

## PP001 Withdrawal Policy and Procedure

### Purpose

To ensure that all stakeholders are provided with clear guidelines on withdrawal from the RTO's qualifications/courses and that the RTO has made attempts prior to withdrawal to engage with students who are not demonstrating engagement to a satisfactory level, and are withdrawn from the qualification/course in a timely manner.

### Policy

#### 1. Withdrawal

1.1 Students have the right and may choose to voluntarily withdraw from the qualification/course they are enrolled in at any stage of their learning experience

Student Support Officers monitor the students' progress and attendance. Where a student's attendance and/or course progress is not at a satisfactory level, the RTO will intervene as per the Student at Risk Policy, to identify where the student may require more assistance and aid in developing a plan to assist the student to get back on track. Where student does not engage in this process they will be required to withdraw from their study. All withdrawals must be completed in a timely manner to ensure that all reporting requirements are met.

Whether a student intends to voluntarily withdraw from their study or is to be withdrawn by the RTO or other stakeholder, the student is to complete the Withdrawal Form and submit this to the Student Support Officer either in person or via email ([studentsupport@agb.edu.au](mailto:studentsupport@agb.edu.au)) or their designated trainer, to submit on their behalf. The Withdrawal Form can be found on the AGB Training website under policies and procedures.

1.2 All withdrawals must be completed in consultation with the student where possible and the student is to be informed of the Grievance, Complaints and Appeals Policy should they wish to appeal against their withdrawal or make a complaint.

1.3 Where all attempts have been made to contact a student and there is no response by the student or a person on behalf of the student within 30 days, the RTO will automatically withdraw the student.

1.4 Should the student respond to the RTO after this date, the student has the right to reapply for enrolment into their chosen area of study, but there is no guarantee that they will be accepted.

## Procedure

### 1. Student Voluntary Withdrawal

Steps	Details	Person/s Responsible
1.1	A student must give written notification of the withdrawal. The student is required to complete the "Withdrawal Form" and obtain all required signatures for clearance.	Student Support Officer (SSO)
1.2	The form is available from the RTOs website or can be requested from the Student Support Officer studentsupport@agb.edu.au.	SSO
1.3	A student's official withdrawal date is the date the student begins the RTOs withdrawal process by notifying the Student Support Officer of his or her intent to withdraw.	SSO
1.4	The official withdrawal date must be used for purposes of fee payments and refund calculations. All withdrawals will be reported within the year of training commencement and no later than two months after withdrawal.	Finance Compliance

### 2. Student is partially engaging with RTO, for example, partially submitting course work, poor attendance, not keeping course fees up to date

Steps	Details	Person/s Responsible
2.1	The Student Support Officer will make contact with the student or relevant referring body, that has referred the student to the RTO and advise them of any of the following; unsatisfactory of completing coursework, poor attendance levels, falling behind with course fees or all the above	SSO
2.2	The Student Support Officer will aid the student to attempt to get them back on track. The student will be provided with up to 30 days, in which the student has the opportunity catch up on course work and demonstrate that attendance has improved or fees are up to date.	SSO
2.3	Where a student does not demonstrate the commitment to continue to submit work and continues with poor attendance or fails to pay outstanding fees, the student and relevant referring bodies will be notified that the student will be withdrawn from their area of study by the Student Support Officer on approval from their manager, which is recorded as Withdrawal beginning on the date of last engagement.	SSO
2.4	The student will be given the right to appeal the decision of 2.3 and complete an	CEO

	appeals form for review by the CEO or nominee.	
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2.5	Where a student has demonstrated the commitment to continue to submit work and attend class but require more time, the student may apply for an extension for up to an additional 30 days, to be approved by the VET Operations Manager and or Compliance Manager.	Compliance Manager VET Operations Manager
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**3. Where a Student is not actively engaging with RTO, failing to attend, not responding to RTO and not submitting course work**

Steps	Details	Person/s Responsible
3.1	The RTO will attempt to make contact first by phone or email regarding their non-attendance and be provided with a 15 day period to contact the RTO	SSO
3.2	<p>If the student is a non-attendant at their next scheduled class and no contact has been made by the student to the administration team, within the initial 15 days, of their reason for non-attendance e.g. to illness, accident or other circumstances beyond the student's control, a letter outlining the students attendance requirements will be sent to:</p> <p><b>3.2.1</b> The student at the address supplied at enrolment or up-dated during the course by the student (If applicable); and</p> <p><b>3.2.2</b> The Job Active Provider/DES Provider, Education Agent or other referring body that referred the student to the RTO and has a vested interest in the students pathway planning.</p>	SSO
3.3	<p>From the initial 15 days contact period, If the student is a non-attendant at their next scheduled class and no contact has been made by the student to the administration team of their reason of non-attendance since the first letter of non-attendance, a second letter requesting them to attend an 'Attendance Intervention' meeting, will be sent to:</p> <p><b>3.3.1</b> The student at the address supplied at enrolment or up-dated during the course by the student (If applicable); and</p> <p><b>3.3.2</b> The Job Active Provider/DES Provider or Education Agent or other referring body that referred the student to the RTO and has a vested interest in the students pathway planning</p>	SSO

	<b>3.3.3</b> A further 15 days grace period will be provided to the student to make contact with the RTO, totalling 30 days from the initial period of contact.	
3.4	If after all the above contact has been made with the student and non- attendance of classes/ no contact by the student, is still resulting for more than 30 days, the student and (if applicable), the Job Active Provider/ DES Provider, Education Agent or other referring bodies that referred the student to the RTO, will be informed that the student will be withdrawn from the course, after a letter of “Intent to Withdraw” has been sent and no response has been made by the student, within 60 days of the initial process; the date of the last engagement will be the beginning point for the Withdrawal of the student and the calculation of fees and refunds	SSO
3.5	A Statement of Attainment will be issued for any Units of Competency achieved	Compliance

#### 4. Definitions

<b>Course</b>	A program leading to the granting of a statement of attainment or qualification
<b>DES</b>	Disability Employment Service
<b>Education Agent</b>	International student recruitment organisation
<b>ESOS</b>	Education Service for Overseas Students Act 2000
<b>Job Active Provider</b>	The Commonwealth Government has replaced the ‘Job Services Australia (JSA)’ program with the ‘Job Active’ program
<b>Referring Bodies</b>	A third party who has an agreement with the RTO to recruit students on its behalf
<b>RTO</b>	Registered Training Organisation
<b>SFP</b>	Skills First Program
<b>Student/Learner</b>	An individual who is receiving, responding to and processing information in order to acquire and develop competence. This incorporates the processes of preparing and presenting for assessment.
<b>VET</b>	Vocational Education Training

#### Referencing Documents:

- Australian Qualification Framework (AQF) and its policies
- Standards for Registered Training Organisations (RTO’s) 2015
- ASQA - 4 -
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulations 2001
- National Code of Practice for Providers of Education and Training to Overseas Student 2018
- Skills First Program, Skills First Quality Charter
- VicRoads Training Standards

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- WorkSafe
- AGB Student handbook
- AGB Online

<b>Responsible Department:</b>	Compliance	<b>Approved By:</b>	
<b>Policy Mapping:</b>	SFP (2018-19) 13.25 – 13.36 AGB Student handbook pg18		