

Withdrawal

Organisational Area

RTO

Authorisation

This Policy was reviewed and adopted by the Park Orchards Community House & Learning Centre Incorporated (POCH&LCI) on 7th of April 2025.

Review Date

This policy will be reviewed every three years or sooner if required.

Scope

This policy is for the Manager, Assistant Manager, VET Coordinator and any Staff at POCH&LCI who are involved in the withdrawal process in Vocational Education and Training (VET).

This policy also applies to accredited students at POCH&LCI.

Objective

This purpose of this policy is to outline the withdrawal process for students in accredited courses.

Policy

Student initiated withdrawal

A student may withdraw from training and assessment services during the time of their enrolment if they no longer wish to continue. Written notification and a completed Student Withdrawal from Course Form must be received by the RTO prior to the end of enrolment date. Forms are available from the POCH&LCI office, via a Jotform link and POCH&LCI website.

Any outstanding fees will still be payable and if a refund is required students are requested to complete a Refund Request Form at the time of withdrawal. Forms are available from the POCH&LCI office and POCH&LCI website. If all fees have been paid, a student is not required to pay a fee to withdraw.

Students will be issued a Statement of Attainment for any units of competency successfully completed.

IMPORTANT: All students being withdrawn from enrolment in a Victorian government subsidised Program (or part thereof, and regardless of completion), are to be reminded that their withdrawal will affect their future training options and eligibility for further Victorian government subsidised training.

Organisation initiated withdrawal

A student may be withdrawn from training and assessment services if they fail to pay course fees or attend learning activities including classes or placement. See definitions below. A student may also be withdrawn due to a breach of the student code of conduct and/or unacceptable behaviour.

Definitions

Withdraw

There are four possible circumstances by which a student withdraws from a Subject Enrolment:

1. The student has engaged in some learning activity and has then notified the training provider of their withdrawal before engaging in all of the assessment criteria ('Formal Withdrawal').
2. The student has engaged in some learning activity and then stopped attending or submitting assessments (i.e. discontinued) for two months, without notifying the training provider.
3. The student has not engaged in any learning activity for the subject; or
4. The training provider has determined to withdraw the student in accordance with its own policy. For example, the training provider may have a policy that a student is to be withdrawn if they are substantially in arrears with tuition fees and the training provider cannot come to an acceptable financial arrangement with the student OR the student displays unacceptable behaviour.

Engagement

Training providers must be able to demonstrate that students have engaged in learning and/or assessment activities by providing appropriate Evidence of Participation (EOP). The completed withdrawal form forms the second point of evidence for a withdrawal. It must be retained on the student file.

Formal Withdrawal

If a student advises a training provider (verbally or in writing) that they will not be continuing in an enrolled subject, this constitutes a formal withdrawal.

The withdrawal must be dated from the date the student informs the provider they wish to withdraw. This is the date to be put on the withdrawal form and into Avetmiss reporting.

Related Documents

Certificate Issuing Policy
Certificate issuing Procedure
Fees and Charges Policy
Refund Policy
Refund Request Form
Student Information Handbook
Student Withdrawal from Course Form

Document Locations

Policies and Procedures Manual
Website

Related Legislation

Standard for Registered Training organisations (RTOs) 2025

Area of Compliance

ASQA 2025 Standards for RTOs outcome 2.1, ASQA Compliance standards 9: Issuance of AQF Certification documentation.

Date reviewed	Version	Details of changes (if any)	Date of next review
15/04/2020	1	Original document	15/04/2023
1/03/2022	2	Updated for ASQA	1/03/2025
7/04/2025	3	Updates ASQA 2025 RTO Standards	7/04/2028

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