



THE UNIVERSITY
of ADELAIDE
COLLEGE

Student withdrawal, repeat, restart policy (DT Bridging/FSP/GAE)

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Table of Contents

| | |
|--|----------|
| 1.0 Purpose | 3 |
| 2.0 Scope and responsibilities | 3 |
| 3.0 Satisfactory course progress guidelines | 3 |
| 4.0 Withdrawal | 4 |
| 4.1 Policy | 4 |
| 4.2 Procedure | 5 |
| 4.2.1 Students who request to withdraw | 5 |
| 4.2.2 Students who are asked to withdraw | 5 |
| 5.0 Repeat/restart | 6 |
| 5.1 Policy | 6 |
| 5.2 Procedure | 6 |
| 5.3 Financial | 6 |

1.0 Purpose

The purpose of this policy is to advise University of Adelaide College staff and students of the policy and procedure when students request to withdraw from their program, repeat a program, or restart a program.

2.0 Scope and responsibilities

Relevant College staff are required to ensure that they have followed the procedure outlined in this policy when dealing with a request from a student to withdraw, repeat or restart. This policy is to be made available to students on request.

For students in the Degree Transfer Program, the University of Adelaide and the College determine whether a student may repeat a semester. This policy, therefore, does not apply to this group of students.

3.0 Satisfactory course progress guidelines

In order to achieve satisfactory course progress, students are required to:

- 1) have an overall score >50% (Degree Transfer Bridging) plus refer to the guidelines stipulated in Degree Transfer Bridging Guidelines to Proceed to Degree Transfer
- 2) have an overall score >50% (Foundation Studies Program)
- 3) have an English score >50% (General Academic English)

The following will apply with regards to the number of attempts to undertake the DTB, FSP and GAE program:

- Students are permitted a maximum of two attempts at the DTB unless they change bachelor destination and then one more attempt is permitted.
- Students are permitted a maximum of two attempts at the FSP or GAE program.
- Withdrawals after week 6 of the DTB will be considered as one attempt.
- Withdrawals after week 8 of the FSP will be considered as one attempt.
- Withdrawals after week 5 of the GAE program will be considered as one attempt.

4.0 Withdrawal

4.1 Policy

1. Students may wish to withdraw for a number of reasons and will be given a release letter if the following criteria are met:

- the student has been in their principal program* for at least one full semester
- the student seems unlikely to satisfy course requirements at the College
- the College feels that the student is more suited to a program with another provider and it is in the student's best interests to change providers
- the student has supplied an offer letter from another education provider
- the student has submitted a 'Request for Release Letter' form
- the student has submitted a 'Notification of Withdrawal from Program' form

If a student is under 18 years, they are also required to provide a 'Confirmation of Appropriate Accommodation and Welfare' (CAAW) form from their new education provider and have their parents/guardian provide approval on the withdrawal form. If a student will be under 18 at the time they are due to transition to the University of Adelaide, their request for release and offer is to be sent to the University admissions office to process as the College does not release these students in particular.

A release letter will not be granted if all of the requirements listed above are not met.

There may be circumstances where the College feels that there are compassionate reasons for the student to change providers before or after completing 6 months of the principal program. Decisions made on this basis will be considered case by case. These decisions are solely at the discretion of the College.

*The principal program is considered to be the highest level course on the student's visa/CoE.

2. Students may be asked to withdraw from the College for any of the following reasons, and will be issued with a release letter upon withdrawal if:
- the student has not met the requirement of 80% attendance
 - the student fails to satisfy course requirements (>50%)
 - the student has contravened College rules as outlined in the 'Student Code of Conduct Policy'
 - it is discovered that the student has been involved in criminal activity before applying to the College which was not disclosed at the time of application.

If a student is asked to withdraw and declines, the College may, and will when required by legislation, cancel the student's enrolment and inform the DIBP. In this case, the student will be provided with written notification, a copy of which will be stored in the student's electronic file.

4.2 Procedure

4.2.1 Students who request to withdraw

The procedure below is at no cost to the student.

1. The student is to meet with the relevant Student Services representative for counselling.
2. The Student Services representative will assess, according to the conditions outlined above, whether the student is eligible for withdrawal and release.
3. If the student is not eligible, the relevant Student Services representative is to provide written notification to the student within 14 business days outlining the reasons for the decision. A copy of this notification is to be stored in the student's electronic file.
4. If the student is eligible for withdrawal and release and still wishes to proceed after counselling, the student is to provide the following documentation:
 - 'Notification of Withdrawal from Program' form
 - 'Request for Release Letter' form
 - Proof that welfare arrangements have been approved by the other provider (e.g. CAAW form) (U18)
 - 'Refund Request' form (if eligible for a refund)
 - Copy of offer letter from other education provider, or evidence of compassionate circumstances.
5. Providing all conditions have been met, a release letter will be issued to the student within 14 business days.
6. The student is to be withdrawn as per the Withdrawal Procedure.
7. All relevant forms plus a copy of the student's offer from another provider are to be filed in the student's file.
8. If applicable, the 'Refund Request' form is to be given to the Campus Director to approve the request. If approved, the form is then given to the Finance Manager who will process the request. If the request for refund is denied, the student must be notified in writing by the relevant Student Services staff. The 'Refund Request' form is to be filed in the student's file.

4.2.2 Students who are asked to withdraw

The procedure below is at no cost to the student.

1. The student is to meet with the relevant Student Services representative for counselling.
2. The student is to complete the 'Notification of Withdrawal from Program' form.
3. Parents of students who are Under 18 are to be contacted and advised that the student is to be withdrawn.
4. The student is to be withdrawn as per the Withdrawal Procedure.
5. All relevant forms are to be filed in the student's file.

If a student disagrees with a decision made in relation to their withdrawal or release then they may appeal the decision. Information on making an appeal is available in the 'Student Grievance and Complaints Policy.'

5.0 Repeat/restart

5.1 Policy

Repeating/restarting students are dealt with on a case-by-case basis. Irrespective of how many subjects they fail, all students are considered. If, however, a student fails the majority of their subjects, the relevant Student Services representative is to inform them that the College does not recommend that they repeat. If the student insists then they are required to sign an agreement written collaboratively between the relevant Student Services representative and the student acknowledging that the student has understood that they are proceeding despite the College's recommendations. All repeating/restarting students will be placed on an intervention strategy and should sign/complete a learning contract.

5.2 Procedure

The procedure below is at no cost to the student.

1. The relevant Student Services representative counsels the student and offers the student the opportunity to repeat/restart, taking into account evidence of motivation and proactivity in the student's intention to repeat/restart and the likelihood of the student achieving satisfactory course progress in their second attempt. The student is also advised that they will only have one opportunity to repeat/restart.
2. The student completes the 'Request to Restart' form.
3. A note is made in the student's EDUPOINT file and forms are submitted to the Admissions team who will process a new offer.
4. If the student is under 18 parent/guardian must provide approval on the restart form
5. The student is noted in their subsequent program and counselled at orientation for that program and placed on an intervention strategy and asked to sign a learning contract. This student is to be followed-up regularly to monitor their progress.

5.3 Financial

Students may not repeat/restart until the appropriate payments have been received by the College.



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