

POLICY STATEMENT

The Academy of International Education (Australia) ("TAIE") is committed to providing quality customer services and providing students with the ability to withdraw from study/ course enrolment at any time, with as little inconvenience to the student as possible.

PURPOSE

The purpose of this policy and procedure is for The Academy of International Education (Australia) ("TAIE") to define the withdrawal process for students in accordance with the Skills First Funding Agreement.

RESPONSIBILITY

The Administration Officer is responsible for this policy/procedure and to ensure that all staff are aware of its application and that staff implement its requirements.

WITHDRAWAL GUIDELINES

- In the event that a student withdraws from training prior to achieving competency in an individual module or 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 in accordance with the Victorian VET Student Statistical Collection Guidelines.
- In the instances of above, payment for the individual module or unit of competency will be made in accordance with the Hours Attended as reported in the NAT120 file.
- If a student withdraws from training, or is otherwise not continuing training. TAIE will within two weeks of the withdrawal/ discontinuation of training, enter:
 - Scheduled hours for module/ units of competency delivered; and
 - The date on which the withdrawal/ discontinuation of training occurred.

WITHDRAWAL METHOD

Student must lodge a Withdrawal Form at Reception: 47 Butler Street Richmond 3121 or via email

- Processed Application in Student Management System (SMS)
- Confirmation Email to be sent via SMS
- Documentation to be filed on student file

RECORDS

Copies of the following documents kept in student file:

- Withdrawal Form

SUPPORTING DOCUMENTS

- Withdrawal Form
- Refund Policy & Procedure
- Refund Application Form

VERSION HISTORY

Revision	Date	Description of modifications
1.0	April 2013	Original
1.1	October 2018	Reviewed and updated to Skills First from VTG Added Document Details

Document Details

Document Name: Withdrawal Policy & Procedure
 Department: Governance
 Approval: PEO
 Next Review Date: October 2019
 Policy Drivers: Skills First Funding Agreement
 Circulation: All Staff