
4.7 Course Withdrawal/Exit

This policy is designed to ensure Construction Training Group (CTG) employees and students have clear information regarding the process for a student to withdraw/exit a course prior to course completion.

CTG is committed to providing balance, support and opportunity for all students to complete their training and successfully achieve the desired qualification/statement of attainment.

CTG has procedures in place to monitor student attendance and progress and for the Trainer or other relevant stakeholder to report a student who presents with academic or behavioural risk.

Policy Definitions

Attendance requirements are of 100% of the “face-to-face” component hours to successfully complete the course, inclusive of all theory and practical portions of courses or units of competency.

Punctuality requirements are that the student arrives prepared to commence theoretical and practical learning at the designated times.

Suspension will occur when a student has demonstrated a continued disregard for course minimum requirements or the Student Code of Conduct. This will be monitored by the CTG staff.

Discontinuation of Enrolment means the immediate release/removal of a student from studies with CTG. Discontinuation of Enrolment is a last resort consequence that will in part occur where a student does not evidence active participation in the CTG course and has not met the requirements or successful completion.

Withdrawal from a course due to illness or other compassionate or compelling circumstances will be negotiated on a case-by-case basis without penalty. It is not the practice of CTG to penalise a student for circumstances that are beyond their control.

Processes

1. Course Withdrawal/Exit
 - 1.1. Students exiting from a course prior to completion must meet with the relevant course trainer and RTO Manager.
 - 1.2. If the student does not want the course trainer to be present, the RTO Manager will nominate another authorised CTG representative to be present.
 - 1.3. The RTO Manager and course Trainer/CTG Representative will conduct an exit interview with the student and complete the Course Withdrawal Form.
 - 1.4. The course Trainer/CTG representative and RTO Manager will identify if the student is able to continue their training with appropriate support. If this is possible, and the student agrees, the RTO Manager will arrange internal support services. Where external support services are deemed appropriate, the RTO Manager will provide the student with service details and a referral letter. (Please refer to Policy 4.4 Student support for further details and direction).
 - 1.5. If the student decides to withdraw/exit the course and the student is receiving government funding, then the student must complete a ‘Notification of Withdrawal or Cancellation from Funded Training Course’ form.
 - 1.6 Following course withdrawal/exit and irrespective of funding arrangements, the student’s enrolment will be cancelled and be effective from the date of notification.

- 1.7 Following course withdrawal/exit the student will not be enrolled in subsequent VET units of study without written instructions from the student, and the student must select, initiate or request enrolment in subsequent units of study.
- 1.8 No fees, penalties or charges will apply to course withdrawal/exit.
- 1.9 Students who withdraw/exit from a course will be issued with a Statement of Attainment for those units in which they have been assessed as being competent, subject to payment of all outstanding fees.

2. Reporting withdrawals in the Student Management System

- 2.1 If the student withdraws from training prior to achieving competency in an individual unit of competency, the enrolment will be reported against outcome code “40” in the Outcome Identifier – National” field of the NAT120 file in that month’s statistical data submission.
Hours Attended must be reported (not null).
- 2.2 If the student is not continuing training, CTG will record the scheduled number of hours for units of competency delivered and the date of which withdrawal/discontinuation of training occurred. This is in accordance with the Victorian VET Student Statistical Collection Guidelines refer to page 121 under “Hours Attended”.
- 2.3 If a unit/s has been started by a student, CTG Administration staff will examine the Attendance Records from the unit/s delivered and claim only the hours which CTG has evidence, i.e. that is signed by the student and trainer supporting the actual attendance. The student is then withdrawn from the relevant unit/s.

Refer to Records Management Policy and Procedure for the administration processes related to Course Withdrawal.