
- Record the relevant 'withdrawn' status for any incomplete and forward enrolled UOS on the student's record (the Student Management System).
- Record a 'withdrawn' status of the student on the student's record (the Student Management System).
- Issue relevant certification documentation as appropriate e.g. Statement of Attainment.

Students can request to withdraw from a UOS or course at any time throughout their studies. Students who submit and are granted withdrawal (at any level) by the College **before** the published census date for enrolled UOS will not incur academic penalties. Academically a grade of W (Withdrawn) will be applied to their certification documents for the relevant UOS

Students who submit and are granted a withdrawal (at any level) by the College **after** the published census date for the UOS **will** incur both academic and financial penalties unless they are granted [Special Circumstances](#). The academic penalty will be a grade of WF (Withdrawal with Failure) which will be applied to the student's certification



documents. The student will also be responsible for the full fees owed for the enrolled UOS (refer to [Fees Policy - VET](#)).

Students who do not formally withdraw will incur both an academic and financial penalty. The academic penalty will be a grade of F (Fail) which will be applied to the student's certification documents. The student will also be responsible for the full fees owed for the enrolled UOS (refer to [Fees Policy - VET](#)).

Appeal a decision

Should a student wish to appeal the decision to deny a withdrawal at the level of the UOS or course or anything pertaining to a decision, they can appeal in writing to the Review Officer (Director, Student Services and Retention) via the formal [Grievance Policy - VET](#).

Administrative Withdrawal

Administrative withdrawal (AW) is the College's formal process by which a student is removed from their current enrolment for academic or non-academic reasons.

Academic

Administrative withdrawal for academic reasons is when a student is removed from their current enrolment in a course as the student has lapsed in their UOS enrolments and / or lapsed in their study requirements.

A student who has discontinued enrolment in a course and who is not on deferral will be classified as inactive on their student record. An inactive student is one:

- Whose period of deferral has ended and they have not re-engaged in the next teaching period or within a 6 month period and/or
- Who has not enrolled in any UOS of their course over a 12 month period and/or
- Who has not complied with the study / training requirements over a 12 month period and/or
- Who has had no contact with Trainers/Assessors, Student Advisers or Retention Co-ordinators over a 12 month period.

Students nominated as inactive by the College for academic reasons will be:

- Contacted by a Student Adviser or Retention Co-ordinator via email and telephone to support re-engagement with their course.
- Warned and given due notice and the opportunity to respond to the proposed administrative withdrawal actions.

If there is no subsequent response from the student they will be:

- Administratively withdrawn from their course after a 12 month period of being 'inactive', where no further engagement with the College is recorded.
- Notified in writing that they have been administratively withdrawn for academic reasons.
- Removed from being able to access course materials.
- Removed from being able to access College auxiliary services, such as the Library.
- Given an 'AW' notation in the Student Management System.

Students will be administratively withdrawn from their entire course including any applicable UOS.

Administrative withdrawal does not relieve the student of the responsibility for all tuition and / or resources fees and other incidental charges for all previous teaching periods of enrolment. The student remains responsible for all debts and other charges related with the course and its UOS.



Students who are administratively withdrawn for academic reasons can re-apply for admission into the course through the normal Admissions process:

- With proof of successful completion of recent study elsewhere and/or
- With documentary evidence to support the student's assertion that they will be able to succeed in their chosen course in future. This evidence will be assessed by the National Sales and Admissions Manager and/or the General Manager, VET.

Readmitted students will be classified as 're-entry' students:

- As a re-entry student, the course entered into will be the most current course version available.
- All fees and charges associated with the re-entered course will be charged.
- If applicable, previous grades awarded may be reviewed by the Educational Pathways department to determine any relevant advanced standing to the re-entered course (on application).
- A student applying for readmission may be asked to provide additional supporting documentation to be considered by the National Sales and Admissions Manager and/or the General Manager, VET to assess suitability for readmittance.

Students who are administratively withdrawn for academic reasons can:

- Receive the appropriate certificate documentation such as a Statement of Attainment.
- Appeal the administrative withdrawal decision made by the College as per the College's *Grievance Policy - VET*.

Non-Academic Withdrawal

Administrative withdrawal for non-academic reasons are applied when a student engages in behaviour that creates a dangerous or disruptive situation causing harm to self or others, or disrupts the learning environment or community. This may include instances of multiple or continual breach of College policies or the *Student Code of Conduct – VET*, and will be handled under the guidance of the *Student Misconduct Policy – VET*.

The College considers the physical, mental and emotional welfare of its students of great importance. The College believes that all students must take responsibility for self-welfare, self-guardianship, and self-care at all times. In addition, students must be responsible for conducting themselves in a manner that is not violent or disruptive. In cases where College staff consider a student's behaviour to be dangerous or disruptive to the College community, or presents a threat to the health and safety of students, staff or clinic clients, the College will intervene according to this policy.

Danger to self or others and destructive behaviour is defined to include but not limited to:

- Suicide attempts, or statements of suicidal intent
- Self-mutilation or injury
- Assault or threatened assault of students, staff or clinic clients
- Excessive use of alcohol or illegal drugs
- Misuse (including not taking as prescribed) or excessive use of prescribed medications
- Criminal activity.

Any of the above types of dangerous or disruptive behaviour may be in the form of a single behavioural incident or somewhat less severe but persistent dangerous or disruptive behaviour over an extended period. The decision to administratively withdraw based on non-academic reasons as outlined above will lie with the General Manager, VET and / or the Director, Student Services and Retention.



Academic penalties for administrative withdrawal for non-academic reasons will be incurred with enrolled UOS awarded a 'CE' (College Excluded) notation on the student's record in the Student Management System. No additional financial penalty will be incurred however the student will remain responsible for all tuition and / or resources fees and other incidental charges for all previous teaching periods of enrolment. The student remains responsible for all debts and other charges related with the course and its UOS.

For further details refer to the *Administrative Withdrawal - Non Academic Procedure* and the College's *Student Misconduct Policy - VET*.

Students who are administratively withdrawn for non-academic reasons can re-apply for admission into the course after a 12 month exclusion period (through the Admissions process):

- All applications for readmission after non-academic administrative withdrawal must be reviewed by the General Manager, VET and/or the Director, Student Services and Retention.
- Readmitted students will be classified as 're-entry' students.
- As a re-entry student, the course entered into will be the most current course version available.
- All fees and charges associated with the re-entered course will be charged.
- If applicable, previous grades awarded may be reviewed by the Educational Pathways department to determine any relevant advanced standing to the re-entered course (on application).
- A student applying for readmission may be asked to provide extra supporting documentation to be considered by the National Sales and Admissions Manager and/or the General Manager, VET to assess suitability for readmittance.

Students who are administratively withdrawn for non-academic reasons can:

- Receive the appropriate certificate documentation such as a Statement of Attainment.
- Appeal the administrative withdrawal decision made by the College as per the College's *Grievance Policy - VET*.

Responsibilities

The General Manager, VET and the Director, Student Services and Retention will be responsible to ensure this policy is implemented and adhered to by all staff and students of the College, and to ensure this policy is maintained and updated as related policies and procedures change.

If Senior Trainers / Assessors, other National Managers, departmental heads or other training / assessing staff have reason to inquire about specific cases of administrative withdrawal, they may inquire to the General Manager, VET (who may seek advice from the Director, Student Services and Retention). In certain cases, the student's right to confidentiality may not permit full disclosure of the circumstances.

The student in relation to deferrals and withdrawals is responsible for ensuring:

- They are aware of any financial and academic penalties they may incur.
- They are aware of published teaching commencement and census dates.
- Appropriate forms are completed and submitted as required.



Definitions

Academic Penalty – An academic grade applied to a student record who withdraws from a unit of study after a defined date and before completion of all assessments for the unit of study.

Census Date - A date set by the College as last date of possible withdrawal or course change without penalty. This date is published on the College student calendar. For Certificate courses, 'census date' should be considered 7 days after course commencement. For Diploma courses, 'census date' should be considered Friday of week 4 of the teaching period for the unit of study.

Course – can also be referred to as a qualification, training package or program

Defer / Deferral – is a formal process whereby enrolment is held for a period of up to 12 months.

Domestic – students are Australian citizens or permanent residents or a New Zealand citizens or a non-citizen, permanent visa holder.

Inactive – an inactive student is an individual who has failed to comply with one or more of the following:

- Enrolment into a UOS for 12 months
- Comply with learning and assessment activities
- Comply with training requirements
- Attend required classes or online forums for 12 months without prior written approval
- Demonstrate satisfactory academic, training and course engagements in the twelve months preceding 12 months
- To complete sufficient opportunities such as examinations, assessments, clinic sessions etc.
- Engage in any form for twelve months with no contact to Student Services.

Re-entry – A student who has studied with the College previously and is administratively withdrawn but wishes to re-enrol.

Student / Learner - is an individual person who is formally enrolled to study at the College. The individual person is that who appears on the College's documents such as enrolment, admission and payment documents, and who is assigned an individual student ID.

Teaching period - is either a 10 week term (Endeavour College) or a 13 week trimester (FIAFitnation), or can be an online study period of a set duration (usually 10 – 13 weeks, dependent on the College of enrolment), as advertised on the relevant College calendar/s.

Withdraw / Withdrawal – the formal process whereby a student is removed from their current study of a unit of study or course.

Related Procedures

Administrative Withdrawal - Non Academic Procedure



Further Information

Related Policies

[Deferring Suspending or Cancelling Enrolment Policy – International](#)

[Fees Policy - VET](#)

[Grievance Policy - VET](#)

[Special Circumstances Policy - VET](#)

[Student Code of Conduct – VET](#)

[Student Misconduct Policy - VET](#)

Related Documents

[Special Circumstances Application Form - VET](#)

[Deferral from Course Form](#)

[Withdrawal from Course Form](#)

Guidelines

Not Applicable

Benchmarking

Deakin University

Macquarie University

TAFE Queensland

TAFE NSW

Supporting Research and Analysis

[Australian Government. Study Assist. Deadlines and withdrawals](#)

[Australian Government. Study Assist. FAQs for current students – Study Assist](#)

Related Legislation

[Higher Education Support Act 2003](#)

Review and Approval

Policy Author

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Recommending Body

CEO

Date: 8 April 2015

Approval Body

College Council

Meeting date: 17 April 2015

Policy Status

Revised

Responsibilities for Implementation

- General Manager, VET
- Director, Student Services and Retention
- National Manager Student Experience
- National Sales and Admissions Manager
- Student Advisers
- Retention Co-ordinators

Key Stakeholders

- General Manager, VET
- Director, Student Services and Retention
- National Manager Student Experience
- National Sales and Admissions Manager
- Student Advisers
- Retention Co-ordinators
- VET Training and Assessment staff (including sessionals)
- VET Students