

Withdrawal Policy & Procedure



Policy Version 1.3

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.

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"
- 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 request withdrawal in writing via email directly to Student Support.

- Operations Manager to process withdrawal on Job ready – Student Management System (SMS)
- Process Application in Student Management System (SMS)
- Training Manager to be notified

RECORDS

Records are kept on Job Ready - Student management System (SMS)

Supporting Documents

- Fees and Refund Policy & Procedure

Document History

Revision	Date	Description of modifications
1.0	April 2014	Original
1.1	March 2015	Annual Review
1.1	Feb 2016	Annual Review (No Change) Note: Removal of VTG requirements in next review
1.2	March 2017	Annual Review - Removal of VTG requirements
1.2	January 2018	Annual Review - No Change
1.2	January 2019	Annual Review – No Change
1.3	January 202	Annual Review – Removal of Withdrawal Form, withdrawal in writing via email request is sufficient.

Document Details

Document Name: Withdrawal Policy & Procedure
Department: Administration
Approved: CEO
Review Date: January 2021
Policy Drivers: Internal Only
Circulation: All Staff and Website
Location: Dropbox