

Course Withdrawal Policy and Procedure

Purpose

To comply with VET Funding Contract, Schedule 1, Clause 10.8



Skilled Up
Institute

unfold your career

RTO Number: 40471 | CRICOS Code: 03666M

Policy

1. Withdrawal of a student's enrolment may be initiated by the student or by Skilled Up.
2. Skilled Up initiated withdrawal of a student's enrolment may be due to academic misconduct/misbehaviour or a breach of code of conduct or reason listed in part B below
3. There are three types of Withdrawals

a. Official Withdrawn

Official withdrawn is when a student has stopped their training without fully completing their enrolment and has notified Skilled Up of their withdrawal.

b. Apparent Withdrawn

'Withdrawn - Apparent' is when a student has stopped their training without fully completing their enrolment but has not officially notified Skilled Up of their withdrawal. The student has lost contact with Skilled Up and Skilled Up is assuming a withdrawal.

c. Deferred Withdrawn

Deferred Withdrawn is used when a student has stopped their training without fully completing their enrolment and has negotiated an agreement with Skilled Up of their intention to defer training to a later date. For academic reasons, Skilled Up will allow a maximum deferment period of 6 months.

Procedure

A. Official Withdrawn

1. Students, who wish to withdraw from their course, will be required to submit Withdrawal/Deferment form to Skilled Up via email, post or in person. Students may also request the same using the email address linked to their enrolment/application. On the occasion, where notification has been received via phone conversation, this is recorded on the SMS/File Note.
2. Skilled Up will process the student request within 7 working days of receipt and notify the student of the outcome via email or post by sending Outcome of the Withdrawal/Deferment via email or post.

B. Apparent Withdrawn

1. Skilled Up may initiate the Notice of Apparent Withdrawal of a student enrolment where;
 - the student is in breach of a condition of ongoing enrolment
 - the student fails to meet the requirements of attendance policy
 - the student fails to meet the requirements of the course progress policy
 - there is evidence that the student has been involved in academic misconduct /misbehaviour
 - the student has been in breach of Skilled Up's Student Code of Conduct



- the requirement to pay agreed tuition fees by the agreed dates (FFS)
 - Skilled Up has determined that the student has provided a threat to the well-being of other students or staff
 - Skilled Up has assessed the student as behaving in a way such as to constitute serious misconduct
 - Non-payment of fees (FFS)
2. Skilled Up will also cancel the enrolment of the student, if Skilled Up
 - is unable to contact student for a period of 4 weeks
 - is not getting response from student to any phone calls, emails or posts sent by Skilled Up for a period of 4 weeks
 3. For the purpose of clauses 1 and 2, Skilled Up will send Notice of Intention to Withdraw of enrolment to the student via email or post
 4. If the student does not respond to Notice of Intention to Withdraw within 14 working days, Skilled Up will proceed with the apparent withdrawn. Skilled Up will notify the student of the outcome via email or post.
 5. Skilled Up will record the status in the student management system according to the Reporting Guide - P Victorian VET Student Statistical Collection Guidelines provided by the Department of Education and Training Victoria.

C. Appealing against Apparent Withdrawn

1. The student can appeal against the Skilled Up's Notice of Apparent Withdrawal by completing the complaints and appeals form or by contacting Skilled Up.
2. The student can appeal against the decision within 10 working days of receiving the Notice of Apparent Withdrawal. The 10 working days begins from a date specified in the letter which allows for reasonable time for delivery of the letter.
3. If an internal appeal against the Notice of Apparent Withdrawal is lodged by the student, Skilled Up will maintain the student's enrolment until the internal appeals process is complete.
4. If the student is not satisfied with the outcome of the Internal Appeals Process, they have the right to access the external appeal **in line with Skilled Up complaints and appeals policy**
5. **Where the outcome is in favour of the student, Skilled Up will not withdraw the student enrolment.** Skilled Up will notify the student of the outcome via email or post as soon as practicable.
6. **Where the outcome is in favour of Skilled Up, Skilled Up will proceed with the withdrawal of the student's enrolment. Skilled Up will notify the student of the outcome via email or post within 7 days.**
7. **If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the student, Skilled Up will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision**



D. Deferred Withdrawn

1. At times, during a student's enrolment, compassionate and compelling circumstances may arise, and the student is required to defer (put their studies on hold) for a period of time. Skilled Up will allow a maximum of 6 months' time to defer the studies in this case.
2. Students will be required to submit a Course Withdrawal Form via email, post or in person. Students may also request the same using the email address linked to their enrolment/application. On the occasion, where notification has been received via phone conversation, this is recorded on the SMS.
3. Skilled Up will process the student request within 7 working days of receipt and notify the student of the outcome via email or post.

E. Claiming Funds in Case of Apparent and Official Withdrawn

1. Skilled Up will process claims for official and apparent withdrawn in accordance with VET Funding Contract, Schedule 1, Clause 10.10 and 11.19
2. Skilled Up will claim funds as follows:

Condition	Claim of Funds
If Skilled Up has evidence of participation of a student and student has submitted the assessment tasks or theory tasks in case of work placement component. If student has not submitted any assessment tasks but has attended the classes	The hours of supervised training and assessment that a student participated in prior to their withdrawal from a unit of competency.
If Skilled Up has insufficient evidence of participation or the student has not started the training	0%

During the internal audit process, Skilled Up will check the withdrawal process and the evidence of last engagement within the last 30 days for the withdrawn student. The Skilled Up's management ensures that the clients receive the services detailed in their agreement with the Skilled Up.

The Skilled Up ensures that:

- Agreements will be in place with each client (Students will be required to sign that they have read and understand their rights and obligations and those of the Skilled Up prior to enrolment).
- Agreements relevant to Self-based learning will be place if the need arises
- Skilled Up systems and processes are sufficient to support the provision of quality training and assessment and client services.
- Strategies that will be used to monitor the adequacy of systems and processes include
- Regular monitoring of delivery and assessment by trainers and assessors through:
- The review of client/employer feedback (verbal and written)
- Review of client completion rates
- Review of planning documentation

- Meetings (minimum monthly) with CEO to discuss review relevance and effectiveness of training resources and outcomes
- Periodic reviews (minimum six monthly) of information provided to student pre-enrolment to ensure accuracy, and currency of content



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Delegate

Data Administrator / Operations Manager

RTO Manager

Data analysts (RTO Data Consultant-external)

