

FEE-HELP Application to Withdraw Procedure

PROCEDURE PURPOSE

This purpose of the procedure is to advise staff how to deal with requests from FEE-HELP students to withdraw from their diploma courses and how staff are to process these requests.

It is important that any requests to withdraw by FEE-HELP students applying to withdraw on or before the census date are processed on or before the census date.

There are legislative requirements regarding how such requests are to be met as well as ethical and equity issues.

SCOPE

This procedure applies to FEE-HELP students undertaking diploma courses at UTS Insearch's Sydney campus and all UTS Insearch staff dealing with FEE-HELP students wishing to withdraw from their studies, including staff in the Student Centre, Student Sponsorship Compliance and Reporting team (SSCR), Student Administration team, Study Success Advisers, Associate Dean of Studies and Chief Operating Officer.

DEFINITIONS are set out at the end of this procedure.

PROCEDURE STEPS

Activity	Description	Responsible
Lodging withdrawal application	1. Visits Student centre to lodge withdrawal application.	Student

Receive the request to withdraw	<ol style="list-style-type: none"> 2. Encourages the student to speak to their Study Success Adviser (SSA) regarding their planned withdrawal so they can understand the full impact. 3. Receives the student's Application to Withdraw (Domestic Students) Form (and supporting documentation to support the request if applying after the census date), along with the student's ID card, a transport concession card if applicable and a Study Success Adviser (SSA) referral form (if student spoke to a SSA). 4. Receives a copy of UTS library record showing that the student owes no fees and has no resources on loan. Once the student's library record is confirmed as all clear, the student's ID card is retained. 5. Date-stamps and initials the form to indicate when this was received at the Student Centre and by whom. 	Student Centre staff
Confirm timing of receipt of withdrawal request	Was the application to withdraw received AFTER the census date?	
Do Special Circumstances exist?	<ol style="list-style-type: none"> 6. Students applying to withdraw AFTER the census date must have special circumstances to have no academic and financial penalty considered, otherwise, they will be withdrawn from the program with both academic and financial penalty. N.B. Special circumstances do not include a lack of understanding of the FEE-HELP scheme or an inability to pay the FEE-HELP debt IF NO: 7. Asks Student Centre Team Leader to make the necessary changes to the student's S1 record. 8. Informs the student in person and by email that their withdrawal has been finalised and the application procedure if they wish to return to UTS Insearch in future. 9. Scans all documents into iRecords 	Student Centre staff
	<ol style="list-style-type: none"> 10. Sends letter confirming withdrawal with no academic or financial penalty. 11. Go to end of procedure. 	SSCR

	<p>12. If special circumstances exist, sends the student to the appropriate Study Success Adviser for the course in which the student is enrolled.</p>	Student Centre staff
Consider special circumstances	<p>13. Assesses the particular case according to the documents provided. The request to withdraw (and to re-credit the fees) can only be approved, if UTS Insearch is satisfied that the special circumstances:</p> <ul style="list-style-type: none"> • Were beyond the student's control, • Did not make their full impact on the student till on or after the census date, and • Made it impracticable for the person to complete the requirements for the unit during the period the student was to undertake the unit. <p>14. Makes a recommendation regarding whether or not there should be academic penalty and forwards paperwork to the Dean of Studies to approve or reject.</p> <p>15. If not approved go to Step No 25.</p> <p>16. Sends copy of the finalised paperwork to COO so that a decision regarding no Financial penalty can be made.</p>	Study Success Adviser
Update Student One record	<p>17. Completes the Withdraw Without Academic and Financial Penalty (WWAFP) Form. Makes the necessary changes to the student's S1 enrolment record.</p> <p>18. Forwards the application form and supporting documents to Student Centre to withdraw student from the diploma program.</p>	Student Administration
Financial Penalty waived?	<p>19. Has the special consideration to withdraw AFTER the census date been approved for no financial penalty?</p>	

<p>Notify the student that their FEE-HELP debt has been removed</p>	<p>IF YES</p> <p>20. Notifies the student by sending a Withdrawal confirmation letter, indicating that the student has now been withdrawn from their studies and therefore no FEE-HELP debt has been incurred for the semester.</p> <p>21. Notifies the Study Success Adviser that the Withdrawal has been finalised.</p> <p>22. Scans the withdrawal application form and supporting documents into iRecords.</p> <p>N.B. In some cases this approval to withdraw may involve a refund of tuition fees, where some tuition fees were paid by the student, not through the FEE-HELP loan scheme. Refer to FEE-HELP Refund procedure.</p> <p>23. Submits Student Revisions file to the Department of Education to remit fees. Any fees received from FEE-HELP need to be refunded to the Commonwealth.</p> <p>24. Go to End of Procedure.</p>	<p>SSCR staff</p>
<p>Notify the student that their FEE-HELP debt remains</p>	<p>25. Notifies the student, that:</p> <ul style="list-style-type: none"> • they have been withdrawn from their studies but the financial penalty remains for the semester • the reasons for the decision • their rights for a review of the decision, following the Student Complaints and Appeals policy and procedure • the need to lodge an appeal within 28 days of their being advised of the decision, if they want to appeal, and • their rights to access to the external appeals process, applying to the Administrative Appeals Tribunal (AAT) if they are still not satisfied with the reconsidered decision. 	<p>Study Success Adviser</p>
	<p>26. Sends a withdrawal correspondence letter to the student notifying FEE-HELP debt remains.</p> <p>27. Notify the Study Success Adviser that the Withdrawal has been finalised.</p> <p>28. Scan the withdrawal application form and supporting documents into iRecords.</p>	<p>SSCR Staff</p>

DEFINITIONS

Census date	The date in each semester by which FEE-HELP students must withdraw to avoid incurring a FEE-HELP debt.
Domestic student	An Australian Citizen, Australian Permanent Resident (PR) visa holder, or New Zealand Citizen.
FEE-HELP	One element of the Federal Government Study Assist program enabling eligible students to defer payment for study through the taxation system.
FEE-HELP Eligible student	Australian Citizen, Australian Permanent Resident (Humanitarian visa holder only), New Zealand Special Category visa (SCV) holder who is undertaking diploma study in Australia. N.B. Students who commence a diploma at a UTS Insearch transnational centre offshore may become eligible to use FEE-HELP if they move to Australia to complete their course.
iRecords	UTS Insearch's electronic student filing system

SUPPORTING DOCUMENTS:

- FEE-HELP Booklet
- Application to Withdraw (Domestic Students) Form
- Confirmation of Withdrawal letter
- Higher Education Support Act 2003 and Guidelines_ <https://www.education.gov.au/higher-education-support-act-2003-and-guidelines>
- FEE-HELP policy
- Refund Policy
- FEE-HELP Refund procedure
- StudyAssist Website_ <http://studyassist.gov.au/sites/StudyAssist/>

ADMIN USE ONLY

APPROVAL		
Signature:		
Name: Sally Chatterjee	Chief Operating Officer	Date: 4th August 2020
Procedure Title	FEE-HELP Application to Withdraw Procedure	
Executive Manager	Chief Operating Officer Registrar	
Procedure ID	PROC/OPS/13/20	
Effective Date:	4 August 2020	