

Policy

National Training is committed to providing quality customer services and providing students with the ability to withdraw from study/ course enrolment at any time, with as little inconvenience to the student as possible

Purpose

The purpose of this policy and procedure is for National Training to define the withdrawal process for students in accordance with the Victorian Training Guarantee Funding Agreement.

Responsibility

The Operations Manager is responsible for this policy/procedure and to ensure that all staff are aware of its application and that staff implement its requirements.

WITHDRAWAL GUIDELINES

- In the event that a student withdraws from training prior to achieving competency in an individual module or 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. National Training will within two weeks of the withdrawal/ discontinuation of training, enter:
 - Scheduled hours for module/ units of competency delivered; and
 - The date on which the withdrawal/ discontinuation of training occurred.

WITHDRAWAL METHOD

Student must complete and lodge the Withdrawal Form via email directly to the students' trainer.

- Trainer to forward completed Withdrawal Form to Operations Manager
- Process Application in Student Management System (SMS)
- Training Manager to be notified
- Documentation to be filed on student file

RECORDS

Copies of the following documents kept in student file:

- Withdrawal Form

Supporting Documents

- Withdrawal Form
- Refund Policy & Procedure
- Refund Application Form

Withdrawal Policy & Procedure



Document History

Revision	Date	Description of modifications
1.0	April 2014	Original
1.1	March 2015	Annual Review

Document Details

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