

Withdrawal Policy and Procedure

Trade Training Group to MultiSkills Training – RTO: 40846



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rules as published by SVTS and reports these accordingly within two months of the date that the student is withdrawn from the program.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This policy and procedure contributes to compliance with Schedule 1, Clause 10.7 of the VET Funding Contract, the Withdrawn (and Deferred) Program Enrolments Factsheet, and the Withdrawn Subject Enrolments Fact Sheets.
Policies and Procedures:	This policy and procedure contributes to compliance with the <i>Pre-Training Review and Enrolment, Fees and Charges and Refund Policies and Procedures</i> .
Tools:	This policy and procedure is supported by the Withdrawal Form and the Withdrawn Formula spreadsheet.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 Claims 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.

Policy Statement

MultiSkills is committed to accurately managing and reporting student withdrawals in accordance with the Victorian VET Student Statistical Guidelines and the Skills First VET Funding Contract. Withdrawal processes are managed to ensure compliance, integrity of reporting, and accurate funding claims.

Where a student formally withdraws, discontinues without notice, defers, or fails to engage in learning activity, MultiSkills will ensure:

- Withdrawal information is reported to SVTS in line with the timelines set out in the Victorian VET Student Statistical Guidelines — either within two months of the withdrawal or by the final data submission date for the collection year, whichever comes first
- The correct withdrawal category is applied based on the student's engagement and notification.
- Contact Hour claims for Skills First students who withdraw from a subject are calculated based on the actual Hours Attended, not the Scheduled Hours.
- Withdrawals are reported using the correct NAT00130 (Program Completed) codes, with adherence to the four recognised withdrawal types:
 - **Withdrawn Official (40):** Student notifies MultiSkills after commencing but before completing
 - **Withdrawn Apparent (41):** Student ceases engagement without notifying MultiSkills
 - **Withdrawn Deferred (42):** Student formally defers with intention to return
 - **Cancelled:** Student did not commence or participate in training or assessment

MultiSkills ensures all withdrawal data is supported by valid evidence and documented appropriately in the Student Management System (SMS). Reporting obligations are managed by the Compliance Officer in consultation with administrative staff and trainers.

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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. Note: A completed Withdrawal Form is preferred, however if the form is not returned, proceed to withdraw the student as a <i>Formal</i> withdrawal based on the verbal or written notification.	Student	Within two weeks of the initial withdrawal notice
5. Withdrawal notifications are sent to the Compliance Team for Processing. 6. 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. 7. Utilise the <i>MultiSkills Confirmation of Formal Withdrawal</i> aXcelerate Template to finalise the withdrawal 8. Upload the withdrawal form to the student portfolio under <i>Withdrawal Form</i>	Compliance Officer	Within one month of the initial withdrawal notice
9. 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 the student ceasing to attend classes or submit assessments), a re-engagement process is attempted.	Administration Officer	As soon as non-engagement is identified.
3. MultiSkills attempts to contact the student via email sent through the Student Management System.		
4. At a minimum, three reengagement attempts must occur within a two month period. 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. Utilise the “MultiSkills Unsatisfactory Course Progress - Withdrawal Warning” aXcelerate Template	Administration Officer	As soon as non-engagement is identified.
5. Ensure that any assessments that still require marking are completed prior to the Compliance Officer processing the withdrawal.	Trainer and Assessor	Within one week of Step 4
6. Withdrawal notifications are sent to the Compliance Team for Processing.	Administration Officer	As required / when non-engagement is identified
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. NOTE: If the last engagement date was in the previous collection year, the end date is recorded as 01.01.current year. The PSTACD will also reflect this date.	Compliance Officer	As required / when non-engagement is identified
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 <i>MultiSkills Confirmation of Apparent Withdrawal</i> aXcelerate Template to finalise withdrawal		
10.		

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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. Deferral notifications are sent to the Compliance Team for Processing. 3. Process the deferral in the Student Management System and inform the student and their designated trainer via email. 4. Utilise the "MultiSkills Confirmation of Deferral" aXcelerate Template	Compliance Officer	Within two weeks of the deferral request date
5. Contact the student to gauge whether the student intends to return to the program or whether they have decided to withdraw. 6. Utilise the "MultiSkills Recommencement of Studies" aXcelerate Template	Administration Officer	Three weeks prior to the deferral expiry date
7. 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
8. 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
9. 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
<p>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:</p> <ul style="list-style-type: none"> i) The date of formal withdrawal/deferral if the Program Enrolment Status is Withdrawal Official – 40 or Withdrawn Deferred - 42 ii) The date of last engagement if the Program Enrolment Status is Withdrawal Apparent – 41 	Compliance Officer	When the withdrawal is processed
<p>2. For ascertaining the last date of engagement in a unit of competency, the Compliance Officer will consider the following dates:</p> <ul style="list-style-type: none"> i) Latest class attendance date ii) Latest date that the student engaged any learning and/or assessment activity iii) Latest date a trainer/assessor visited the student at a practical placement for the purpose of assessment <p>Note: Apparent withdrawal - If the last date of engagement was in the previous collection year, enter 01.01.(current year) as the end date for each unit. The PTSACD will also reflect this date.</p>		
<p>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.</p>		
<p>4. Utilise the “Withdrawal Formula” spreadsheet to calculate the Hours Attended for all full qualification enrolments. In the case of skill set enrolments, the withdrawn hours will be the hours attended.</p>		
<p>5. Upon calculation of Hours Attended, complete the following tasks in the Student Management System:</p> <ul style="list-style-type: none"> ● Withdraw every continuing unit to the hours calculated ● Change the PSTACD to match the date of withdrawal ● Change the Enrolment Status to Cancelled or Deferred ● Change the Program Enrolment Status to match the type of withdrawal - Official 40 or Apparent 41 or Deferral 42 		

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