Withdrawal Policy and Procedure

Modification history

<table>
<thead>
<tr>
<th>Date</th>
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<th>Person responsible</th>
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<tr>
<td>22/03/13</td>
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<td>Roger Stevens</td>
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<td>Change in title from 'Industry Training and Development' to 'Industry and Career Development'</td>
<td>Dr Ian Whyte</td>
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Withdrawal Procedure

1. Students must inform the Admissions Office and the Principal of their withdrawals either by email or letter

2. Withdrawal Prior to Course Start Date

   2.1 New Student Fee/Registration Fee not Paid
       2.1.1 If student withdraws prior to course commencement and has not paid the New Student Fee/Registration Fee, update student status in EduPoint as ‘Potential Student Withdrawn’ and credit invoiced amount. Make ‘End Date’ same as ‘Start Date’ in SCP to change record as XLD (Cancelled). Please refer to ‘Data Entry in EduPoint’ for other details.

       2.1.2 Put ‘Withdrawn’ sticker on folder and put folder in Withdrawal Cabinet.

   2.2 New Student Fee/Registration Fee/Accommodation Securing Fee Paid

       2.2.1 Except for conditions as per 2.4 and FEE-HELP and Vet FEE-HELP eligible students, there is no refund for students withdrawing prior to course commencement even if the student failed to fulfil the conditions in our letter of offer. Note that FEE-HELP and Vet FEE-HELP eligible students do not pay New Student fee or Degree Registration Fee.

       2.2.2 Update student status in EduPoint as ‘Potential Student Withdrawn’ and credit invoiced amount. Make ‘End Date’ same as ‘Start Date’ in SCP to change record as XLD (Cancelled). Please refer to ‘Data Entry in EduPoint’ for other details.

       2.2.4 Put ‘Withdrawn’ sticker on folder and put folder in Withdrawal Cabinet.

       2.2.5 Where a student is not granted a visa, all fees paid including New Student Fee will be refunded.

       2.2.6 Inform the PRISMS Administrator of any withdrawals, to cancel CoE for international students and copy the Degree Office for BIHM students. Print email for file.

       2.2.7 Advise Marketer, Regency International House (if appropriate) and Principal

   2.3 Release Letter

       2.3.1 International students who have paid the New Student/Registration Fee must provide offer letter from another registered provider confirming that a valid offer has been made if they require a Release Letter from ICHM. (Under ESOS Act National Code 7.3)
2.3.2 Some institutions may request ICHM to provide a Release Letter before they can issue offer letter to students. These institutions may have the right to do so under the ESOS Act National Code 7.1. In this circumstance, Admissions Officers should suggest the other institutions to issue offer letter ‘subject to the release letter from ICHM’.

2.3.3 Approval from the Principal or the Chief Executive must be sought.

2.3.4 Admissions Officer should get student’s current address and phone number for Student Welfare Manager to send the Release Letter and to inform DIAC.

2.4 Refund
As referred above in Clause 2.2.1, the one exception for refund is as follows. Students who had paid the new student fee with Deposit Invoice (issued at the time when tuition/accommodation fees of next year are not finalised) will be eligible for refund. However, they must inform the Admissions Office of their withdrawal by the deadline stated in the new fees letter informing them of the fee increase of the enrolment year. This letter is issued in July/August each year with tuition/accommodation fee invoice of the enrolment year.

2.5 Appeal
Where a student does not accept the decision by ICHM with regards to a refund, release letter etc, they have the opportunity to appeal the decision. See Non-Academic Grievance Procedure for the process to be followed.

3. Withdrawal After Course Start Date

Please refer to ICHM Rules and Conditions, III Withdrawals – 10. Refund Policy. Please note that Australian students have special FEE-HELP and Vet FEE-HELP withdrawal provisions. In instances involving Australian students, prior to discussing any details, staff must seek advice from the Admissions Officers.

3.1 Under ESOS Act National Code, students must complete at least 6 months of the principle course with the original provider before they can change education provider.

3.2 If student informs staff of his/her withdrawal, the student should be requested to write to the Principal to make the withdrawal formal. While staff should encourage the student to remain in ICHM, the student need to make a clear decision. Where the student continues to be “still considering”, they should be advised to speak to the Principal either directly or by telephone.

3.3 International students must provide offer letter from another registered provider confirming that a valid enrolment offer has been made if they require a Release Letter from ICHM. (Under ESOS Act National Code 7.3)
3.4 The Principal will detail the student’s options as to the latest DIAC restrictions, in particular, ‘No Change of Provider’ condition.

3.4.1 Prior to issue of a release letter, a check must be made on any outstanding fees (including RIH) and Student Welfare Manager advised.

3.4.2 If approval is granted from the Principal, Student Welfare Manager will issue release letter to student and inform DIAC accordingly.

3.4.3 The Principal will advise the Admissions Office of a withdrawal.

3.4.4 ICHM has the right to decline issuing a Release Letter under the following conditions:
- student’s fees are still outstanding
- student wishes to change to a similar hospitality/hotel management course with another institution
- student breaches any student visa conditions

3.5 Refund

3.5.1 Withdrawal received on the date the course commences will receive a 60% refund of the total tuition and/or accommodation fees paid for the semester, less any unpaid amount.

3.5.2 The refund will reduce by 6% of the total tuition and/or accommodation fees for each week commenced or completed.

3.5.3 After 10 weeks, there will be no refund.

3.5.4 The Administration Manager will calculate the refund, advice student of particulars and adjust payments to Campus and RIH (accommodation) as appropriate. A copy of the calculations will be placed on the student folder.

3.6 File notice of withdrawal (email, fax or letter) in student folder.

3.7 Update student status EduPoint as ‘Dropped Out’. Please refer to ‘Data Entry in EduPoint’ for other details.

3.8 Put ‘Withdrawn’ sticker on folder and put folder in Withdrawal Cabinet.

3.9 Campus will organise appropriate certificate/diploma at exit point to students.
4. Withdrawal during Internship

4.1 Managers of Industry and Career Development may receive withdrawal notice from students. Student should be requested to write to the Principal to make the withdrawal formal.

4.2 International students must provide offer letter from another registered provider confirming that a valid offer has been made if they require a Release Letter from ICHM. (Under ESOS Act National Code 7.3)

4.3 The Principal will detail their options as to the latest DIAC restrictions, in particular, ‘No Change of Provider’ condition.

4.3.1 Prior to issue of a release letter, a check must be made on any outstanding fees (including RIH) and Student Welfare Manager advised. If there is any outstanding amount from student, debt should be settled before Release Letter is given.

4.3.2 ICHM has the right to decline issuing a Release Letter under the following conditions:
- student’s fees are still outstanding
- student wishes to change to a similar hospitality/hotel management course with another institution
- student breaches any student visa conditions

4.3.3 If approval is granted from the Principal, Student Welfare Manager will issue release letter to student.

4.4 The Principal will advise the Admissions Office of a withdrawal.

4.5 File notice of withdrawal (email, fax or letter) in student folder.

4.6 If student is on Extended Stage and Extended Stage Fee has been collected, Manager Finance is to be advised. This sum ($2500) should be split between Campus and ICHM Hutt Street and paid accordingly.

4.7 Update student status on EduPoint as ‘Dropped Out’. Please refer to ‘Data Entry in EduPoint’ for other details.

4.8 Put ‘Withdrawn’ sticker on folder and put folder in Withdrawal Cabinet.

4.9 Campus Administration will organise appropriate certificate/diploma at exit point to students on advice from Principal/Director, Academic.

Last updated 12/12/2016
5. Advice to Various Impacted Work Areas.

5.1 The following staff are to be copied on email acknowledgement where a student has withdrawn
   5.1.1 Chief Executive
   5.1.2 Principal
   5.1.3 Director, Academic
   5.1.4 Director, Student & Industry Engagement
   5.1.5 Industry and Career Development
   5.1.6 Admissions
   5.1.7 Manager Finance
   5.1.8 Manager Regency International House