

# 2018 Domestic Student Withdrawals and Transfer Fees Schedule

## Student Initiated Withdrawals

- A student wishing to withdraw from a course or programme or wishing to transfer their enrolment to another course or programme must apply in writing. We recommend you discuss any withdrawal with your tutor or programme leader before making an application.
- Students must discuss their wish to transfer their enrolment with their programme leader prior to completing a transfer application.
- Withdrawal from a free fee programme will not be eligible for any refund and students will not be charged a withdrawal administration fee.
- Head of School, Faculty Dean or CEO approval is required for approval of a fee refund unless the refund is applied for under exceptional circumstances.
- Academic Director, Director Learning, Quality and Student Experience or CEO approval is required for a waiver of a domestic student's withdrawal administration fee or for approval of a refund under exceptional circumstances.

WITHDRAWAL BEFORE COURSE/PROGRAMME START DATE				
Student	Academic Results Record	Administration Fees	Circumstances	Course Fees (Retain or Refund)
Domestic	N/A – No academic record created	No administration fee	Written notification	Full refund, no administration fee

Note: Refunds will be paid minus any administration fee incurred

WITHDRAWAL BETWEEN START DATE AND 10% OR ONE MONTH (WHICHEVER IS THE LESSER) OF THE COURSE DELIVERY PERIOD				
Student	Results Penalty	Administration Fees	Circumstances	Course Fees (Retain or Refund)
Domestic	No penalty (No results recorded)	\$100	Written notification	Refund of fees paid, minus administration fee

Note: Refunds will be paid minus any administration fee incurred

WITHDRAWAL AFTER THE 10% PERIOD BUT BEFORE 75% OF THE COURSE HAS BEEN COMPLETED				
Student	Academic Results penalty	Administration Fees	Circumstances	Course Fees (Retain or Refund)
Domestic	W grade	No administration fee	Written notification. If claiming exceptional circumstances, written evidence must be provided	No refund except in exceptional circumstances

Note: Refunds will be paid minus any administration fee incurred

**Student Initiated Withdrawals continued...**

<b>WITHDRAWAL AFTER 75% OF THE COURSE HAS BEEN COMPLETED</b>				
Student	Academic Results penalty	Administration Fees	Circumstances	Course Fees (Retain or Refund)
Domestic	Fail grade	No administration fee	Written notification. If claiming exceptional circumstances, written evidence must be provided	No refund except in exceptional circumstances

*Note: Refunds will be paid minus any administration fee incurred*

<b>TRANSFER WITHIN THE FIRST 10% OF THE DELIVERY PERIOD</b>				
Student	Results penalty	Administration Fees	Circumstances	Course Fees (Retain or Refund)
Domestic	No results recorded	Nil	Transfer approved by Group Leader/Head of school. Note - No transfers are available for short programmes less than 12 weeks	If fees for the new course/programme are lower the difference will be refunded to the student/StudyLink. If fees are higher for the new course/programme the student will be invoiced for the difference in fees

*Note: Refunds will be paid minus any administration fee incurred*

## Institution Initiated Withdrawals

The institution may withdraw a student from a course or programme under the following circumstances:

- The programme is not being delivered due to insufficient numbers
- Student non-attendance in the first 10% or one month of the course/programme
- Student failing to meet expected attendance requirements or compulsory course components
- Student failing to comply with behaviours expected of a student as set out in the Student Code of Conduct
- Student supplying fraudulent documentation

<b>PROGRAMME NOT BEING RUN STUDENTS NOTIFIED BEFORE COURSE/PROGRAMME START DATE</b>				
Student	Academic Results Record	Administration Fees	Circumstances	Course Fees (Retain or Refund)
Domestic	N/A - No academic record created	No administration fee	Students notified of options available i.e. enrolment in another programme/intake	Full refund, no administration fee if student chooses to not take up another study option

*Note: Refunds will be paid minus any administration fee incurred*

<b>NO SHOW STUDENTS NOT ATTENDING IN THE FIRST 10% OR ONE MONTH (WHICHEVER IS LESSER) OF THE DELIVERY PERIOD</b>				
Student	Academic Results Record	Administration Fees	Circumstances	Course Fees (Retain or Refund)
Domestic	N/A - No academic record created	\$100	Students do not participate in their scheduled learning activities and or they stop attending/participating prior to the end of the first 10% or 1 month of the study period. Attempts will be made to communicate with students to confirm their intention of not continuing their study. If the student does not respond to communication attempts, they will be withdrawn by the institution as a No Show.	Full refund, minus administration fee

*Note: Refunds will be paid minus any administration fee incurred*

*Institution Initiated Withdrawals continued...*

<b>WITHDRAWAL DUE TO FRAUDULENT DOCUMENTATION (ANYTIME)</b>				
Student	Academic Results Record	Administration Fees	Circumstances	Course Fees (Retain or Refund)
Domestic	Fail or withdrawn grade as appropriate	No administration fee	Documents associate with enrolment application found to be fraudulent	No refund

*Note: Refunds will be paid minus any administration fee incurred*

<b>WITHDRAWAL DUE TO MISCONDUCT OR FAILING TO MEET COMPULSORY COURSE REQUIREMENTS ANYTIME</b>				
Student	Academic Results Record	Administration Fees	Circumstances	Course Fees (Retain or Refund)
Domestic	Fail or withdrawn grade as appropriate	No administration fee	Disciplinary process undertaken and student notified of outcome	No refund