

STATEMENT

The RTO will attempt contact and give students every opportunity to re-engage with their studies should they have disengaged or not completed their course. Where the RTO is unable to contact 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 with a Statement of Attainment for all units that are deemed competent as per the **Qualification Policy**.

DEFINITIONS

CEO – Chief Executive Officer.

RTO – Registered Training Organisation:

- ABV Training & Consulting Pty Ltd (ABV) (RTO 52592)

DTWD – Department of Training and Workforce Development

SCOPE

This applies to all students enrolled in study with the RTO.

RESPONSIBILITY

It is the responsibility of the RTO Management and administration staff to ensure the application of this policy.

PROCEDURE

Where a student enrolled with the RTO has been absent for more than five days consecutively or otherwise without an approved reason, such as a doctor's certificate or family emergency, the RTO will initiate an intervention plan in accordance with the **RTO Student Attendance Policy**. The RTO will make every effort to contact the student through phone and email during this intervention plan.

If the intervention plan fails to re-engage the student, the RTO will send the student an email detailing the consequences of non-participation and requesting them to contact the Administration Team. This communication will be recorded in the Student Management System (VETtrak).

Should the student not respond to the email, the RTO administration staff will make no fewer than three attempts to contact the student over a 12-week period (in weeks 3, 7, and 11) using email, SMS, or phone calls. All contact attempts will be documented in Student Management System. The student's enrolment will remain active for 12 weeks after the course end date, after which the student's record will be finalised as per the **RTO Student Attendance Policy**.

If the student responds and express their desire to resume studies, the RTO Administration Team, in coordination with the Compliance Team, will provide the student with information regarding the resumption of training.

If the student responds and indicate their wish to withdraw, the RTO Administration Team will follow the completion procedure to process their withdrawal from the course. A Student Withdrawal Request should be submitted in written form, either via email or post. Once the withdrawal is processed, the RTO will issue a Statement of Attainment for all units deemed competent (if applicable).

The Statement of Attainment will be mailed to the student's last given postal address. Alternatively, students may collect the Statement of Attainment in person or through an authorised representative.

STUDENT WITHDRAWAL POLICY

In case the Statement of Attainment is returned to sender, it will be placed in the student file for record-keeping purposes. If the student requests their Statement of Attainment at a later date, they will be required to pay a \$20 fee for retrieval from off-site archiving.

DTWD FUNDED STUDENTS

A written withdrawal advice is required for refund eligibility and to avoid liabilities under the Commonwealth Government's VET Student Loans program. The RTO sets a census/withdrawal date for each unit, at least 20% into the course. According to the DTWD Fees and Charges Policy, students who withdraw can receive a full refund of the applicable course fee, resource fee, and other fees in the following cases:

- If a unit is cancelled or rescheduled to an unsuitable time for the student.
- If a student is denied a place due to maximum capacity.

RTO management has the authority to approve a full refund if a class is cancelled due to declining student numbers, unavailability of lecturers, or other RTO-caused circumstances.

Students who formally withdraw before the census/withdrawal date for a unit are eligible for a full refund of the unit's course fee.

RTO can also approve a pro rata refund of fees during delivery for students who withdraw due to uncontrollable personal circumstances (e.g., serious illness, injury, disability) supported by relevant documentary evidence. Refund details must be retained for audit purposes, and the enrolment form must be annotated accordingly.

ENDORSEMENT / REVISION NOTES

Approved by CEO, RTO

Approved Date: 15/11/2019

Reviewed On: 01/02/2024