

# Student Withdrawal Policy

## 1 Policy Statement

The RTO will make contact with and give students every opportunity to re-engage with their studies should they have disengaged from the course and not completed their studies. Where the RTO is unable to make contact with students and re-engage students or if a student does not wish to continue studying, the RTO will process student withdrawals in a timely manner and provide students who have been withdrawn with a Statement of Attainment for all units completed.

## 2 Scope

This policy applies to all students

## 3 Responsibility and Accountability

It is the responsibility of the Training and Deployment Manager to ensure the application of this policy.

## 4 Procedure

- Where students have missed more than five days singly or consecutively, the RTO will make contact with these students and implement an intervention plan (Please see RTO Student Attendance Policy)
- Where the intervention plan fails to re-engage students, the RTO will send students a letter explaining the consequences of non-participation and request that they contact administration. This will be recorded on Vettrak.
- If there is no response to the letter, administrative staff will make no fewer than three attempts to contact the student to re-engage them in their studies. This can be done via email, SMS or a telephone call. The attempts will be made over a 12-week period subsequent to the end date of the course in weeks 3, 7 and 11. All attempts to make contact will be recorded on Vettrak.
- Where students respond and indicate that they wish to resume their studies, administrative staff will inform the student of where and when they can start studying again.
- Where students respond and indicate that they do not wish to resume their studies, administration staff will withdraw students from their studies and issue them with a Statement of Attainment for all units completed
- Where administrative staff are unable to contact students after three attempts and the 12-week re-engagement period has passed, administration staff will withdraw students from their studies and issue them with a Statement of Attainment for all units completed

- Letters and Statements of Attainment will be posted to students' last given postal address. Alternatively, a student may collect the Statement of Attainment in person or via an authorised representative.
- Where a letter or Statement of Attainment is returned to sender, the Statement of Attainment must be placed in the student file for record-keeping purposes.

## **5 Related Procedures, Manuals & Guidelines**

Student Handbook

RTO Student Attendance Policy

## **6 Associated Forms**

Student Attendance Intervention Plan