
STUDENT WITHDRAWAL PROCEDURE 2.2.0

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Policy Statement

This procedure is for Alzheimer's WA to define the withdrawal process for students in accordance with the Standards for Registered Training Organisations and the Department of Training and Workforce Development funding agreements.

Alzheimer's WA does acknowledge that there are times whereby students cannot engage in their studies or do not wish to continue their studies. Alzheimer's WA is committed to providing quality customer services and providing students with the ability to withdraw from a course at any time, with as little inconvenience to the student as possible.

Underpinning Principles/Guidelines

Staff are responsible for ensuring the student journey and progression is aligned to the course schedule they have enrolled in. Regular contact is to be maintained throughout the student journey and the support provided is appropriate to the individual needs of each student.

Throughout the student journey, students are to be provided with clear directions and have a strong understanding of what is expected from them. There will be open communications between the student and the trainer and transparent expectations of any outcomes that may result in the withdrawal process being instigated.

Trainer/Assessors are required to document all communications and attempts made to contact the student through the Student Data Management System (VETtrak). Once a trainer has identified a student as inactive and completed the required contact process, they are to escalate to the student coordinator/ compliance officer.

Students are to be made aware of any financial or academic penalties that they may occur. This information is to be outlined in the formal notification process.

Withdrawing from a course does not guarantee refund of fees. Refunds or partial refunds are at the discretions of the training manager. Fees and charges will be refunded to participants in the following circumstances:

- Alzheimer's WA will refund course fees to participants if a course is cancelled or discontinued for any reason.
- Participants may be eligible for a refund if they withdraw from the workshop/course for a good reason and are unable to accept a place in an alternative session.

Any approved withdrawals after the course has commenced will be the subject to the deduction of:

- A non-refundable administration fee (as per fees and charges policy)
- Any scheduled units already attended or commenced as per unit cost (nominal hours)

Student Instigated Withdrawal

Self-Funded Students:

- Self-funded students who withdraw from a course and wish to seek a refund must request this in writing using the *Application for Refund Form*.
- The request must outline the details and the reason for their request.
- Students who have not completed the withdrawal form are not eligible for consideration of a refund in fees.
- RPL application fees are non-refundable. The student is required to complete the *Withdrawal Form*.

Funded Students:

DPP:

- A student funded through Dementia Partnership Program, who may wish to withdraw from the course, must discuss their intention with the Champion Coordinator prior to withdrawing.
- The student is required to complete the *Withdrawal Form*.
- Trainers must communicate the student's intention with the DPP Champion coordinator if aware.

Funded Programs:

- Students enrolled in training programs, which are funded in partnership with their employer, must ensure that all considerations for withdrawal have been discussed with their manager prior to informing Alzheimer's WA and continuing with the withdrawal process.
- Students must complete the *Withdrawal Form* and have their manager's signature and confirmation included.

Employer Initiated Withdrawal:

- If a student leaves the employment of a company that has paid for their enrolment, the employer has the right to withdraw studies.
- It is recommended that the student discuss continuation of their studies with the employer before their departure and with the course coordinator to determine if studies can continue.
- Refunds do not apply.

RTO Instigated Withdrawal

Any student, who does not actively participate in their studies but has not formally requested a deferral or withdrawal, is classified as **inactive** and will be administratively withdrawn by Alzheimer's WA.

Administrative withdrawal will occur when a student has lapsed in their unit of study and/or lapsed in their study requirements. An inactive student is one:

- Whose period of study has ended and they have not re-engaged in the teaching or assessment submission process
- Has not complied with the study/training requirements over a 3-month period
- Who has not responded to communications from the trainers/assessors, student coordinator over a 3-month period.

Students nominated as inactive, will be contacted by formal letter in which due notice will be given of the intention to formally withdraw them and the opportunity to respond is provided.

If no subsequent contact has been made by the student within the outlined time period, then the student will be formally withdrawn from their enrolled course. The student will be notified in writing that they have been officially withdrawn.

Contact in relation to engagement and possible withdrawal should follow:

1. 1st attempt – by phone – trainer/assessor (2 weeks post no contact)
2. 2nd attempt – by email – trainer/assessor (4 weeks post 1st attempt)
3. 3rd attempt – formal letter – student coordinator (2 weeks post 2nd attempt)
4. Final contact – formal withdrawal letter – training manager (2 weeks post 3rd attempt).

VETtrak is updated by admin to reflect the student has been withdrawn. The student is removed from being able to access course materials and/or emails.

Students have the right to receive a Statement of Attainment for any units of competency successfully completed; however, a full qualification can only be issued where all units have been successfully completed.

Training manager is to reconcile any outstanding accounts and send the final balance tuition fees if applicable to the student prior to any certification being processed or sent to the student.

Withdrawal does not relieve the student from being responsible for all tuition and/or resource fees and other incidental charges for all previous teaching periods of enrolment. The student remains responsible for all debts and other charges related with the course enrolled.

Related Documents

- Standards for Registered Training Organisations 2015
- Alzheimer's WA -2020- Student Handbook – Web (003)
- Alzheimer's WA – Course Withdrawal Form
- Alzheimer's WA – Formal Letter template
- Alzheimer's WA – Formal withdrawal letter template

Revision History			
Date of Review	Summary of Revision	Revision Number	Revised By
Jul 2020	New policy	1.0.0	S Richards
Apr 2021	Reformatting of document	1.0.0	Rachael Roberts
Aug 2021	Change of document ownership	1.0.0	Rachael Roberts
Oct 2021	Minor reformatting and number correction from 2.2 to 2.2.0	2.0.0	Di Yeates