



COMPASSIONATE WITHDRAWAL POLICY: EDUCATION; COUNSELLING, CHAPLAINCY AND SPIRITUAL CARE

Responsible officer	Dean for Academic and Regional Development	
Contact	Kerry Todd-Smith, Policy Coordinator, policy@morling.edu.au	
Approved by	Academic Board	
Responsible body	Academic Board	
Approval date	17 October 2018	
Effective date	20 November 2018	
Review date	October 2021	
Superseded documents	Compassionate Withdrawal Policy: Education and Counselling 2014	
Related documents	Special Circumstances Policy: Education; Counselling, Chaplaincy and Spiritual Care Application for Compassionate Withdrawal Form Refund of Tuition Fees and RE-Crediting of FEE-HELP Debt Policy: Education; Counselling, Chaplaincy and Spiritual Care	
Policy classification <i>Select a General OR an Academic option</i>	General	Academic Student Services and Administration

1. PURPOSE

To define the circumstances in which a student may be granted Compassionate Withdrawal from a unit and subsequently be eligible for a refund of tuition fees and/or re-re-crediting of FEE-HELP Debt.

2. DEFINITIONS

Key Term or Acronym	Definition
AAT	Administrative Appeals Tribunal
ACT	Australian College of Theology
Census Date	The point at which a student's enrolment in a course becomes effective and they become financially liable for the course.
MC	Morling College
Withdrawal date	The date the student withdrew, or if the student did not withdraw, the last day of the end of the period of study in which the unit of study was undertaken.

3. SCOPE

This policy applies to all students enrolled in a MC course in Education; Counselling; and Chaplaincy and Spiritual Care.

4. POLICY STATEMENT

Morling College recognises that Special Circumstances may impact a student during their enrolment in a unit. Where Special Circumstances results in a student withdrawing from a unit after the census date, they may apply for a Compassionate Withdrawal and, if granted, will receive an W (withdrawal without penalty) grade rather than a F (Fail) or FW (Fail late withdrawal). A Compassionate Withdrawal also enables a fee refund and/or a re-credit of FEEHelp debt to be processed.

It is the student's responsibility to submit an Application for Compassionate Withdrawal. Failure to do so will result in the usual penalties being applied for failing to fulfil the requirements of the unit.

5. PRINCIPLES

Eligibility

- 5.1 For a student to be granted a compassionate withdrawal, the circumstances which make it impracticable to fulfill unit requirements must be due to Special Circumstances. Refer to the Special Circumstances Policy: Education; Counselling, Chaplaincy and Spiritual Care.

Special Circumstances are defined as those situations which

- are beyond the student's control
- make it impracticable for the student to complete the requirements for the unit during the period in which the student undertook, or was to undertake, the unit
- the full impact of the special circumstances (as per 4.1 above) were not known until on or after the Census Date of the unit of study.

In these situations, the student's circumstances occurred:

- a. before the Census Date, but worsen after that day;
- b. before the Census Date, but the full effect or magnitude did not become apparent until on or after that day; or
- c. on or after the Census Date

5.2 Circumstances which may make it impracticable to complete include:

- Medical circumstance
- Family circumstance
- personal circumstance

- employment related circumstances
 - course of study related circumstance
- 5.3 A student is normally ineligible for a Compassionate Withdrawal if they have been granted a Deferral of Assessment and do not complete their assessment within the terms of the deferral.
- 5.4 A student is ineligible for a fee refund and/or a re-credit of FEEHelp debt if they successfully completed the unit i.e. they passed.
- 5.5 If a Compassionate Withdrawal is approved, the student is eligible to apply for a refund of tuition fees and/or to have their FEE-HELP balanced re-credited for the relevant unit/s of study. See Refund of Tuition Fees and Re-crediting of FEE-HELP Debt Policy.

Applying for Compassionate Withdrawal

- 5.6 An application is best made as soon as possible, ideally by the Friday of the final week of the lectures. In some circumstances later applications can be accepted within 12 months from the withdrawal date. Applications after these dates will be considered on a case- by-case basis and only if the application could not be made within the time limit.
- 5.7 An application is to be submitted to the Registrar on the relevant Faculty's Application for Compassionate Withdrawal Form, which can be found on Moodle.
- 5.8 An application for Compassionate withdrawal must be supported by independent documentary evidence that substantiates the claims, such as medical certificates and letters of support
- 5.9 Each application will be examined and determined on its merits.
- 5.10 The Academic Registrar will have the authority to approve a student's application for Compassionate Withdrawal, in consultation with the Faculty Dean.
- 5.11 If an application for Compassionate Withdrawal is approved, the refund of tuition fees and/or the re-credit of FEE-HELP debt will be initiated automatically.

Appeal

- 5.12 Where a student is not satisfied with the decision made by the Academic Registrar, they may apply in writing to the Academic Dean for a review of the decision.
- 5.13 The time limit for applying for a review is 28 days from the student receiving notice of the decision. The student must state their reasons for applying for a review.
- 5.14 The Academic Dean must acknowledge receipt of an application for a review

of a decision in writing.

5.15 The Academic Dean's available options are to:

- confirm the decision
- vary the decision, or
- set the decision aside and substitute a new decision

5.16 Within 14 day of receipt of the application, the Academic Dean will notify the applicant of his/her decision, the reasons for making the decision, and of their right of appeal to the Administrative Appeals Tribunal.

5.17 As denial of a Compassionate Withdrawal means the student is ineligible for a tuition fee refund, or a re-crediting of FEE-HELP debt, the student has the right to appeal to the [Administrative Appeals Tribunal](#) for a review of the Academic Dean's decision. The student may supply additional information to the AAT that he or she did not previously supply to the Registrar of Academic Dean.

6. RELATED DOCUMENTS AND LEGISLATION

[Administrative Appeals Tribunal Act 1975](#)

[Administrative Appeals Tribunal Regulation 2015](#)

[Variation to Enrolment Policy](#)

7. REFERENCES

ACT FEE-HELP Re-Crediting Policy

8. VERSION HISTORY

Version	Approved by	Approval Date	Effective Date	Changes made
2	MC Board	20 November 2018	20 November 2018	Nil
2	Academic Board	17 October 2018		Added 5.3 re eligibility. Inserted 'independent' in 5.8 to align with ACT policy. 5.10 Replaced Academic Dean with Faculty Dean. Eliminated the need to apply separately for a refund of tuition fees and/or re-crediting of FEE-HELP debt (5.11). Added appeal to the AAT (5.17). Streamlined and formatted into the new template.
1	Academic Board	December 2017	December 2017	

Always **download** this policy anew from the Policies folder on the Morling share drive: Policies/Student Policies, as it may have changed.