



Withdrawal Policy and Procedure

Purpose

To ensure that participants who are not demonstrating engagement to a satisfactory level are withdrawn from the qualification in a timely manner.

Audience

RTO Stakeholders, Employees and participants

Definitions

Course	A program leading to the granting of a statement of attainment or qualification.
RTO	Registered Training Organisation
Participant	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
VET	Vocational Education Training

Policy Statement

Participants may choose to withdraw from the course they are enrolled in, or their attendance and/or course progress may not be at a satisfactory level and they may be required to withdraw from their study. All withdrawals must be completed in a timely manner to ensure that all reporting requirements are met.

The participant must be offered support and assistance to allow them to be successful in their study and complete the course where possible. After working with the participants there may be occasions where they will still need to be withdrawn.

All withdrawals must be completed in consultation with the participant where possible and the participant informed of the grievance, complaints and appeals policy should they wish to appeal against their withdrawal.



References

Standards for Registered Training Organisations (RTOs) 2015

Standard 3.1 - The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.

Procedure

Official PARTICIPANT Withdrawal procedure:

A participant's official withdrawal date is the date the participant begins The Learning Professionals withdrawal process by notifying The Learning Professionals via email of their intent to withdraw. They may use the intent to withdraw form on our website or provide details of their intent in an email.

If a participant begins The Learning Professionals withdrawal process and provides official notification in writing of their intent to withdraw, the official withdrawal date must be used for purposes of fee payments and refund calculation.

Unofficial PARTICIPANT Withdrawal procedure

Sometimes participants cease their enrolment without notifying The Learning Professionals. This is considered an unofficial withdrawal. A participant may not begin The Learning Professionals withdrawal process or may not notify The Learning Professionals of his or her intent to withdraw due to illness, accident or other circumstances beyond the participant's control. In this instance, the official withdrawal date is the date The Learning Professionals declares from its consideration of the circumstance. Also, a participant who does not notify The Learning Professionals in writing of their intent to cease the program will be contacted first by email regarding their non-attendance of more than 3 scheduled sessions

If the participant is non-attendant at their next scheduled session and no contact has been made by the participant to the administration team of their reason for non-attendance e.g. to illness, accident or other circumstances beyond the participant's control, an email outlining the intent to withdraw the participant from their course.

If the participant is non-attendant at their next scheduled session and no contact has been made by the participant to the administration team of their reason of non-attendance the participant will be emailed, informing them of their that they have been officially withdrawn from the course The official date of withdrawal will be 20 working days after the appeal and complaints implementation, it is deemed the default date for refund purposes.