

Withdrawal from All Studies Procedure (Higher Education)

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Purpose

To describe the process that staff and students are required to follow in order for a student to withdraw from Higher Education studies.

This procedure applies to both domestic and international students regardless of the training delivery mode; on-campus, off-campus, online and students studying through partner providers.

Scope

This procedure relates to all domestic and international students studying higher education courses from the point of initial indication of a wish to consider withdrawal through to final processing.

Students intending to transfer into another Federation University course should refer to the Internal Course Transfer form.

Legislative Context

- [Federation University Australia Act 2010](#)
- [Higher Education Standards Framework \(Threshold Standards\) 2021](#)
- [Federation University Statute 2021](#)

- [Tertiary Education Quality and Standards Agency Act 2011 \(TEQSA Act\)](#)
- [Federation University Australia \(Students\) Regulation 2022](#)
 - Part 2 - Admission to become a Student
 - Division 3 – Enrolment
 - Division 4 – Student Fees and Charges
- [Federation University Australia \(Operations\) Regulation 2022](#)
 - Part 12 – Fees, Charges and Penalties
 - 66 – Categories of fees, charges and penalties

Definitions

Term	Definition
Amend your program status form	An online form used by a student to withdraw from their course. Students access the Amend Program Status form in MySC.
Confirmation of Enrolment CoE	A document issued by the University to potential international student confirming the student's eligibility to enrol in the particular course at the University, subject to their successful application for a student visa.
Course	A course of study leading to an official award or qualification of the University contained in University Current Award Course List
Course Coordinator	The member of staff who is the designated co-ordinator of the course from which the student wishes to withdraw
ESOS Act	Education Services for Overseas Students Act 2000
GPS	Global Professional School
Immigration	Department of Home Affairs
Internal Transfer	A student enrolled in a Federation University course wishing to transfer to another Federation course
Leave from Studies	A temporary absence from a course of study at any time after a student has commenced their course. Commencing students who accept their offer and then decide that they don't wish to commence their studies in the current teaching period should apply to defer their commencement.
Partner Provider	An approved educational institution that delivers university courses/units as part of an agreement with Federation University
PRISMS	Provider Registration and International Student Management System. Student management system for creating and maintaining CoEs.
Withdrawal	The complete cessation of enrolment in a course of study. A student who withdraws from their course of studies forfeits their place in that course and must reapply for admission if they wish to resume in that course at a later date

Actions

Students can withdraw from their course through the completion of the Amend your Program status form. Federation Online students submit withdrawal requests through the FedOnline student hub.

	STEPS	WHO IS RESPONSIBLE	COMMENTS
1.	Complete the Amend your program status form	Student	<p>Amend you Program Status form by logging into My Student Centre (MySC). Student will receive system generated confirmation of form submission via MySC.</p> <p>Further information can be found at Withdrawal from All Studies web page.</p> <p>FedOnline students will submit a withdrawal form through the FedOnline student hub portal.</p>
2.	Contact student who has submitted withdrawal form and determine whether the student has accessed suitable intervention and support services and ensure the student is aware of the implications of their decision to withdraw.	Contact Centre / Graduate Research School, International Student Compliance or Partner Provider staff	<p>Students intending to transfer into another Federation University course should complete the Internal Transfer form.</p> <p>The staff member must ensure that the student is aware of their options and has accessed the appropriate support services to make an informed decision.</p> <p>If the student is unsure if they wish to withdraw, ensure the student is informed of their options and assist them in making an informed decision by referring to:</p> <ul style="list-style-type: none"> • appropriate student support services; • Library Services (research and academic assistance); • Student Counsellor and/or member of Student Advocacy; • School support staff for support; • Alternative study options or courses that might be of interest. • Aboriginal Education Centre. <p>Current and upcoming teaching period census dates should also be provided so the student is aware of when they will become financially liable for the units.</p>

			<p>If the student has made their decision to withdraw and no further intervention is applicable, the withdrawal processed as per below steps.</p> <p>If the student is unable to be contacted the withdrawal will be processed.</p>
3.	Withdrawal requests for international students, including those studying at a partner provider teaching location will be reviewed for compliance with student visa conditions and ESOS Act where applicable	International Student Compliance	Request further information/ documentation if required.
4.	Record withdrawal on student record in Student Management Systems.	Student Administration/ International Student Compliance/ Partner Provider Liaison	Ensure all appropriate fields are updated to reflect students withdrawal in Student Management
5.	Notification sent to student confirming the withdrawal has been processed.	Student Administration/ International Student Compliance/ Partner Liaison Staff	<p>Student will receive notification of withdrawal processed from Student Management system.</p> <p>The notification will advise that financial and academic penalty will apply to any units withdrawn after census date.</p> <p>For international students, this notification includes that Immigration will be notified that the student is no longer a Federation University student.</p> <p>Withdrawal forms submitted online are recorded in the Student Management System</p> <p>FedOnline withdrawal forms are recorded in the FedOnline student hub portal.</p>
6.	Cancellation of student's CoE.	International Student Compliance	Report student's withdrawal in PRISMS for international students, including those studying at a partner provider teaching location.
7.	Obtain list of withdrawals from Student Management System.	Institute/School	Used for noting at Institute Board.

Forms and Supporting Documents

- [Higher Education Enrolment Procedure](#)
- [Higher Education Domestic Student Refund Procedure](#)
- [Higher Education International Student Refund Procedure](#)
- [Deferment, Suspension or Cancellation of a Student's Enrolment \(ESOS Specific\) Procedure](#)
- [Higher Education Deferral or Leave from Studies Procedure](#) ST1968
- [Higher Education Academic Credit Transfer Procedure](#) AG2031
- [Student Fees and Charges Procedure](#) OG2089
- [Remission for Debt Process](#)

Responsibility

- Chief Learner Experience Officer (as the Approval Authority) is responsible for monitoring the implementation, outcomes and scheduled review of this procedure.
- Director, Student Services and Registrar (as the Document Owner) is responsible for maintaining the content of this procedure as delegated by the Approval Authority.

Promulgation

The Withdrawal from Studies Procedure will be communicated throughout the University via:

1. Information sessions and/or other relevant presentations such as meetings specific for the University; and/or
2. An announcement under News on the home page of the University website and on the PAMS web page.
3. Inclusion on the University's online Policy Library; and/or
4. Distribution of memo to Deans, Academic Services and Support, GPS, Student Administration, Student Experience and Partner Providers.

Implementation

The Withdrawal from Studies Procedure Higher Education will be implemented throughout the University via:

1. Training provided to staff in Student Services and Schools by their relevant Managers;
2. the Information Brochure is still under development and will be made available once finalised.

Forms/ Record Keeping

Title	Location	Responsible Officer	Minimum Retention Period
Withdrawal From All Studies form HE	Student Management Systems/CRM	Coordinator Student Administration HE	7 years after enrolment has expired
Internal Program Transfer form (HE)	Student Management Systems/CRM	Coordinator Student Administration HE	7 years after enrolment has expired