

Purpose:	The purpose of this policy and procedure is to ensure that when reporting student withdrawals, MultiSkills adheres to the definitions/business rules as published by SVTS and reports these accordingly within two months of the date that the student is withdrawn from the program.
Scope:	This policy and procedure applies to all MultiSkills staff, contractors, and relevant third parties and covers all Skills First funded enrolments into AQF Qualifications and Skill Sets.
Responsibilities:	The CEO is ultimately accountable for adherence to this policy and procedure.
Standards:	This policy contributes to compliance with Schedule 1, Clause 10.8 of the VET Funding Contract, the Withdrawn (and Deferred) Program Enrolments, and the Withdrawn Subject Enrolments Fact Sheets.
Policies and Procedures:	This policy contributes to compliance with the <i>Pre-Training Review and Enrolment, Fees and Charges and Refund Policies and Procedures</i> .
Tools:	This policy is supported by the Withdrawal Form and the Withdrawn Formula spreadsheet.

## Definitions

**Activity End Date** means the date reported as such in a Student Statistical Report for an individual's enrolment in an individual subject.

**Contact Hour Funds** means the funds paid or payable by the Department under the VET Funding Contract for the Scheduled Hours of supervised training and assessment reported for a Skills First Student.

**Hours Attended** means the hours of supervised training and assessment that a Skills First student participated in prior to their withdrawal from a subject.

**Scheduled Hours** has the same meaning as given to it in the Victorian VET Student Statistical Collection Guidelines.

**Skills First Entitlement** means the entitlement to a government-subsidised place in training for eligible persons in accordance with the criteria set out in the Act or established under the Act and reflected in the VET Funding Contract.

**Skills First Program** means the Victorian Government's program for funding individuals' Skills First Entitlement.

**Skills First Student** means an individual eligible for Skills First subsidised training in accordance with the eligibility requirements specified in this Contract and who is enrolled at the Training Provider into such training.

**Student Statistical Reports** means reports provided to the Department in accordance with the Victorian VET Student Statistical Collection Guidelines.

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## Policy Statement

MultiSkills will:

- Update their student statistical reports when a student withdraws from a subject or unit of competency or discontinues without formally withdrawing, to reflect the withdrawal
- Report a Skills First Student's withdrawal from a program or subject in accordance with the requirements in the Victorian VET Student Statistical Guidelines, by the earlier of:
  - two months after the point of withdrawal (as defined in the Victorian VET Student Statistical Guidelines); or
  - the final data submission date for the data collection year
- Calculate the payment of Contact Hours, where a Skills First Student withdraws from a subject, based on the Hours Attended, not the Scheduled Hours
- Adhere to the below withdrawal definitions/categories as published by SVTS and report these accordingly in the NAT00130 (Program Completed file – enrolment status identifier) file within two months of the date that the student is withdrawn from the program. There are four possible scenarios by which a student withdraws from a Program Enrolment:
  - Formal Withdrawal (Withdrawn Official - 40) - the student has engaged in some learning activity and or assessment, and has then notified MultiSkills of their withdrawal before finalisation of the requirements for successful completion of the Program Enrolment
  - Apparent Withdrawal (Withdrawn Apparent - 41) - the student has engaged in some learning and/or assessment activity, and then stopped attending or submitting assessments (i.e. discontinued) without notifying MultiSkills
  - Deferral (Withdrawn Deferred - 42) - the student has engaged in some learning activity and or assessment, and has then negotiated a deferral of studies (with an intent to resume at a later date in the same Program Enrolment) with MultiSkills before finalisation of the requirements for successful completion of the Program Enrolment or
  - Cancellation - the student has not engaged in any learning and or assessment activity for the program whatsoever, thus meaning that MultiSkills has not received any paid contribution from the Department.

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## Procedures

### Procedure for Formal Withdrawal

Procedural Step	Accountability	When
1. Trainer, or another MultiSkills staff member, is informed of a student's intention to withdraw from their program which can be of a verbal or written nature.	Student	As required
2. Ask the student to complete the withdrawal form.	Trainer and Assessor or Administration Officer	
3. Ensure that any assessments that still require marking are completed prior to the student completing their withdrawal.	Trainer and Assessor	Within two weeks of the initial withdrawal notice
4. Submit the completed withdrawal form to MultiSkills for processing.	Student	Within two weeks of the initial withdrawal notice
5. Complete the "office use only" section of the withdrawal form, withdraw the student enrolment from their program, issue a Statement of Attainment, if any competencies were completed providing all fees owing have been paid in full, and advise the student of their withdrawal via email.	Administration Officer	Within one month of the initial withdrawal notice
6. Utilise the "MultiSkills Confirmation of Formal Withdrawal" aXcelerate Template		
7. Advise the student if a refund exists in line with the Refund Policy and will process the refund into the student's nominated bank account.	Administration Officer	

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## Procedure for Apparent Withdrawal

Procedural Step	Accountability	When
1. An apparent withdrawal occurs when a student discontinues training without notifying MultiSkills they will not be continuing in a program.	Student	As required
2. As soon as MultiSkills becomes aware of an apparent withdrawal (such as student ceasing to attend classes or practical placement or ceasing to submit assessments), a re engagement process is attempted.	Administration Officer	Within one month of the last student's engagement
3. MultiSkills attempts to contact the student via email sent through the Student Management System.		
4. At a minimum three reengagements attempts must occur within the course of a month. If the student does not respond, then the Administration Officer, in consultation with the Trainer, will make the final decision on the withdrawal of the student.  5. Utilise the "MultiSkills Unsatisfactory Course Progress - Withdrawal Warning" aXcelerate Template		
6. Ensure that any assessments that still require marking are completed prior to the Administration Officer processing the withdrawal.	Trainer and Assessor	Within one week of Step 4
7. Complete the "Office Use Only" section of the Withdrawal Form and based on the last point of engagement determine the Activity End Date for every withdrawn Unit of Competency. Each Activity End Date must match the last point of engagement for the individual Unit of Competency.	Administration Officer	Within two months of the last student's engagement
8. Process the withdrawal in the Student Management System, advise the student of their withdrawal via email and issue a Statement of Attainment if any competencies were completed, providing all fees owing have been paid in full.		
9. Utilise the "MultiSkills Confirmation of Apparent Withdrawal" aXcelerate Template		

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## Procedure for Deferral

Procedural Step	Accountability	When
1. MultiSkills is advised of a student's intention to defer and of their reason for deferral and the date they expect to return to their studies. Students may only defer from a program for a duration of no longer than 6 months. This advice can be in the form of an email or phone call. A note must be added to the student management system documenting the discussion with the student.	Student	As required
2. Process the deferral in the Student Management System and inform the student and their designated trainer via email. 3. Utilise the "MultiSkills Confirmation of Deferral" aXcelerate Template	Administration Officer	Within two weeks of the deferral request date
4. Contact the student to gauge whether the student intends to return to the program or whether they have decided to withdraw. 5. Utilise the "MultiSkills Recommencement of Studies" aXcelerate Template	Administration Officer	Three weeks prior to the deferral expiry date
6. Advise the Trainer of the student's decision. Where the student is returning to their program, reschedule all remaining classes and/or assessments and communicate the new due dates to the Trainer.	Administration Officer / Trainer and Assessor	Within two weeks of Step 4
7. Update the student's training plan in the Student Management System and email the student their updated training plan and all details about their new class schedule and/or due dates.	Administration Officer	Within two weeks of Step 4
8. Deferred students must recommence training no later than 6 months from the date their deferral was approved. If the student has not recommenced by that point, the deferral will become either an apparent or a formal withdrawal and the student must re-enrol in they wish to continue.	Administration Officer	Within one month of Step 4

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## Procedure for Processing Withdrawals and Calculating the Hours Attended in the Student Management System

Procedural Step	Accountability	When
1. Report National Outcome – Identifier (40) (Withdrawn/discontinued) for every withdrawn unit of competency. The Activity End Date for withdrawn units of competency will be amended to reflect: <ol style="list-style-type: none"> <li>i) The date of formal withdrawal/deferral if the Program Enrolment Status is Withdrawal Official – 40 or Withdrawn Deferred - 42</li> <li>ii) The date of last engagement if the Program Enrolment Status is Withdrawal Apparent – 41</li> </ol>	Administration Officer	As required
2. For ascertaining the last date of engagement in a unit of competency, the Administration Officer will consider the following dates: <ol style="list-style-type: none"> <li>i) Latest class attendance date</li> <li>ii) Latest date that the student engaged any learning and/or assessment activity</li> <li>iii) Latest date a trainer/assessor visited the student at a practical placement for the purpose of assessment</li> </ol>		
3. Report the Hours Attended for all units of competency reported as Withdrawn/Discontinued (40). The Hours Attended will not exceed the Scheduled Hours for each unit of competency.		
4. Utilise the “Withdrawal Formula” spreadsheet to calculate the Hours Attended.		
5. Upon calculation of Hours Attended, complete the following tasks in the Student Management System: <ul style="list-style-type: none"> <li>● Withdraw every continuing unit to the hours calculated</li> <li>● Change the PSTACD to match the date of withdrawal</li> <li>● Change the Enrolment Status to Cancelled or Deferred</li> <li>● Change the Program Enrolment Status to match the type of withdrawal - Official 40 or Apparent 41 or Deferral 42</li> </ul>		

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