

# Withdrawal and Release Policy

The Purpose of this policy is to ensure that Sheffield College communicates to its students the processes in place which allow the students to withdraw his /her enrolment from a particular course that the student is enrolled in or to apply to withdraw his/her enrolment from Sheffield College.

A student, who has not completed six (6) months of study in the Principal course enrolled in, would also have to complete and lodge the application for Release together with the Withdrawal application.

## A. Withdrawal Policy and Process

### 1. Withdrawal request after Commencement of Course :-

- a. A student may wish to withdraw from the course enrolled on below grounds:
  1. Compassionate and Compelling reasons
  2. Grant of another Visa other than Student Visa.
  3. Student Visa Refusal; or
  4. Any other reason that compels the student to apply for withdrawal and can be supported with an evidence
- b. The student must provide Sheffield College with duly filled withdrawal application form, documents in support of the application and payment of AUD\$300 on account of withdrawal administrative charges. The withdrawal fee will not be applicable where a student applies to withdraw from the course(s) in the event of a student visa refusal.
- c. Sheffield College will not process a student's withdrawal application if the student fails to apply for the withdrawal in a prescribed format along with relevant and valid evidence as highlighted in Section A, Clause 1.b of Sheffield College Withdrawal and Release Policy.
- d. Sheffield College post receiving the duly filled application form, the administrative fee and valid documents will assess the application. In the event that Sheffield College is of the opinion that withdrawing from the course may not be in the best interest of the student, Sheffield College may offer alternate solutions to the student that can help him/her to continue their enrolment with the college. Solutions provided will be within the policies and procedures of Sheffield College and comply with the National Code and ESOS act.
- e. The student filing for a withdrawal must ensure that he/she settles all outstanding fees in arrears prior to filing the application. In the event that the student's fee continues to remain in arrears after filing the application, the student will be advised to settle the fee within 7 days thereof. If the student does not do so, the application will be rejected and the student will have to file a new application.
- f. Pending the outcome of the students withdrawal application, the student must continue to attend the scheduled classes until the outcome of the withdrawal is informed to the student. If a student fails to do so, the student will be marked absent and this may lead to necessary action as per Sheffield College's Course Progress Policy.
- g. The, Compliance Manager will process the application and make a decision on whether to approve/reject the withdrawal request. In making a decision, the Compliance Manager will be guided by this Withdrawal and Release Policy and by the ESOS Framework and Standard 7 of National Code of Practice for Providers of Education and Training to Overseas Students 2018. The reasons for withdrawal may include but not limited to:
  - o Compassionate and Compelling reasons
  - o Grant of another Visa other than Student Visa.
  - o Student Visa Refusal; or
  - o Any other reason that compels the student to apply for withdrawal and can be supported with an evidence
- h. Sheffield College will inform the student via email of the outcome within 10 working days from the receipt of duly completed application form and will include a statement explaining the reason of the outcome.
- i. If the student's withdrawal application is approved, Sheffield College will cancel the student's enrolment in PRISMS
- j. In the event that the student's application is rejected. Sheffield College will notify the student of his/her right to access Sheffield College's Internal Complaints and appeal process within 20 working days. The student may appeal to the CEO by accessing Sheffield College's internal Complaints and Appeal policy. During this time the student must continue with the classes as normal.
- k. Sheffield College will inform the student that approval of withdrawal application will lead to cancellation of student's Enrolment/s at Sheffield College which may have implications on their visa. Students are therefore advised to contact Department of Home Affairs (DHA) on 131 881 or visit the website at <https://www.homeaffairs.gov.au/> for advice on the consequences of their request on their student visa.



## **B. Release Policy**

Under the National Code of Practice for Providers of Education and Training to Overseas Students 2018 Part D, Standard 7 restricts providers from enrolling transferring students prior to the student completing six (6) months of his or her principal course of study. In the event that a student has not completed six (6) months of study in his or her Principal course at Sheffield, the student must apply for a Letter of Release, prior to enrolling in another college except for the circumstances outlined in the standard.

1. Student must provide Sheffield College with duly completed release application form and with documents in support of the application and must include offer letter from another provider.
2. There is no application fee for the Release Application.
3. When a student wants to transfer before completing six months of his or her principal course, Sheffield College will assess the student's request to check if the reasons for release provided are valid and authentic to be able to approve the student's request. The grounds on which the decision will be made are as mentioned below includes but is not limited to:
  - a. Compassionate and Compelling reasons
  - b. Student is not able to cope up with his current qualification or finding it difficult to meet the training requirements.
  - c. If the student claims or can provide evidence that his or her reasonable expectations about the current course are not being met
  - d. Sheffield College has had a sanction imposed on its registration by the Australian Government or state or territory government that prevents the student from continuing his or her principal course;
  - e. Any government sponsor of the student considers the change to be in the student's best interest and has provided written support for that change
  - f. If the course the student wishes to transfer to:
    - better meets the study capabilities of the student
    - better meets the long term goals of the student, whether these relate to future work, education or personal aspirations
  - g) If the student wishes to change course in order to get access to greater support (may be through the services offered by another provider, commercial or non-for-profit services or through access to family, friends or a cultural support network)
4. Sheffield College can refuse to provide a release to the student, explaining the grounds on which the request has been refused. Example of circumstances that may be considered but are not limited to:-
  - i. The student is trying to avoid being reported to DHA for failure to meet Sheffield College's course progress requirements.
  - ii. The transfer may jeopardise the student's progression through a package of courses
  - iii. The transfer would be detrimental to the student's future study, welfare and /or career objective
  - iv. The student applies for a release from a course provided by Sheffield College in order to transfer to a course provided by another Registered Provider and Sheffield College considers the other course to be the same, similar or equivalent.
  - v. The student is not happy about the time tabling of scheduled contact hours. In such case student should seek counselling from their Course Coordinator.
  - vi. The documents provided by the student do not, adequately support grounds upon which the transfer is requested
  - vii. The student has outstanding fees to Sheffield College
  - viii. The student has a change of mind after issuance of CoE.
  - ix. If it now appears that the student enrolled at Sheffield College to procure student visa extension and upon being extended applies for a transfer to another provider in an unrelated course.
5. Sheffield college will let the student know of the outcome of the application within 10 working days from the receipt of duly completed application form and will include a statement explaining the reason of the outcome.
6. If Sheffield College refuses to release a student or if does not respond during the timeframe, the student can appeal through the Sheffield College's complaints and appeal process.
7. In the event that the student's application is rejected. Sheffield College will notify the student of his/her right to access Sheffield College's Internal Complaints and appeal process within 20 working days. The student may appeal to the CEO by accessing Sheffield College's internal Complaints and Appeal policy. During this time the student must continue with the classes as normal.
8. Under-18 students must have written confirmation from their legal guardian or parent to transfer. If the student is not being cared for in Australia by a parent or suitable nominated relative, the receiving registered provider must accept responsibility for approving the student's accommodation, support and general welfare arrangements as per Standard 5 of the National Code. The letter of offer by the receiving registered provider must note this responsibility.



9. If the Student's release request is approved, Sheffield College will proceed to cancel the student's enrolment in PRISMS and update the release option in PRISMS for the student.
10. If Sheffield College intends to refuse a release, it must not finalise the overseas student's refusal status in PRISMS until:
  - Any appeal against the refusal lodged by the overseas student is finalised and upholds Sheffield College's decision not to release the student; or
  - The overseas student did not access the registered provider's complaints and appeals processes within 20 working days of being notified of the refusal; or
  - The overseas student withdraws their appeal against the refusal.
11. Sheffield College will maintain records of all requests from students for release and the assessment of, and decision regarding, the request on the student's file.