

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.

COO – Chief Operating Officer- Training.

RTO – Registered Training Organisation:

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

DTWD – Department of Training and Workforce Development

SMS – Student Management System (VETtrak)

TERMS

CENSUS DATE

The **census date** is a last day to make changes to the enrolment for a study period without financial penalty. Census dates are calculated as 20% of the way through the unit of study between the commencement and completion dates of the unit(s). A full refund of the course fee and 50% of the resource fee will generally be available if withdrawal occurs before the census date. After the census date, students may no longer be eligible for a refund or for withdrawal without academic or financial penalties, depending on the RTO Fees and Charges Policy.

WITHDRAWAL DATE

The **withdrawal date** is the last permissible date for a student to withdraw from a course or unit without incurring penalties (such as financial penalties or academic consequences). This is typically before or on the **census date**. Students who withdraw by the withdrawal date may receive a refund of tuition fees and avoid any academic penalties. If a student withdraws after the census date, they may still be liable for the full course fees and might receive a grade of "Withdrawn Fail" or another indication of non-participation on their transcript.

NOTIFICATION

Students are typically informed about **census** and **withdrawal dates** through a combination of official documents, emails, student portals, and direct communication with academic staff or student services. RTO provide multiple reminders to ensure that students are aware of these critical deadlines.

SCOPE

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

RESPONSIBILITY

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

PROCEDURE

The student's attendance will be monitored regularly. If a student is absent for more than five consecutive days or two weeks in total without an approved reason, a warning email will be sent informing them that continued absence may lead to an unsatisfactory attendance report.

If the absence exceeds two weeks, the course trainer and Administration Team will assess the student's ability to catch up on missed material, considering their progress and course requirements. Based on this evaluation, the student will be offered the option to extend their enrolment or withdraw from the course. The admin team will send a formal email with clear options and a response deadline.

If there is no response, the administration will attempt to contact the student three times over a 12-week period (weeks 3, 7, and 11) via email, SMS, or phone. All attempts will be documented in SMS. The enrolment remains active for 12 months after the course end date, after which the student's record will be finalised per the RTO Attendance Policy.

If the student opts to withdraw, the admin team will proceed with the withdrawal process, updating all documentation accordingly. The student must submit a written Student Withdrawal Request (via email or post). A Statement of Attainment for all units deemed competent will be issued and sent to the student's last postal address. Alternatively, the student may collect it in person or via an authorised representative. If returned, the Statement will be filed, and a \$30 retrieval fee will apply if requested later.

If the student wishes to resume studies, the RTO Administration Team provide information on resuming training. If re-engagement efforts fail, the RTO will send a final email detailing the consequences of non-participation, requesting the student to contact the administration. This will be recorded in the Student Management System.

DTWD FUNDED STUDENTS

Formal written notification is required for students to be eligible for a refund of tuition fees and/or resource fees. The RTO sets a census/withdrawal date for each unit, which is at least 20% into the course. Refund eligibility is determined under the following circumstances:

1. Full Refund:

- A full refund of course fees, resource fees, and other applicable fees will be provided if a unit is cancelled or rescheduled to an unsuitable time for the student or if a student is denied a place due to maximum capacity being reached.
- Students who formally withdraw before 20% of the way through the course (between the commencement and completion dates for the unit) are eligible for a full refund of the course fee and 50% of the resource fee

2. Pro-rata Refund:

- If the student can provide reasonable documentary evidence of serious illness, injury, or disability preventing the completion of the course, the Accountable Officer may approve a pro-rata refund for the remaining course fees.

3. Additional Conditions:

- 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.

STUDENT WITHDRAWAL POLICY

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

Please note: Students who withdraw from their course without notifying the Registered Training Organisation (RTO) in writing may not be eligible for a refund. Withdrawal Forms are available from the Administration Office. Refer to the VET Fees and charges policy www.dtwd.wa.gov.au

FEE FOR SERVICE STUDENTS

Fee-for-service students are required to formally notify the RTO administration of their intention to withdraw by submitting a written request. Upon receipt of the withdrawal notice, the student will be informed of any financial implications, including eligibility for a refund of tuition fees, based on the withdrawal date. Depending on the timing of the withdrawal, students may be entitled to a partial or full refund. Students may also need to settle any outstanding balances before the process is completed. Once all requirements are met, the withdrawal is processed, and the student's record is updated to reflect their withdrawal from the course.

- A full refund will be provided if a unit of competency or training is cancelled or re-scheduled to a time unsuitable.
- A full refund will be provided prior to unit of competence commencement – provided a withdrawal form is received by the RTO 7 days prior to class commencement.
- Partial refunds of 50% will be provided for withdrawal within 7 days of unit of competence commencement. \$50.00 administration charge apply.
- Outside of the above, individual circumstances will be considered by the Accountable Officer on a case-by-case basis to determine refund suitability (supporting documentary evidence must be provided).

ENDORSEMENT / REVISION NOTES

Approved by COO Training

Name: Jegath Jisangar

Approved Date: 04/12/2024