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Withdrawal Policy

Purpose and Rationale

Purpose: The purpose of this policy is to establish clear guidelines for students who wish to withdraw from their enrolled courses or programs. The policy provides information on how to formally withdraw, the associated deadlines, and the impact on fees, academic records, and student support services.

Rationale: A clear withdrawal policy is essential to help students make informed decisions about their education and to ensure that the college can manage resources effectively. The policy also helps mitigate misunderstandings and disputes regarding the financial and academic consequences of withdrawal.

Procedures and Implementation

1. Withdrawal Process

- **Formal Withdrawal Request:**
 - Students who wish to withdraw from a course or program must submit a formal withdrawal request in writing. The request can be submitted via an official withdrawal form available on the SGSCC website or at the RTO administration office.
 - The withdrawal request must include the student's name, student ID, the course or program from which they wish to withdraw, and the reason for withdrawal.
- **Notification and Confirmation:**
 - Once the withdrawal request is submitted, it will be reviewed by the relevant academic department and the Student Services team.
 - The student will receive a written confirmation of their withdrawal, including the

effective date of withdrawal and any applicable consequences, such as financial obligations or impacts on academic records.

- **Effective Date of Withdrawal:**

- The effective date of withdrawal is the date on which SGSCC receives the formal withdrawal request. This date is used to determine any applicable refunds, academic consequences, and other considerations.

2. Implications of Withdrawal

- **Academic Record:**

- Withdrawals made before a specified deadline (e.g., census date) will not be recorded on the student's academic transcript.
- Withdrawals made after the specified deadline will be recorded as a "Withdrawn" or "W" on the transcript, and may affect the student's academic standing.

- **Financial Obligations:**

- Students who withdraw before the course commencement or within a designated period (e.g., first week of the course) may be eligible for a full or partial refund of tuition fees, as outlined in the SGSCC Refund Policy.
- Students who withdraw after the designated period may be responsible for paying the full course fees, depending on the timing and circumstances of the withdrawal.
- Any outstanding fees must be paid in full before the withdrawal is processed. Failure to settle financial obligations may result in holds on the student's academic records or future enrolment.

- **Impact on Student Visas (for International Students):**

- International students must be aware that withdrawal may affect their visa status. SGSCC is required to report any changes in enrolment to the Department of Home

Affairs, which could result in the cancellation of the student's visa.

- International students are strongly advised to consult with the Student Services team before withdrawing to understand the implications for their visa status.

3. Special Considerations and Appeals

- **Exceptional Circumstances:**

- Students who need to withdraw due to exceptional circumstances, such as serious illness, family emergencies, or other significant events, may apply for special consideration. Documentation supporting the circumstances (e.g., medical certificates) must be provided.
- If approved, special consideration may allow for a partial or full refund of fees, and the withdrawal may not negatively impact the student's academic record.

- **Appeals Process:**

- Students who wish to appeal a decision related to their withdrawal request (e.g., denial of special consideration or refund) may do so by submitting a formal appeal to the Student Services team within 14 days of receiving the decision.
- The appeal will be reviewed by an appeals committee, and the student will be notified of the outcome within a specified timeframe.

4. Re-Enrolment After Withdrawal

- **Re-Enrolment Conditions:**

- Students who have withdrawn from a course or program and wish to re-enrol at a later date must submit a new application for enrolment. Re-enrolment is subject to the availability of the course or program and the student meeting any applicable entry requirements.
- Any outstanding fees from the previous enrolment must be settled before the student

can be re-enrolled.

- **Transfer to Another Course or Program:**
 - Students who wish to transfer to another course or program within SGSCC instead of withdrawing entirely should follow the college's transfer policy. The transfer may have different implications for fees and academic records compared to withdrawal.

Applicability and Responsibilities

Applicability: This policy applies to all students enrolled in courses or programs at SGSCC, including domestic and international students. It also applies to all staff involved in the administration of student enrolment, fees, and academic records.

Responsibilities:

- **Student Services:** Responsible for providing guidance on the withdrawal process, processing withdrawal requests, and communicating the implications to students.
- **Academic Departments:** Responsible for reviewing withdrawal requests and determining the academic implications.
- **Finance Department:** Responsible for calculating and processing any refunds or outstanding payments related to withdrawals.
- **Compliance and Quality Assurance:** Ensures that the withdrawal policy complies with all relevant regulations, including those related to international students and government-funded programs.

References

- **Education Services for Overseas Students (ESOS) Act 2000:** Governs the withdrawal process for international students to ensure compliance with visa requirements.
- **NSW Smart and Skilled Contract:** Outlines specific requirements for managing withdrawals and refunds for students enrolled in government-funded training programs.

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- **Australian Consumer Law:** Ensures that withdrawal practices are fair and comply with consumer protection regulations.
- **SGSCC Refund Policy:** Provides detailed information on the conditions under which refunds are granted in the event of withdrawal.

Framework	Clause/Standard	Requirement
SRTOs 2025	Standard 2.1	Information
	Standard 2.2	Support
	Standard 2.7	Feedback and Complaints
National Code 2018	Standard 3	Written agreements must include withdrawal and refund information.
	Standard 7	Governs transfers between providers and requires permission for early withdrawals.
	Standard 9	Covers deferral, suspension, or cancellation of enrolment, including withdrawals.
	Standard 10	Ensures students have access to complaint and appeal mechanisms regarding withdrawal.