

Withdrawal, Deferral from Program Before Enrolment Policy (GC)



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 ABN 38 076 195 027

Document

Document Name	Withdrawal, Deferral from Program Before Enrolment Policy (GC)
Brief Description	This Policy outlines the circumstances in which an applicant to Griffith College can withdraw or defer from their program prior to enrolment at Griffith College. This Policy only applies to applicants who have paid tuition fees to Griffith College.
Responsibility	Admissions Manager
Initial Issue Date	31/03/2008
Authorising Body	Management Committee

Version Control

Date	Version No.	Summary of Changes	Reviewer Name and Department/Office
22/02/2018	2	Policy changes prior to December 2019 are found on H drive.	Admissions Manager
03/09/2022	3	Policy is combined with the Deferral of Offer policy and renamed as such. Also reviewed and RASCI added	Admission Recruitment Managers for Domestic and International

Related Documents

Name	Location
Griffith College Refund Policy	Policy HUB
Transfer of Provider Policy	Policy HUB
Welfare Arrangements for Under 18 International Students studying at Griffith College Policy	Policy Hub
Withdrawal, Deferral and Leave of Absence Policy	Policy Hub
Withdrawal or Deferral Procedure	Internal Document
Program Withdrawal Form	Forms
Refund Request Form	Forms

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1 Purpose and Scope

1.1 Introduction

This Withdrawal, Deferral from Program Before Enrolment Policy sets out the approach of Griffith College relating to the management of students who withdraw from their program of study at Griffith College before they have accepted an offer or before they have enrolled.

1.2 Purpose

The purpose of this Policy is to outline the circumstances in which an applicant to Griffith College can withdraw from their program prior to enrolment at Griffith College, including prior to acceptance on an offer.

1.3 Scope

This Policy applies to applicants who have paid tuition fees to Griffith College and who wish to withdraw or defer their enrolment prior to Census. This Policy has been prepared in accordance with Griffith College Refund Policy, and Welfare of Under 18 students policy.

2 Policy Statement

2.1 Deferral of Offer

2.1.1 Reasons for Deferral of Offer

Applicants are only permitted to defer their offer for following reasons:

- Inability to gain a student visa in time for entry into the Trimester of application
- Failure to meet entry requirements (either English levels or academic requirements)
- Compassionate or compelling circumstances

2.1.2 Application for Deferral of Offer

If an applicant wishes to defer their offer to a future Trimester, they or their agent must advise Griffith College in writing, outlining the reasons for their request.

Where an applicant is requesting a deferral on the grounds of the inability to gain a visa, the applicant must supply a letter from the Department of Home Affairs advising that the applicant is awaiting visa outcome.

Where an applicant is requesting a deferral on the grounds of failing to meet entry requirements, documentary evidence must accompany the request. This may include evidence of failure to meet the required English levels through IELTS (or similar) test results, or high school results (or similar) in cases where the academic requirements have not been met.

Where a Deferral of Offer request is based on compassionate or compelling circumstances, documentary evidence must support the request.

2.1.3 Outcome of Application for Deferral of Offer

The Admissions & Student Recruitment Officer will consider all applications for deferral of offer and advise the applicant in writing of the outcome of their request.

Where a deferral of offer is approved, Griffith College will hold any fees paid until commencement of the new Trimester of offer and will not levy a cancellation charge for the deferral. Student may need to pay for the fee difference (if any). Griffith College will issue a new Offer Letter and cancel any Confirmations of Enrolment that have been issued to the student and/or agent. New Confirmations of Enrolment will be issued upon receipt of signed acceptance

documents for the new offer commencing in the subsequent Trimester, or earliest following Trimester in which the program is offered.

If the applicant subsequently rejects their new offer, cancellation charges will be applied as at the date of the initial deferral relevant to the initial Trimester of offer, unless exceptional circumstances are demonstrated by the applicant.

Where a deferral of offer is not approved, the applicant will be deemed to have requested a withdrawal and cancellation charges will be applied based on the date of the original deferral request. Where an applicant who has had Deferral of Offer application refused, wishes to reapply for admission to Griffith College, the applicant will need to re-apply in the normal manner. In such instances, there will be no refund of any cancellation charges already applied.

2.1.4 Limitations on Deferral

Griffith College will normally only allow applicants to defer the commencement of studies twice. If a third request for deferral of offer is made, Griffith College may refuse the request, with cancellation charges applied as at the date of the initial deferral unless there are exceptional circumstances demonstrated by the student.

2.2 Withdrawal from Program

2.2.1 Reasons for Withdrawal from Program

Applicants may withdraw from a program for any of the following reasons:

- Has been approved by Griffith College to transfer to another provider;
- Inability to obtain a student visa in time for entry to Australia for the Trimester of application;
- Failure to meet entry requirements (English proficiency or academic requirements)
- Compassionate or compelling circumstances

2.2.2 Notification of Withdrawal from Program

If an applicant wishes to withdraw from an acceptance of a letter of offer, they or their agent must advise Griffith College in writing, outlining the reasons for their request. All applications for withdrawal must be accompanied by supporting documentation. Some examples of acceptable documentation are listed below:

- A copy of a letter from the Department of Home Affairs advising that the applicant has not been able to obtain a visa
- Evidence of failure to meet the required English levels through IELTS (or similar) test results, or high school results (or similar) in cases where the academic requirements have not been met; or
- A medical certificate or letter (e.g., funeral notice or death certificate) from a registered medical practitioner, psychologist, counsellor, or other appropriate professional supporting compassionate circumstances.

2.2.3 Outcome of Notification of Withdrawal

2.2.3.1 International Students Off-Shore

Where an applicant is requesting to withdraw from a Griffith College program prior to commencement and is still in their home country:

1. Griffith College admissions staff will forward a Program Withdrawal Form and Refund Request form to the applicant or his or her agent

2. A fully completed form is returned to Griffith College together with supporting documentation
3. The student's Electronic Confirmation of Enrolment (eCoE) will be cancelled
4. Griffith College will process refund in accordance with Griffith College Refund Policy; and
5. Griffith College records will be adjusted to show that the student has withdrawn from the program.

2.2.3.2 International Students On-Shore

Where an applicant is requesting to withdraw from a Griffith College program prior to commencement and has already arrived in Australia, but intends to return home:

1. Applicant will need to attend an interview with a Griffith College marketing staff member
2. Applicant must complete and submit the Griffith College Program Withdrawal Form and Refund Request Form together with supporting documentation
3. The student's Electronic Confirmation of Enrolment (eCoE) will be cancelled
4. Griffith College will process refund (if applicable) in accordance with Griffith College Refund Policy and
5. Griffith College records will be adjusted to show that the student has withdrawn from the program

Where an applicant has already arrived in Australia and intends to study at another provider in Australia, they must apply to transfer via the Transfer of Provider Policy.

2.3 Domestic students

1. Applicant will submit a Program Withdrawal Form to Griffith College
2. Griffith College will process refund in accordance with Griffith College Refund Policy
3. Griffith College records will be adjusted to show that the student has withdrawn from the program.

3 Responsibilities

Responsibility	CDP	AD	DSAS	SAS O	SLA	DM A	AM	ARO	PC	All
Maintain currency of policy		C	C	S	C	A	S	A,R		I
Update corresponding processes		C	C	S	C	A, S	A, R	A,R		
Processing deferrals of offer							A	R, A		
Processing new offers post acceptance				S			A	R		
Processing cancellations after enrolment – Domestic Students				R	S			R		
Processing cancellations after enrolment – International Students			R	A	A			A,R		
Processing Program Withdrawal Request forms				A, R	A, R			S		
<p>CDP = College Director & Principal, CFM = College Finance Manager, QCM = Quality & Compliance Manager, AD = Academic Director, DSAS = Director, Student & Academic Services, DMA = Director, Marketing & Admissions, AM=Admissions & Recruitment Manager, ARO= Admissions & Recruitment Officer, SLA = Student Learning Advisor, SASO = Student Academic Services Officer, All = Staff, PC = Program Convenor,</p> <p>R = Responsible, A = Accountable, S = Supporting, C = Consulting, I = Informed</p>										

4 Compliance

4.1 General

Admissions Manager will ensure staff are informed about this Policy through staff meetings and communications. Students will be made aware of this Policy through the College website, digital campus, and communications from Marketing & Admissions team

4.2 Relevant Legislation

HES 1.1 Admission

National Code 2018 Standard 3: Formalisation of enrolment and written agreements

National Code 2018 Standard 5: Younger overseas students

4.3 Review

Document Name: Withdrawal from Program Before Enrolment Policy

Publish Date: 05-Dec-22

Information Classification: \Students\Admissions\ - Public

This Policy is tested and reviewed at least every 24 months and when at the time of any changes to the regulatory compliance requirements, legislation, regulation, and guidelines. This review process aims to ensure alignment to appropriate strategic direction of Griffith College and continued relevance to Navitas' current and planned operations.

4.4 Records Management

All records in relation to this document will be managed as follows:

Record type	Owner	Location	Retention	Disposal
Policy	Admissions & Recruitment Managers	Policy Hub	Permanently with control in place for revisions	Policy Hub archive