

Withdrawal Procedure

Policy Category	Corporate		
Policy Owner	General Manager IGI		
Responsible for Implementation	Registrar		
Review Date (2 years)	October 2025		
Relevant to	IGI prospective and current students, IGI staff		
Related Documents	Change of Study Load Procedure Enrolment Terms and Conditions Leave of Absence Procedure Refund Policy Refund Procedure Transfer Between Providers Procedure		
Version	Authorised by	Approval Date	Effective date
1.1	General Manager IGI	1 Oct 2023	1 Oct 2023

1. Purpose

The Withdrawal Procedure gives effect to the Enrolment Terms and Conditions in respect of students who are seeking to:

- cease their studies and discontinue their enrolment at IGI; or
- withdraw from enrolled subject(s) after they have formally accepted their offer of admission to a course or have commenced their study (on or after the course commencement date).

This procedure ensures that withdrawal requirements and processes are applied fairly, consistently, objectively and are documented.

2. Definitions

Item	Definition
Confirmation of Enrolment (CoE)	A document issued by a registered provider to an intending overseas student. It confirms the overseas student's eligibility to enrol in the course and supports their application for a student visa. They are sometimes called eCoE (electronic CoE).
Course	A structured sequence of study undertaken leading to the award of a diploma and degree.
Current student	Students who are enrolled in a course are current until: <ul style="list-style-type: none"> • they complete the course of study. • they withdraw from the course of study. • their enrolment is discontinued, or they are excluded from a course or study at ihGI due to misconduct or other reasons. • they fail to re-enrol in units of the course without approved leave, in which case the student will be regarded as having ceased their course of study.
International student (or Overseas Student)	A person who is required to hold an Australian student visa for the purpose of study in Australia as defined by the ESOS Act.

Item	Definition
Principal course	The main course of study undertaken by an international student, where a student visa has been issued for multiple courses (packaged courses).
PRISMS	The Provider Registration and International Student Management System is used to process information provided to the Secretary of the Department of Education by ihGI in connection with an international student's course enrolment. It is used by ihGI to issue/amend CoEs, extract reports on student visas, etc.

3. Scope

This procedure applies to students, and to staff who administer withdrawal requests.

4. Procedure

Eligibility requirements

- 4.1. Students who have formally accepted their offer of admission to a course or commenced their course of study (on or after the course commencement date) must formally notify IGI in writing should they wish to withdraw from their course of study or subject(s).
- 4.2. Students seeking to withdraw from a course are encouraged to contact the Registrar for advice prior to withdrawing. Students must be aware of all options and implications of withdrawing including taking a leave of absence for students who may wish to return to studies at a later date, any academic and financial implications and, for international students, student visa requirements.
- 4.3. Students seeking to withdraw from enrolled subjects should discuss their options with the relevant Course Coordinator prior to withdrawing to ensure minimum study loads are maintained and the timeframe for completion is understood. International students changing study load must apply in accordance with the Change of Study Load Procedure.
- 4.4. No financial or academic penalty is incurred for students withdrawing prior to census date in the relevant study period.
- 4.5. International students are required, in accordance with the conditions of their visa, to maintain their enrolment at IGI for the duration of their visa. IGI will inform the Department of Home Affairs (DHA) about any student who withdraws from a course. The DHA may cancel the student visa within 28 days, and the student will be required to return to their home country, unless an alternative visa has been arranged.

How to apply

- 4.6. Students seeking to withdraw must complete the online Withdrawal form and the online Refund Request form (for fees that have been paid in advance).
- 4.7. International students on a student visa must attach supporting documentary evidence with the form. This must include one of the following:
 - air flight ticket returning home; or
 - letter of offer from another CRICOS registered provider; or
 - a visa other than a student visa.
- 4.8. International students who wish to withdraw prior to completing six months of their principal course and wish to transfer to another education provider or enrol in an alternative course with another institution must complete the student release request component of the form.
- 4.9. Students withdrawing from a course may be eligible for an exit qualification subject to satisfying all relevant course requirements. Students must apply for an exit qualification on the online Request for Exit Qualification form.

Assessment and outcome

- 4.10. The Registrar assesses the application and any supporting evidence and makes a decision to either approve or reject the application within 10 working days.
- 4.11. For approved withdrawal requests, the Registrar:
- notifies the student in writing within 10 working days:
 - for applications submitted with a completed Refund Request form, submit a refund request to the Finance Department for approval in accordance with the Refund Procedure. Students are notified of the outcome of the refund request separately;
 - for international students, advice given to contact the DHA as the student's visa may be cancelled within 28 days, and the student required to return to their home country, unless an alternative visa has been arranged.
- 4.12. For rejected withdrawal requests, the Registrar notifies the student in writing within 10 working days. Reasons are provided for the rejection and informed that they may lodge a complaint in accordance with the Complaints and Appeals Policy if they believe the withdrawal outcome was inconsistent with this procedure.

Recordkeeping

- 4.13. Withdrawal request outcomes are recorded on the student management system. IGI keeps records of withdrawal outcomes for at least two years after the person ceases to be an accepted student.

PRISMS reporting

- 4.14. IGI reports to DHA via PRISMS any student who has withdrawn from a course prior to completion of that course. The report must be completed (if after the first six months of study in the course) within 31 days after the student withdraws from their course.

Complaints

- 4.15. A student may lodge a complaint if he/she believes the withdrawal outcome was inconsistent with this procedure. Complaints must be made in accordance with the Complaints and Appeals Policy.

5. Roles and responsibilities

- 5.1. The Registrar is responsible for:
- providing advice on leave of absence options, financial/academic implications and student visa impacts to students wishing to withdraw from a course;
 - administering the implementation and dissemination of this procedure.
- 5.2. The Course Coordinators are responsible for providing advice on minimum study load requirements and course completion timeframes to students wishing to withdraw from enrolled subjects.
- 5.3. The student is responsible for:
- providing true and accurate information; and
 - providing authentic and genuine documentation.
- 5.4. IGI is responsible for:
- ensuring the policy and procedure are easily accessible and publicly available;
 - ensuring procedures are transparent and equitable; and
 - providing timely responses to students.

6. References

- Higher Education Standards Framework (Threshold Standards) 2021
- Education Services for Overseas Students Act 2000 (Cth)
- Education Services for Overseas Students Regulations 2019
- The National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code)
- Tertiary Education Quality and Standards (TEQSA) Act 2011 (Cth)

7. Document History

Version	Date	Author	Reason	Sections
1.0	Jun 2022	PBL Education	New policy	All
1.1	Oct 2023	IGI	Rebrand and minor amendments	All