



Booroongen Djugun College

RTO ID: 6673

ABN 79 638 718 552 ACN: 162 957 315

Withdrawal Procedure

Organisation Definition:

Booroongen Djugun College

Procedure

Students who wish to withdraw from their course must be provided with a relevant Withdrawal Form to complete and submit to Booroongen Djugun College before the withdrawal may be processed.

The process of withdrawal is different for students under the VET Student Loan Scheme as opposed to all other students - ie. Full Fee Paying students or those funded by a government department eg. NSW Smart and Skilled.

Withdrawal under all arrangements is accepted upon completion of a Withdrawal Form outlining the course or unit of study the student is withdrawing from and the reasons for the withdrawal.

Withdrawal will also be accepted in the form of an email to the Training and Placement Coordinator; only when the student has yet to attend a Face to Face Orientation session, as this is considered a Cancellation. The Training and Placement Coordinator will complete a Cancellation/Withdrawal Form and provide it to the Director of Services with a copy of the student's written request.

A student under the age of 18, when withdrawing from the course, must have their withdrawal form co-signed by their parent/guardian who co-signed their enrolment form.

Withdrawals can also be initiated by the RTO when:

- The student is not considering any attempts, by the RTO, to support their progress.
- Contact with the student has been lost.
- Student has not participated in the Orientation Session.
- As a result of misconduct.

VET STUDENT LOAN student withdrawals

Withdrawal requested by students

Students advising Booroongen Djugun College staff members that they wish to withdraw from Unit/s of Study need to be informed that they must contact or be directed to the Training and Placement Coordinator.

Training and Placement Coordinator is responsible for:

- Discussing with students any options available to them to assist them in completing the course.
- To re-schedule the student into another Orientation Session.
- These options will be determined in collaboration with the Training and Placement Coordinator and according to this scheme and the student's circumstances.
- Advise the student that the withdrawal cannot be processed until the form is returned
- Advise the student of implications if the Withdrawal form is not submitted prior to close of business of the census dates relevant to the Unit/s of Study from which the student is withdrawing
- Assisting the student with the completion of the Withdrawal Form.

For students withdrawing prior to Census Date the Training and Placement Coordinator will follow the below steps:

1. Determine the reason for withdrawal
2. Determine which units of study the student is withdrawing from
3. Discuss options with the Director of Training and Services (to deter the student from withdrawing)
4. Advise student of options available. If the student still wishes to proceed with the withdrawal:
5. Post or e-mail a Cancellation/Withdrawal form to the student and, whenever necessary, to assist the student
6. Advise the student of the Census Dates relevant to the block of training the student is withdrawing applicable. Student to complete the form from and the implications in not submitting the Withdrawal Form prior to or on this date.

For students withdrawing after Census Date the Training and Placement Coordinator will need to:

7. Follow steps 1 – 4 as above
8. Advise students that the debt for the unit/s of study has now been incurred.
9. Assist the student to complete the withdrawal form.

The Training and Placement Coordinator will then forward the Withdrawal Form to the Director of Training and Services who will authorise the withdrawal and arrange

for the trainer to audit the file prior to sending to the Administration Manager for processing.

The Training and Placement Coordinator whenever relevant, will organise with the student the return of any items belonging to the College.

All other student withdrawals: Full Fee Paying students or those funded under a government funded program, requesting their withdrawal from a course will be provided with the relevant Cancellation/Withdrawal Form by the Training and Placement Coordinator, to complete and return.

When the form is received, the Training and Placement Coordinator will advise the trainer that the student wishes to withdraw and have them sign the form. The form will then be forwarded to the Director of Training and Services to check the reason for the withdrawal and to authorise this.

The Training and Placement Coordinator will then send the Cancellation/Withdrawal form to the Administration Manager. Any work from the student not yet provided for data entry, will be updated, so that the withdrawal may be processed.

Withdrawals Initiated by the RTO

Withdrawals Initiated by the RTO

- Students, who have not participated in an Orientation Session nor attended the Face to Face Orientation, will be contacted by the Training and Placement Coordinator to be provided with another Orientation Session option to allow them to stay in the same intake. If the student does not wish to attend this session, the Training and Placement Coordinator will cancel the student's enrolment.
- Students who miss two face to face orientations will not be given further options. The Training and Placement Coordinator will cancel the student's enrolment.
- Students, who commenced the course but have not participated throughout the duration of the course, will not be given further options. The Training and Placement Coordinator will cancel the student's enrolment.
- If contact attempts from the trainer/ College staff fail, an 'Intent to withdraw letter' is posted regarding the block of training they had commenced. The student will be contacted by the trainer or College staff to determine if the student wishes to continue with the course prior to progressing to the next block of training.
- In this letter the student is asked to contact Booroongen Djugun College within 2 weeks of the date of the letter or they will be withdrawn from their course. A copy of the letter will be kept by College staff for the period of 2 weeks or until the student responds.
- If after the 2 week period the student has not made contact with Booroongen Djugun College, the Training and Placement Coordinator will complete a Cancellation/Withdrawal Form and forward this to the Director of Training and Services for authorisation.

- The authorised Cancellation/Withdrawal form will then be forwarded to the Administration Manager for processing. Any work from the student not yet provided for data entry, will be updated, so that the withdrawal may proceed.
- Withdrawals for students who have been withdrawn as a result of misconduct will be completed by the Training and Placement Coordinator.
- Once processed, an SMS of 'Confirmation of Withdrawal' will be emailed to the student.
- Issuing Statement of Attainment

A Statement of Attainment is issued to the students within 30 days of the student being withdrawn from the course and providing all agreed fees the student owes to Booroongen Djugun College have been paid, and completed withdrawal form has been received by the Training and Placement Coordinator.