

# Withdrawal Policy and Procedure

Responsible Officer	Administration Officer
Approved by	Senior Management Team
Review by	Compliance Manager and CEO
Last Reviewed	March 2017
Next Reviewed	March 2018

## 1. PURPOSE

### 1.1. Scope

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 to engage with students who are not demonstrating engagement to a satisfactory level, prior to withdrawal and are withdrawn from the qualification/course in a timely manner.

## 2. AUDIENCE

**2.1. Who:** RTO Staff, Employers, Employees, Agents and Students

## 3. 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>Jobactive provider</b>	The Commonwealth Government has replaced the 'Job Services Australia' (JSA) program with the 'jobactive' 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>Skills First Program</b>	Skills First Program
<b>Student/Learner</b>	Means 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

#### 4. POLICY STATEMENT

- 4.1 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.
- 4.2 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 Where student are does not engage in this process they will be required to withdrawn from their study. All withdrawals must be completed in a timely manner to ensure that all reporting requirements are meet.
- 4.3 Whether a student intends to voluntarily withdraw from their study or is to be withdrawn by the RTO or other stakeholder, the student is to complete the intent to withdraw form and submit this to the student support officer [studentsupport@agb.edu.au](mailto:studentsupport@agb.edu.au) or their designated trainer, to submit on their behalf. The intent to withdraw form can be found on the AGB Training website under policies and procedures.
- 4.4 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.
- 4.5 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.
- 4.6 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.

#### 5. PROCEDURE

- 5.1 There are a number of reasons why a student may withdraw form an area of study. The procedure provides a guide to processing withdrawals.
- 5.2 When a student requests a voluntary withdrawal:
  - 5.2.1 A student must give written notification of the intent to withdraw. The student is required to complete the "Intent to Withdraw Form" and obtain all required signatures for clearance.
  - 5.2.2 The form is available from the RTOs website or can be requested from the student support officer [studentsupport@agb.edu.au](mailto:studentsupport@agb.edu.au).



**5.4.3** 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 will be sent to:

**5.4.3.1** The student at the address supplied at enrolment or up-dated during the course by the student (If applicable); and

**5.4.3.2** The jobactive 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

**5.4.3.3** A further 15 days grace period will be provided to the student to make contact with the RTO, totaling 30 days from the initial period of contact.

**5.4.4** 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 jobactive 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.

## **6. REFERENCES**

1. Australian Qualification Framework (AQF) and its Policies
2. Standards for Registered Training Organisations (RTOs) 2015
3. ASQA General directions
4. Education Services for Overseas Students Act 2000
5. Education Services for Overseas Students Regulations 2001
6. National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Student 2007
7. VET Funding Contract Skills First Program
8. Vic Roads Training Standards
9. WorkSafe Training Standards