

Withdrawal Policy and Procedure

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| Responsible Officer | |
| Approved by | CEO |
| Review by | Joanne Cornelius |
| Last Reviewed | Aug 2017 |
| Next Reviewed | Aug 2018 |

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To ensure that participants who are not demonstrating engagement to a satisfactory level are withdrawn from the qualification in a timely manner.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

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| 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 After working with the participants there may be occasions where they will still need to be withdrawn.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 after 60% of your scheduled sessions has been determined without validation of their reasons.

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 L. P. COMMUNICATIONS' withdrawal process by notifying their trainer of their intent to withdraw.

A participant must give written notification of the intent to withdraw. The participant is required to complete email their request 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 L. P. COMMUNICATIONS withdrawal process and provides official notification in writing of his or her 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 L. P. COMMUNICATIONS. This is considered an unofficial withdrawal. A participant may not begin L. P. COMMUNICATIONS's withdrawal process or may not notify L. P. COMMUNICATIONS of his or her intent to withdraw due to illness, accident or other circumstances beyond the participant's control. However, the official withdrawal date is the date L. P. COMMUNICATIONS declares from its consideration of the circumstance. Also, a participant who does not notify L. P. COMMUNICATIONS in writing of his or her intent to cease academic attendance 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 that they have been officially withdrawn from the course. When this email is sent, plus addition 20 working days to access the appeal and complaints procedure, it is deemed the default date for refund purposes.