

# Withdrawals Policy

## Policy Objective

This document describes the policy for managing learner withdrawals.

This policy should be read in conjunction with **TLN003PRO – Withdrawals** procedure.

## Scope

This policy applies to all staff and learners involved in the withdrawal process. Withdrawals may occur in the following circumstances:

- learner initiated withdrawal;
- non-negotiated absence withdrawal;
- non-communication by the learner to requests from TAFE Gippsland; or
- administration error.

This policy applies to withdrawals from all accredited and non-accredited courses offered by TAFE Gippsland including:

- VET courses subsidised by the Victorian Government;
- fee for service courses;
- short courses;
- VET Delivered to Secondary Students (VET DSS);
- VET courses subject to VET Student Loans (VSL); and
- Commonwealth Funded Units.

Withdrawal can be for a full course or individual units.

## Commitment

TAFE Gippsland is committed to providing a supportive environment to assist learners to reach their full academic potential and successfully complete their training, while promoting the principles of child safety, gender equality and mutual respect.

Withdrawal is seen as a last resort and a concerted effort will be made to support learners at risk of withdrawing from their chosen course. However there will be occasions when learners will withdraw from all or part of their course and will be eligible for a fee refund.

Where withdrawal occurs, it is critical that the procedures are strictly followed to ensure TAFE Gippsland meets the needs of the learner and contractual arrangements with the Victorian Government.

TAFE Gippsland will provide detailed information regarding processes for course withdrawals and key events that may be impacted by a decision to withdraw. Information will be provided on the TAFE Gippsland website and in course booklets, flyers and learner handbooks.

Learner attendance and participation will be monitored in a timely manner to identify learners at risk of withdrawing from part or all of their enrolment.

Interventions will occur to mitigate the risk of withdrawal.

Learners will be informed of alternatives to withdrawal, the support services available, as well as the correct process to follow if withdrawal is necessary

Withdrawals will be processed accurately and in a timely manner

Information will be collected, stored and shared regarding learners reasons for withdrawing and this information will be used to inform quality improvement processes and Training and Assessment Strategies

## Roles and Responsibilities

### Learners

Learners are responsible for completing and lodging **TLN003FOR1 - Withdrawal /Refund Application** form where they wish to withdraw from all or part of their enrolment.

### Educators

Educators are responsible for:

- providing learners with clear information on how to withdraw from a unit of study including information on individual census dates;
- reporting all withdrawals within the year of the scheduled commencement of training and no later than two months from the point of withdrawal;
- submitting withdrawals through the Institute's withdrawal app;
- convening meeting between the learner, educator and Support Services to discuss reasons for withdrawal, alternatives and support available;
- inform relevant parties of any withdrawal and support plan;
- maintaining and monitoring full and timely records of learner attendance and participation;
- monitoring overdue results and participation, unmarked rolls and pipeline reports and determine at-risk learners; and
- contacting at risk learners in writing and counsel them regarding their attendance and participation and advise of census dates for withdrawal and the impact on any VSL of the decision to withdraw;

### Program Manager

The Program Manager is responsible for:

- ensuring learners are provided with clear information on how to withdraw from a unit of study including information on individual census dates;
- ensuring all withdrawals are reported within the year of the scheduled commencement of training and no later than two months from the point of withdrawal;
- approving withdrawals in the app and submitting to Academic Registry for processing;
- preparing an intervention plan with the learner and Learning Support Services;
- in the absence of a response from a learner, issuing written notice of intention to withdraw and initiating learner withdrawal; and
- identifying any administration error that requires a learner to be withdrawn from an enrolled unit.

## Student Administration Officer

The Student Administration Officer is responsible for:

- processing withdrawals in an efficient and timely manner;
- producing a withdrawal letter from SMS and issuing to the learner;
- issuing a Statement of Attainment if applicable; and
- processing applicable refunds at the time of withdrawal and in accordance with the **TLN034POL – Fees Charges and Refund** policy.

## Academic Registrar

The Academic Registrar is responsible for ensuring:

- Statements of Attainment are issued if applicable;
- sending advice regarding withdrawals to business areas within TAFE Gippsland;
- accurately processing applicable refunds in a timely manner; and
- identifying administration errors that require a learner to be withdrawn from an enrolled unit.

## Related Legislation/Regulation

- [Skills First VET Funding Contract](#)
- [VET Student Loans Act 2016](#) (Cth)
- [VET Student Loans Rules 2016](#) (Cth)
- [VET Student Loans \(Consequential Amendments and Transitional Provisions\) Act 2016](#) (Cth)

## Related Policy and Procedures

- TLN003PRO – Withdrawals procedure
- TLN018PRO - Issuing Certification Documentation policy
- TLN026POL - Evidence of Learner Participation policy
- TLN027POL - Attendance policy
- TLN029POL - Managing VET Student Loans policy
- TLN034POL - Fees Charges and Refunds policy

## Related Documents

- [VET Student Loans Provider Manual](#)
- TLN003FOR1 - Withdrawal /Refund Application form
- Withdrawal / Refund Application SMS 018 from the [Withdrawal App - TG](#)

## Definitions

<b>VET Student Loans</b>	VET Student Loans is an income contingent loan scheme for the vocational educational and training sector
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## Version Control

Item	Summary of Update	Version	Review Date
1	Original Policy Document	1.0	27/07/2015
2	Original Policy Document rebranded to Federation Training	1.0	15/06/2018
3	Updated to meet Skills First Funding Contract 2018-2019 obligations.	1.1	15/10/2018
4	Updated to meet VET Student Loan Obligations	1.2	15/10/2018
5	Rebranded from Federation Training to TAFE Gippsland	2.0	28/06/2019
6	Comprehensive review in line with current contractual requirements and business practices.  Renamed from Withdrawals and Refunds	3.0	28/02/2022
7	Document reviewed and updated to adopt new template and naming conventions. Separation of policy and procedure.	3.1	13/01/2023

## Appendices

Nil.