

Withdrawal Procedure

Withdrawal from Qualification/Short Course

Student will be withdrawn from a course when:

- CEAV Institute has been formally (in writing) informed by the student that they are withdrawing.
- Students has stopped attending the course and CEAV Institute re-engagement processes have been followed without result and the RTO Manager determines that withdrawal is appropriate.

Trainer/Assessor

1. Trainer monitors client engagement and attendance as per CEAV Institute's Attendance Procedure and:
 - Notifies Training Lead if the client has been absent for two consecutive sessions/days; or
 - Advises the Training Lead if the client wishes to withdraw from the program.

Records and Reporting

2. The VETtrak Administrator contacts the student to discuss their attendance/withdrawal.
3. The VETtrak Administrator must attempt to contact the student via:
 - a. Phone
 - b. Email
 - c. Mail (client must be given at least 15 days to reply)
4. The student must be sent a letter stating that CEAV Institute intends to withdraw them from their program/course.
5. If the client is not able to be contacted after 5 documented attempts, the VETtrak Administrator may commence to withdraw the student. The following documentation must accompany any student withdrawal:
 - a. Client Withdrawal Form – with appropriate hours claimed for units that correspond to sufficient evidence of participation. This needs to be completed in consultation with the Trainer/Assessor.
 - b. Unit Outcome Checklist – attached to documentation.
 - c. Completed Training Plan
 - d. Completed Assessment Evidence
 - e. Sufficient Evidence of Participation for the length of the unit – see Evidence of Participation Procedure.
6. All contact with all clients must be documented in the clients SMS notes.
7. Documents to be placed in the student file.

The VETtrak Administrator will update the Student Management System.

If a student withdraws from training prior to achieving competency in an individual unit of competency, the enrolment will be reported against outcome code “40” in the “Outcome Identifier – National” field of the NAT120 file in that month’s statistical data submission in accordance with the Victorian VET Student Statistical Collection Guidelines.

In the instances of above, payment for the individual module or unit of competency will be made in accordance with the Hours Attended as reported in the NAT120 file.

If a student withdraws from training or is otherwise not continuing training, CEAV Institute will, within two weeks of the withdrawal/discontinuation of training, enter:

- scheduled hours for the unit of competency delivered, and
- the date on which the withdrawal/discontinuation of training occurred.

Withdrawal Method

The student must complete and lodge the Withdrawal Form via email directly to the students’ trainer.

The trainer is to forward the completed Withdrawal Form to the Records and Reporting Coordinator.

- Process Application in the Student Management System (SMS)
- RTO Manager to be notified
- Documentation to be filed on student file

The VETtrak Administrator will send an email containing the following details to the RTO Manager:

- Student Name
- Course Title
- Date
- Withdrawal Information – process, reason, etc.
- Course Withdrawal Date
- Hours Claimed
- Financial Impact

Withdrawal from a Unit of Competency

Students will be withdrawn from individual units of competency when:

- The unit has been delivered and assessed but the student has not completed all assessment tasks and therefore cannot be judged as either Competent or Not Competent.
- Students have not attended or have ceased to attend classes for the duration of delivery and assessment of the unit.

All withdrawal information will be kept in the student’s file.

Claiming Payment on SVTS

The Student Services will claim payment from the Department according to the table below:

Percentage of Total Nominal Hours	Criteria to be Applied
50%	<ul style="list-style-type: none"> Attendance record only
75%	<ul style="list-style-type: none"> Attendance record One piece of Evidence of Participation (EOP)
85%	<ul style="list-style-type: none"> Attendance record Two pieces of EOP – where the unit has been open for greater than one month
90%	<ul style="list-style-type: none"> Attendance record Minimum one piece of EOP Some assessment evidence
100%	<ul style="list-style-type: none"> Attendance record EOP Unit completely assessed and result C or NC

Related Documents

- CEAV Institute SVTS Data Management Policy
- Procedure for Identifying Students at Risk of Non-Completion
- Procedure for Monthly Data Upload
- Procedure for Re-Engagement of Students

Areas of Compliance

- Skills First Contract

Approved by

The Committee of Management



Signed:

Date: 2nd February 2021



Review Date

Effective from: February 2021

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