

Policy

AMA RTO is committed to providing quality customer services and providing students with the ability to withdraw from a course of study at any time, with as little inconvenience to the student as possible

Purpose

The purpose of this policy and procedure is for AMA RTO to define the withdrawal process for students in accordance with the Standards for Registered Training Organisations (SNRs) and the Victorian Training Guarantee (VTG) Funding Agreement.

Responsibility

The Training Manager is responsible for this policy/procedure

WITHDRAWAL PROCESS

The following procedure will be used in dealing with students withdrawing from a course of study:

- (a) Student to requesting withdrawal using the appropriate AMA RTO withdrawal form available on www.amarto.com.au
- (b) The withdrawal form is received by AMA RTO
- (c) Withdrawal from customers will be directed/ lodged with the Training Manager
- (d) Training Manager (or delegate) to process the application in the Student Management System (SMS)
- (e) Training Manager (or delegate) to generate Statement of Attainment (if applicable)
- (f) In line with the AMA RTO fees and refund policy, Training Manager to lease with student in case refund applies or in case outstanding fees are to be collected.
- (g) Training Manager to provide student with Statement of Attainment (if applicable)

WITHDRAWAL GUIDELINES FOR VICTORIA TRAINING GUARANTEE STUDENTS

- 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. AMA RTO 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.

RECORDS

Copies of the following documents kept in student file:

- Withdrawal Form

Supporting Documents

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

Document History

Revision	Date	Description of modifications
1.0	January 2016	Original

Document Details

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