

RTO	Builders Academy Australia (RTO ID 21583)
Applicable Standards	Standards for Registered Training Organisations 2015 State and Territory Funding Contracts VET Student Loans Act 2016 VET Student Loans (VSL) Rules 2016 Higher Education Support Act 2003
Authorised by	General Manager – Quality, Education and Compliance
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Policy: Cancellation, Withdrawal and Deferral

Overview

Builders Academy Australia (BAA) is committed to ensuring the best educational outcomes for students and enable them to complete their training and successfully achieve their desired qualification. BAA recognises that sometimes circumstances can reduce a student's capacity to complete a chosen line of study, therefore students may withdraw from their course. BAA also recognises that there may also be times where students want to transfer from one RTO to another or would like to defer their training due to personal reasons. BAA will make reasonable efforts to assist students in completing their studies but will also assist those students who would like to discontinue their studies.

BAA will discontinue a student's enrolment when:

1. A student elects not to continue or would like to defer their studies, or
2. BAA elects not to continue the enrolment

When this occurs, a student will be removed from the course under one of the following three methods:

- Cancellation
- Withdrawal (Official or Apparent)
- Withdrawal Deferred

Note: If the student is under 17 years of age, we are required to notify the student's previous school and the relevant Department Regional Office. The General Manager – Quality, Education and Compliance must be informed if a cancelling or withdrawing student is under 17. The General Manager – Quality, Education and Compliance will inform the school and Department Regional Office within 90 days of the date of withdrawal or cancellation.

Cancellation of an Enrolment

Cancellation of course enrolment applies to an accepted enrolment that never commenced. If a student's enrolment is cancelled prior to commencement, their State Government Funding eligibility is not affected, nor do they incur a loan debt if they have applied for a VET Student Loan (VSL) in an approved course, or a part of an approved course.

Cancellation by a Student

Students currently engaged within the enrolment process or have been fully enrolled, but who elect to not commence the course, must communicate their intention to cancel their enrolment.

As per the BAA Fees, Charges and Refunds Policy, a student only be eligible for a refund if the communication to cancel is provided to BAA a minimum of 2 days prior to the commencement of their program.

Students must notify BAA in one of three ways:

1. A phone call to BAA on 1300 543 363
2. Email to enquiries@buildersacademy.com.au
3. Advising BAA when BAA staff contact the student

The student must personally notify BAA or via a third party Authorised Delegate. An Authorised Delegate must have written permission from the student to act on their behalf.

Cancellation by BAA

BAA will cancel a student's enrolment if:

1. A student has not attended the induction session and subsequent classes without notifying BAA. BAA staff will aim to contact the student and discuss options to commence. Where the reasonable attempts to contact the student fail, the student's enrolment will be cancelled.
2. BAA has not received enough confirmed enrolments to run a course. The decision to cancel a course that has not yet commenced due to low numbers must be made a least one week prior (unless there are unforeseeable issues) by BAA. All students will be notified via phone and writing and provided with alternative options. This may include starting the course later, joining a group in a different location or attending via a different delivery method, or going on a waiting list. Students may elect to cancel their enrolment as a result, a full refund of fees will be provided to the students.

Cancellation from enrolment with a VET Student Loan (VSL)

Student Initiated Cancellation:

Commenced students who have deferred their tuition fees through a VSL may wish to cancel the loan and continue their studies with BAA under a different payment option. Students must communicate this in writing to enquiries@buildersacademy.com.au and a new payment arrangement/plan organised.

BAA Initiated Cancellation:

Where BAA intends to cancel a student's enrolment in a VSL approved course, or a part of an approved course, after the census day for the course, BAA will:

- (a) Inform the student of the proposed cancellation; and
- (b) Provide the student with at least 28 days to initiate grievance procedures before the cancellation takes final effect as per the BAA Grievances, Complaints and Appeals Policy.
- (c) provide for the cancellation to take final effect only after any grievance procedures initiated by the student have been completed; and
- (d) set out the circumstances in which fees for the course, or the part of the course, concerned will, or will not be, refunded.

Withdrawal from an Enrolment

Withdrawal of course enrolment applies to enrolments where the course has been commenced.

Withdrawal by a Student

All students wishing to withdraw from their course can do so by calling 1300 534 363 or in writing by sending an email to enquiries@buildersacademy.com.au.

Once the request has been received, a Student Engagement Officer will discuss with the student their reason for withdrawal. Whenever appropriate, the student will be offered any options available to assist them in completing the course. Students may be contacted by a Trainer to review the training they have undertaken and to offer any assistance that may be of benefit to the student. An email will be sent to the student notifying them once their withdrawal from studies has been processed. This confirmation will also ask the student to complete a withdrawal survey so that we can collect and analyse withdrawal data. This data is then used to for continuous improvement initiatives to reduce withdrawal rates.

Withdrawal from enrolment under State Funding Agreement or Apprenticeship/Traineeship Arrangement with the Skills First Program

Students who have commenced studies under Skills First Funding Contract will need to notify BAA of their intent to withdraw from their course, as per the above.

Once the notification to withdraw has been received, the student will be withdrawn from the course and will receive an email from BAA confirming their withdrawal has taken place. This confirmation will also ask the student to complete a withdrawal survey so that we can collect and analyse withdrawal data. This data is then used to for continuous improvement initiatives to reduce withdrawal rates.

Withdrawal from studies will be reported to the relevant Funding Body in a timely manner, and as per the Skills First Program Funding Contract obligations. Students should be aware that withdrawing from their course may affect their future training options and eligibility for further Victorian government subsidised training under the Skills First Program. For further information on eligibility for funding please visit the Victorian Skills Gateway website: [Skills First Eligibility Check](#)

For Apprentices/Trainees, this will include notification of withdrawal on the student's record in the Epsilon database which will be updated to reflect the withdrawal.

Withdrawal from Enrolment with VET Student Loans (VSL)

Once the student's intention is determined for a student to withdraw from an approved course, or a part of an approved course, the Student Engagement Officer will inform the student in writing of the debt they have incurred for any units of study which census dates have passed. The date the student contacts BAA requesting withdrawal will be considered as the "date for withdrawal" for the determination of the student's debt.

VSL students who wish to withdraw from an approved course, or a part of an approved course, before a census day for the course, or the part of the course, will not incur any financial, administrative or other barriers to their withdrawal.

If the reason for withdrawal stated by the student could be considered as special circumstances, BAA will provide the student the options reasonably available to them for their consideration.

VSL Re-enrolment after Withdrawal

If a VSL student withdraws from an approved course, or a part of an approved course, BAA will not, after the withdrawal, enrol the student in an approved course or a part of an approved course without the written permission of the student (which must be given after the withdrawal).

If a VSL student wishes to re-enrol in a part of an approved course with BAA in circumstances where the student had earlier withdrawn from a part of the course undertaken with BAA, they will need to complete the enrolment process as per the BAA Entry Procedure and will be required to discuss with the Senior Training Coordinator – Student Learning Needs & Welfare the impact of the previous loan, (if applicable) as well as the reason for re-enrolment.

Students who have accessed VSL and already passed at least one census date, will be provided with 28 days to initiate the BAA Grievances, Complaints and Appeals Policy grievance procedure prior to the withdrawal being finalised. The communication will also include the debt incurred and any other fees which may or may not be refunded.

For all students, once the withdrawal notification is received from the student, BAA will:

1. Submit all student training activity data to finalise the student's records;
2. Provide the exiting student with a refund of any fees, if applicable (see the BAA Fees, Charges and Refunds Policy for more information);
3. Attempt to obtain formal notification from the student of the date their training will end, including reasons for withdrawal to understand whether the withdrawal does or does not relate to the performance of BAA;
4. Issue the student with a Statement of Attainment and transcript for completed Units of Competency within 30 days of notification of the discontinuance where applicable;
5. Inform VSL students in writing of the debt they have incurred for any units of study which census dates have passed;
6. Notify the AASN Provider within 14 days of withdrawal if the student is Apprentice or Trainee.

Withdrawal by BAA

BAA only elects to withdraw students under limited circumstances:

1. Student misbehaviour resulting in severe breach of BAA's Code of Conduct for Students;
2. Non-payment of fees;
3. Ongoing non-submission of assessments;
4. Student becomes uncontactable;
5. Transitioning students under superseded programs.

In the first instance the student will be offered support and assistance in order to allow them to continue in their studies and complete the course where possible. If after working with the student an issue remains, then BAA will make a final decision on the withdrawal from studies. BAA will communicate in writing to students of their intention to defer or withdraw including the reason/s for the decision.

Where BAA withdraws a student from their enrolment, the student will be informed in writing and will have 20 days to access the BAA Grievances, Complaints and Appeals Policy should they wish to appeal their withdrawal. If the student is Under 18 their parent or guardian will be informed.

Where a student becomes unresponsive to phone calls, SMS's or emails, BAA will make a further 7 contact attempts to the student. These attempts will be recorded on a Student Engagement Record. The Student Engagement Record is utilised where attempts to contact the student have been unsuccessful.

After the 7th unsuccessful contact attempt, a Notice of Withdrawal (N.O.W) email is sent to the student, advising the student that they have 7 days to make contact with BAA before they are Withdrawn. The students will be reported as Withdrawn – Apparent and their withdrawal date will be the last formal communication from BAA.

Withdrawn students who have successfully completed at least one unit of competency will be awarded a Statement of Attainment (SOA).

For information regarding refunds, please refer to the BAA Fees, Charges & Refund Policy available on our website.

Deferral of an Enrolment

Under special circumstances, students may elect to defer their training for a period of time. BAA will make every effort to assist the student to continue training where possible by implementing strategies to accommodate the student in completing their qualification. Should the student still wish to defer their studies then BAA will advise the student of any fee implications of deferral. If the student does not restart their training or require further time away from their studies, BAA will contact the student and discuss their options.

Deferral of Enrolment under State Funding Agreement

Students attending training under Skills First Funding can elect to defer their studies based on their individual circumstances and will be reported as Withdrawn – Deferred until student's return. The student's subject enrolments will be withdrawn using the Evidence of Participation (EoP) in accordance with the appropriate BAA Withdrawal Procedure calculation, and the student will receive written confirmation of their Deferral. If the student requires a long deferral period or is unable to commit to a time frame, BAA will withdraw the student as Withdrawn – Apparent or Withdrawn – Official depending on the circumstance. This will then be changed dependent on if or when the student returns to their studies. Upon a student's wish to continue with their studies in the future they may be able to re-commence their enrolment or treated as a new enrolment. Exceptions may apply.

Deferral across Funding Contracts

If a Deferral request crosses over a period where a new Funding Contract comes into effect with Skills First under the State Funding Agreement, BAA will liaise with students and request for monthly Evidence of Participation (EOP) to ensure successful rollover to the new contract. Where the student's circumstances does not allow for the regular engagement in training, or BAA is unable to get a hold of the student at the time after reasonable attempts, the student's status will be changed to Withdrawn – Official or Withdrawn – Apparent respectively. If or when the student would like to re-engage in their studies with BAA, it will be dealt with as per the BAA Re-Engagement Enrolment and Reporting Process. Based on these scenarios where it is not the normal straight forward Withdrawn – Official or Withdrawn – Apparent path, BAA will adapt its communication with the student reflective of the individual circumstances.

Withdrawal Procedure

To ensure accurate and timely processing of Student withdrawals and under the conditions of its Skills First Funding Contract to provide Victorian Government - subsidised training, BAA must fulfil certain process and reporting requirements or risk not receiving or forfeiting funds already paid.

The withdrawal process is highly structured for a reason; reporting errors or omissions have a direct impact on our financial viability. It is therefore critical that the BAA Administration team assess and process withdrawals in accordance with this procedure.

In addition to the financial implications there are also important customer service obligations. Students have a right to expect timely and accurate withdrawal administration. In addition, BAA has a duty of care to its students.

Extended non-attendance and inability to be contacted is judged as a withdrawal (both by internal processes and by SVTS reporting). However, withdrawals should not be treated as a rote administrative process but as the option of last resort. Training and Assessment is a shared endeavor; withdrawals have significant financial and aspirational repercussions for affected students and financial and reputational repercussions for BAA.

As per this Policy, withdrawals can be requested by the student, or by BAA as a result of students' loss contact and where there is sufficient evidence of attempts to reach the student and re-engage them in their studies.

All student withdrawals are actioned on the Student Management System (SMS) VETtrak. There are three options for the withdrawal of the student's course enrolment, and these are:

1. Withdrawn – Official 40
2. Withdrawn – Apparent 41
3. Withdrawn - Deferred 42

Where a Withdrawal is requested by the student, this is known as Withdrawn- Official.

Where a Withdrawal is requested by BAA where attempts to contact the student have been unsuccessful, this is known as Withdrawn- Apparent. Sufficient evidence for a Withdrawn- Apparent to occur requires a minimum of 7 contact attempts across 3 different contact methods to reach the student and re-engage them in their studies.

When EoP (Evidence of Participation) - engagement in learning and or assessment, is not apparent for a student and there has been no formal withdrawal or other reason provided for "non-participation", the student will be identified as potentially being 'at risk' prior to initiating withdrawal steps.

Where student is at risk of being withdrawn by BAA due to loss of contact, BAA will continue to communicate to reengage the student. However, where this is unsuccessful over a 14-day period across 7 contact points using 3 contact methods, student will be reported as Withdrawn – Apparent and their withdrawal date will be the last formal communication from BAA.

Evidence of Participation (EoP)

Means evidence provided by the Training Provider of an individual's participation in learning and/or assessment, as required under the Skills First Contract.

In line with the principles in the Skills First Contract, BAA withdraws units and claims contact hour funds for a student's enrolment in that subject based on the hours attended based on the student's Evidence of Participation on file. BAA documents EoP for each subject in a way that enables the Department to make a reasonable judgement about a Skills First Student's participation in learning and/or assessment.

Competency Based Completions

The relevant date for the second point of EoP is the date when all supervised training and/or assessment has concluded. This second point of EoP must be no earlier than 30 days before (and no later than) the date that supervised training and/or assessment has concluded, rather than the Activity End Date (which will be reported when the employer's sign off is received). To support EOP in these circumstances, BAA must retain a record of the date when all supervised training and/or assessment concluded.

Practical Placements

The Department may accept evidence of learning and/or engagement activity that occurs as part of a Practical Placement as EoP. To be EoP, BAA must provide sufficient information to show learning and/or engagement activity and meet all the requirements of the relevant item of EoP. A Practical Placement agreement alone is not accepted as EoP.

Valid EoP

To be valid, Evidence of Participation must contain:

- a) the Skills First Student's name or client identifier;
- b) a subject identifier; and
- c) a date expressed in day/month/year format.

Below points of evidence is what is acceptable under the Skills First VET Funding Contract as valid EoP:

- a. Evidence of work submitted by the Skills First Student relating to engagement in the subject;
- b. Skills First Teacher notes based on communication between the Skills First Teacher and Skills First Student, establishing their engagement in the learning and/or assessment activity of the subject;
- c. A Training Provider endorsed attendance roll showing that the Skills First Student attended a training session related to the subject;
- d. Primary documentation that provides evidence of assessment;
- e. Secure login to an online learning management system and evidence of the Skills First Student's engagement with learning and/or assessment activity required for the subject;
- f. In flexible and distance modes of learning, communication between the Training Provider and Skills First Student engagement confirming that the Skills First Student has commenced engagement in learning and/or assessment activity;
- g. In extreme circumstances (for example, fire, flood or other equivalent circumstances), a statutory declaration from the relevant Training Provider Personnel attesting to the Skills First Student's engagement in learning and/or assessment activity.

Along with the above points of evidence, under the Skills First VET Funding Contract - Schedule 1, The number of points of EoP that must be documented and maintained for each subject is as follows:

- one point of Evidence of Participation per unit of competency/subject must be provided if the period between the Activity Start Date and Activity End Date (inclusive) for the unit of competency/subject is 30 days or fewer; or
- two points of Evidence of Participation per unit of competency/subject must be provided if the period between the Activity Start Date and Activity End Date for the unit of competency/subject is more than 30 days, including:
 - i. one item must be dated no later than 30 days after (and no earlier than) the reported Activity Start Date; and
 - ii. one item must be evidence of assessment for the subject as specified in Clause 9.7(d) of this Schedule 1;
- one point of Evidence of Participation per unit of competency/subject must be provided for a withdrawn outcome, regardless of the period between the Activity Start Date and Activity End Date

As per Schedule 1 of the VET Funding Contract, BAA reports withdrawals in accordance with the requirements in the Victorian VET Student Statistical Collection Guidelines, by the earlier of:

- a) two months after the point of withdrawal (as defined in the Victorian VET Student Statistical Guidelines); or
- b) the final data submission date for the data collection year.

Engagement – Active At-Risk Students

Students are considered to be active at risk when they fail to attend classes 5 or more consecutive classes yet are identified from their first non-attendance for support from the BAA Student Engagement Team.

Students of this status and those considered to be At-Risk are provided via a report to the Student Engagement Team who commence the re-engagement processes. The following procedure is undertaken to re-engage with Students At-Risk:

- **First Missed Class** – Student Engagement Team send SMS using VETtrak template. Student appears on missed classes report;
- **Second Missed Class** – Student Engagement Team send SMS using VETtrak template. Student appears on missed classes report;
- **Third Missed Class** – Student Engagement Team will make contact via SMS, phone call or email communication. The student appears on missed classes report;
- **Fourth Missed Class** – Student Engagement Team will make contact via SMS, phone call or email communication. The student appears on missed classes report;
- **Fifth or more Missed Classes** – After 5 absences, the status of the student changes from Active to Active at Risk. Student Engagement Team will make contact via SMS, phone call or email communication. The student appears on missed classes report;
- Student Engagement Team ensures that all Students with three or more consecutive non-attendances are contacted daily to discuss their absence and any additional support they may require;
- Students receive an automated notice detailing all outstanding assessments via the BAA Learning Management System (LMS) on a fortnightly basis;

- If the student is unable to be contacted, the Student Engagement Officer leaves a voicemail (were

available) and sends an SMS to the student;

- Where the Student Engagement Team has attempted to contact a Student on at least 7 occasions, over a 14-day period, utilising a minimum of 3 contact methods, the Student will be sent a **Notice of Withdrawal via email**;
- Should the student fail to contact BAA in relation to their continuing studies within 7 days of the notice of withdrawal being sent, the Student will be withdrawn from training in accordance with this policy;
- Where a Student requests withdrawal as part of their communications with the Student Engagement Team, the Student will be withdrawn in accordance with the request;
- Where a Student requests deferral as part of their communications with the Student Engagement Team, the Student and BAA will agree on a date for the Student to recommence classes and the deferral request will be processed in accordance with this policy.

All Student contact is recorded on the student's profile on the Student Management System (SMS) VETtrak and for a student with 7 or more consecutive non-attendances a Student Engagement Record is created.

The following support activity options are provided to Students At-Risk:

- Access to Trainer led support sessions both during the week and on weekends. Weekday sessions will be from 6:00pm to 9:30pm and every Saturday 10:00am – 4:00pm.
- Deferral of their program to a specific date as agreed between BAA and the Student.
- Transfer into another class with a schedule that best supports the student's circumstances.

Engagement – Active Classes Finished (ACF) Students

Any BAA Student with outstanding assessment submissions post the conclusion of their scheduled classes, is reported to the Student Engagement Team as part of the Active Classes Finished Student list. The BAA Student Engagement Team actively contact and support these students in the completion and submission of any outstanding assessments, in accordance with the process below:

- All new ACF students are sent an **initial email** once their status has been changed to ACF informing them of their EoP obligations and the 3-month completion requirement. Included in this email are details on how to book into a Group Support Session.
- All ACF students are sent a **weekly SMS** offering to book into a Group Support Session directly. The students that attend these sessions have a Student Contact Record (SCR) created by the trainer to be submitted to the Training Operations Team within 72 hours of completion. The Student Engagement Team Leader will then log the SCR details into the student's profile in VETtrak and the SCR is saved into the student's folder on SharePoint;
- Any absences from these sessions are contacted by the Student Engagement Team the following business day. Based on if the student is contactable, the Student Engagement Team completes a SCR or a Re-engagement Form;
- If the Student Engagement Team is unable to contact the student, the Student Engagement Team will attempt to contact student using phone, SMS and email communication. Each attempt will be populated into a Re-engagement form. Once 7 attempts have been exhausted, the Student Engagement Team will send out the Notice of Withdrawal to the student.
- Once there has been no contact from the student after 7 days the Withdrawal form is completed & the student status will be changed to "Pending Withdrawal" on VETtrak with relevant events.
- To retain access to BAA systems and avoid the commencement of the withdrawal process, an ACF Student must be actively engaged in the completion and submission of all outstanding assessments with valid EoP;

- ACF Students receive an automated notice detailing all outstanding assessments via the BAA Learning Management System (LMS) on a fortnightly basis;
- Should an ACF Student not actively progress towards the completion and submission of outstanding assessments for a period of 30 days and be uncontactable, BAA will commence the withdrawal process:
 - Only Valid EoP in accordance with the BAA Evidence of Participation Policy will be accepted as actively progressing through their program
- The final withdrawal authorisation evidence is then presented in the Weekly Withdrawal Meeting run by the General Manager of Quality, Education and Compliance for approval.

Engagement – Extension of Unit End Dates

All BAA Students have an additional 12 weeks scheduled at the end of their program to allow for the completion of outstanding assessments. To maintain access to BAA Systems, students must be actively engaged in the completion of any outstanding assessments.

Only Valid EoP in accordance with the BAA Evidence of Participation Policy will be accepted as actively progressing through their program. Accepted forms of EoP are:

- Evidence of work submitted
- Skills First teacher notes
- Attendance rolls
- Evidence of assessment
- Login and engagement evidence
- Flexible and distance learning records
- A Statutory Declaration (in exceptional circumstances)

Failure to meet the minimum engagement required will see a Student progress towards withdrawal from training and all access to BAA systems will be removed.

An extension beyond this timeframe may be considered by BAA on request from the Student or if it becomes clear to BAA that a Student is At-Risk of not completing or submitting all outstanding assessments prior to the end of their program enrolment period. BAA and/or the Student must either provide supporting reasons for the request or the Student must have actively engaged in the progression of any outstanding assessments within 30 days prior to the extension request.

Withdrawal Support Evidence

The following evidence is required to undertake a student withdrawal.

- **Withdrawn Official**
 - Student Request
 - BAA response to Student Request
 - Withdrawal Form
 - EoP within 30 days of request (one form of EoP for the first month and a 2nd for of different EoP if the unit continues beyond one month)

- **Withdrawn Apparent**
 - Student Engagement Record
 - Withdrawal Form
 - EoP with 30 days of proposed withdrawal date (one form of EoP for the first month and a 2nd for of different EoP if the unit continues beyond one month)
- **Withdrawn Deferred**
 - Student Request
 - BAA Response to Student Request
 - Withdrawal Form
 - EoP with 30 days of the proposed deferral date (one form of EoP for the first month and a 2nd for of different EoP if the unit continues beyond one month)

Approval to Withdrawal

All student withdrawal requests (initiated by BAA or the Student) will be presented at the weekly Review and Approval of Withdrawals meetings. This meeting is led by the General Manager of Quality, Education and Compliance, in consultation with the Student Engagement, Data Quality and Enrolment Departments.

Withdrawals proposed to be processed in the following week are presented including the Withdrawal Request Form, EoP, Student Engagement Record (if applicable), withdrawal calculations and proposed withdrawal date. All evidence is reviewed, and each withdrawal request will either be endorsed to be processed or further evidence requested.

Any withdrawal request where additional evidence is requested is required to be presented at the following Review and Approval of Withdrawals meeting for endorsement prior to processing. Should this delay pose a risk of non-compliance with State or Federal regulatory requirements, the Data Quality Department will present this request to the General Manager, Quality, Education and Compliance as soon as the requested evidence is received.

Where any ambiguity or uncertainty exists regarding the endorsement to process a withdrawal, this is escalated to the Chief Executive Officer (CEO) by the General Manager, Quality, Education and Compliance for a determination.

Appendices

- Appendix 1 – Example Template Communications (SMS and Email)
- Appendix 2 – Template – Student Withdrawal Request
- Appendix 3 – Template – Student Re-Engagement Record
- Appendix 4 – Factsheet – Withdrawn (and Deferred) Program Enrolments
- Appendix 5 – Factsheet – Withdrawn Subject Enrolments

Appendix 1 – Example Template Communications (SMS and Email)

2x Absences SMS	Hi [student], Builders Academy here. You've missed a couple of sessions and we hope everything is ok! Please remember to call us on 1300 534 363 opt 1 or reply to this SMS if you can't attend class.
4x Absences SMS	Hi [student], Builders Academy here. We are concerned you have missed too many classes and too much important course learning. We would love to help you reach your goals and also have support options available. Please give us a call on 1300 534 363 opt 1 or reply to this SMS so we can assist you.
7x Absences SMS	Hi [student], we are concerned you have missed a lot of class recently and we hope everything is OK. We want to help you achieve your qualification and have support and suspension options available if you are struggling or time poor. Please give us a call on 1300 534 363 option 1 to have a quick chat to someone from our Student Support team or reply CALL to this text. Builders Academy Australia
9x Absences SMS	<p>We have noticed you do not seem to be progressing with your studies at BAA as planned.</p> <p>If there is something we can do to support you completing your course, let us know and we are sure we can find a solution to help get you back on board.</p> <p>Maybe now is not a great time and you wish to postpone your studies and continue at a later date, so please reply to this email and we will get in touch with a solution.</p> <p>However, if we don't hear from you over the next 3 days, we will assume that you do not wish to continue at this time and will withdraw you from your course.</p> <p>Remember that we are here to help and we want to find a way to assist you with your qualification.</p> <p>Please get in touch with us on 1300 LEGEND (1300 534 363) option 1, or email us at enquiries@buildersacademy.com.au</p>

Active Classes Finished – Weekly SMS 1	<p>Hi [Firstname],</p> <p>Sarah here from Builders Academy.</p> <p>Congratulations on finishing your trainer-led classes!</p> <p>To complete your certificate, and get graduated, you will need to submit your outstanding assessments and be marked satisfactory.</p> <p>We want to help!</p> <p>Click here to book a call with our Student Success Team:</p> <p>https://calendly.com/student_bookings/student-support-classes-finished</p> <p>OR...Click here to book into a group Trainer-led support sessions:</p> <p>https://enrol.vetenrol.com.au/?clientID=VT-BAAWEB</p>
Active Classes Finished – Weekly SMS 2	<p>Hi [Firstname],</p> <p>Sarah here from BAA.</p> <p>The key to completing your qualification is dedicating time to your outstanding assessments each week.</p> <p>To keep your account Active, we need to see progress and engagement fortnightly.</p> <p>Log into your LMS and continue progressing through your assessment tasks.</p> <p>Let us help with your success!</p> <p>Click here to book a call with our Student Success Team:</p> <p>https://calendly.com/student_bookings/student-support-classes-finished</p> <p>OR...Click here to book into a group Trainer-led support sessions:</p> <p>https://enrol.vetenrol.com.au/?clientID=VT-BAAWEB</p>
Active Classes Finished – Weekly SMS 3	<p>Hi [Firstname],</p> <p>Sarah here from BAA.</p> <p>The key to completing your qualification is dedicating time to your outstanding assessments each week.</p> <p>To keep your account Active, we need to see progress and engagement weekly.</p> <p>Log into your LMS and continue progressing through your assessment tasks.</p> <p>Require Support?</p> <p>Click here to book into Trainer-led support sessions:</p>

	https://enrol.vetenrol.com.au/?clientID=VT-BAAWEB Click here to book a call with Student Support: https://calendly.com/student_bookings/student-support-classes-finished
Active Classes Finished – Weekly SMS 4	Hi [Firstname], Sarah here from BAA. Here's a tip to help you complete your qualification with BAA TIME MANAGEMENT IS KEY <ul style="list-style-type: none"> • Build a strategy to study • Commit to a day/time to focus on assessments and log into your LMS. • Book into the trainer-led support sessions Click here to book a call with our Student Success Team: https://calendly.com/student_bookings/student-support-classes-finished OR...Click here to book into a group Trainer-led support sessions: https://enrol.vetenrol.com.au/?clientID=VT-BAAWEB
Active Classes Finished – Weekly SMS 5	Hi {Given}, Sarah here from BAA. Are you at risk of being Withdrawn from your qualification with BAA? To keep your account Active, we need to see progress and engagement at least fortnightly. IF YOU HAVE LOGGED INTO THE LMS OR SPOKEN TO OUR TEAM RECENTLY? AMAZING...keep the progress going! YOU HAVEN'T? You are at risk of being Withdrawn. Book in to chat asap so we can help you get graduated: https://calendly.com/student_bookings/student-support-classes-finished OR...Click here to book into a group Trainer-led support sessions: https://enrol.vetenrol.com.au/?clientID=VT-BAAWEB
Employer SMS – Apprentice Poor Course Progress	Hi [employers name] Your Apprentices enrolment with BAA is now at risk due to outstanding assessments.

	<p>Your Apprentice is required to contact our office to discuss this matter with our Apprenticeship team.</p> <p>BAA will organise a phone call with their Trainer to discuss support strategies for their continued progression.</p> <p>BAA is committed to providing support to students in achieving their learning goals and attaining the learning outcomes of their course.</p> <p>Please ensure that your Apprentice contacts our office immediately to discuss this matter on 1300 LEGEND (1300 534 363)</p> <p>Regards</p> <p>BAA</p>
Apprentice SMS – Poor Course Progress	<p>Hi {Given},</p> <p>Due to outstanding assessments, your enrolment with BAA is now at risk.</p> <p>You are required to contact our office to discuss this matter with our Apprenticeship team.</p> <p>BAA will book you in for a phone call with your Trainer to discuss support strategies for your continued progression.</p> <p>BAA is committed to providing support to students in achieving their learning goals and attaining the learning outcomes of their course.</p> <p>Please contact our office immediately to discuss this matter on 1300 LEGEND (1300 534 363)</p> <p>Regards</p> <p>BAA</p>
Employer – Apprentice Notice of Withdrawal SMS	<p>Hi {employers name},</p> <p>We have been in contact with your apprentice numerous times to book in an onsite training session with the Trainer. Our contact attempts have been unsuccessful.</p> <p>Your apprentices enrolment with BAA will now be withdrawn.</p> <p>Please contact our office immediately to discuss this matter on 1300 LEGEND (1300 534 363)</p> <p>Cheers BAA</p>
Apprentice – Notice of Withdrawal SMS	<p>Hi {student name},</p> <p>We have been in contact with you numerous times to book in an onsite training session with you and your Trainer. Our contact attempts have been unsuccessful.</p> <p>Your enrolment with BAA will be withdrawn unless you contact our office and book in a training session with your Trainer.</p> <p>Please contact our office immediately to discuss this matter on 1300 LEGEND (1300 534 363)</p> <p>Cheers BAA</p>

Notice of Withdrawal SMS – Limited Assessment Submissions	<p>Hi {Given}</p> <p>IMPORTANT: Hi [StudentName], as you have not shown any activity towards the submission of your assessments in the LMS recently, please call us by [Time and Date] to discuss your possible completion .</p> <p>This is important as no response may result in you being WITHDRAWN.</p> <p>Ph. 1300534363 & select option 1.</p> <p>**Want to Opt-out, reply STOP**</p> <p>Cheers BAA</p>
Notice of Withdrawal SMS – Non-attendance in class	<p>Hi {Given}</p> <p>IMPORTANT: Hi [StudentName], as you have not attended class for multiple consecutive sessions and have not shown any activity towards the submission of your assessments in the LMS recently, please call us by [Time and Date] to discuss your possible completion.</p> <p>This is important as no response may result in you being WITHDRAWN.</p> <p>Ph. 1300534363 & select option 1.</p> <p>**Want to Opt-out, reply STOP**</p> <p>Cheers BAA</p>

<p>Apprentice Notice of Withdrawal Email</p>	<p>Hi {student name},</p> <p>We have been in contact with you numerous times to book in an onsite training session with you and your Trainer. Our contact attempts have been unsuccessful.</p> <p>As a result, your enrolment with Builders Academy Australia (BAA) will now be withdrawn.</p> <p>Your Employer and Australian Apprenticeship Support Network (AASN) Provider have also been included into this email.</p> <p>As part of our obligations, a situation including absences which has the potential to affect the completion of your training contract, BAA are obliged to notify the Victorian Registration and Qualifications Authority (VRQA).</p> <p>WHAT YOU NEED TO DO</p> <p>Your enrolment with BAA will be withdrawn.</p> <p>You have not fulfilled your minimum obligations as an Apprentice under your training contract.</p> <p>As part of your withdrawal process, we would like to hear your feedback by completing this short 2-minute feedback survey so that we may improve or continue what we are doing right.</p> <p>https://www.surveymonkey.com/r/WT3B9NC</p> <p>If you would like to discuss this matter further, please contact our office immediately to on 1300 LEGEND (1300 534 363) or reply to this email with a time that you would like one of our Apprenticeship team members to give you a call.</p> <p>Kind Regards, Builders Academy Australia Student Services Locked Bag 4002 South Melbourne VIC 3205 1300 534 363 Melbourne VIC 3004 www.buildersacademy.com.au</p>
<p>Active Classes Finished – Fortnightly Email 1</p>	<p>Hi {Participant Name}</p> <p>Sarah here from BAA.</p> <p>Congratulations, you have successfully completed all your trainer-led classes.</p> <p>Our records show that you still have outstanding assessments.</p> <p>Let's keep the momentum going and help you get finished.</p> <p>WHAT YOU NEED TO DO?</p> <p>The key to completing your qualification and getting graduated is dedicating time to your outstanding assessments each week.</p> <p>We are here to help you, but we do need to see you progressing and engaging with learning or assessment content at least fortnightly.</p>

	<p>You can demonstrate this by logging into Canvas LMS to access and progress your outstanding assessments.</p> <p>Click here to log-into your LMS:</p> <p>https://buildersacademy.instructure.com/login/canvas</p> <p>ADDITIONAL SUPPORT OPTIONS</p> <p>To support you in getting graduated, BAA offers trainer-led support sessions both during the week and on weekends. In these online, live, and interactive sessions, you can dedicate time to completing any outstanding assessment tasks, and you will have access to a Trainer / Assessor to answer any questions which you may have to help you get graduated.</p> <p>To book into upcoming sessions, you can click here to register:</p> <p>Trainer Support sessions https://enrol.vetenrol.com.au/?clientID=VT-BAAWEB</p> <p>Additionally, our Student Success Team members are here to help with any questions you have regarding your course, systems access, or assessment tasks outstanding.</p> <p>To book a time to speak to one of our team, to get help with whatever you may need, you can click here:</p> <p>Student Support Call https://calendly.com/student_bookings/student-support-classes-finished</p> <p>Thanks,</p> <p>Sarah Student Engagement & Success Team Builders Academy Australia</p> <p><i>REMEMBER, AN INVESTMENT IN KNOWLEDGE PAYS THE BEST INTEREST.</i></p>
<p>Active Classes Finished – Fortnightly Email 2</p>	<p>Email 2 Title: Let's get your qualification completed with BAA</p> <p>Hi {Participant Name}</p> <p>Sarah here from BAA.</p> <p>You started this journey with BAA because you had a goal.</p> <p>Completing this qualification brings you a step closer to achieving that goal.</p> <p>We want to help you graduate!</p> <p>BAA have opened the door for you.</p> <p>Now we need you to run through it and grab this opportunity to complete your qualification.</p> <p>Don't give up now.</p>

	<p><u>WHAT WILL HELP YOU COMPLETE YOUR QUALIFICATION?</u></p> <p><i>KEEP YOUR MOMENTUM (AND ACCOUNT) ACTIVE BY DEMONSTRATING LEARNING AND ASSESSMENT ACTIVITY</i></p> <ul style="list-style-type: none"> • Log into your LMS by clicking https://buildersacademy.instructure.com/login/canvas • We need to see progress and engagement at least fortnightly <p>REMEMBER WE ARE HERE TO HELP!</p> <p>Click here to book into Trainer-led, group assessment support sessions:</p> <p>https://enrol.vetenrol.com.au/?clientID=VT-BAAWEB</p> <p>Click here to book a call with Student Support:</p> <p>https://calendly.com/student_bookings/student-support-classes-finished</p> <p>REMEMBER....</p> <p>TIME MANAGEMENT IS KEY</p> <ul style="list-style-type: none"> • Build a strategy to study • Commit to a day/time to focus on assessments and log into your LMS. • When are you most productive? • What can move out, in and around to free up time to get this done? <p>HOLD YOURSELF ACCOUNTABLE</p> <ul style="list-style-type: none"> • Set goals to complete your qualification • Check in with yourself weekly • Create visual reminders of when you want to complete your assessments • Pair up with a fellow classmate, or enlist the help of a spouse or friend to check in as an accountability partner <p>Thanks,</p> <p>Sarah Builders Academy Student Engagement & Success Team</p>
<p>Active Classes Finished – Fortnightly Email 3</p>	<p>Email 3: TOP TIPS TO HELP YOU COMPLETE YOUR QUALIFICATION</p>

	<p>TIP 1: KEEP YOUR ACCOUNT ACTIVE BY UNDERTAKING ACTIVITY</p> <ul style="list-style-type: none"> • Log into your Canvas LMS profile by clicking https://buildersacademy.instructure.com/login/canvas • We need to see progress and engagement at least fortnightly to keep you active <p>TIP 2: LET PEOPLE KNOW ABOUT YOUR STUDY PLANS TO KEEP YOU ACCOUNTABLE</p> <ul style="list-style-type: none"> • Talk to your boss • Have a chat to your friends and family • What events do you have on? <p>TIP 3: GET YOUR STUDY SPACE RIGHT</p> <ul style="list-style-type: none"> • Get comfortable • Don't procrastinate <p>TIP 4: ELIMINATE DISTRACTIONS</p> <ul style="list-style-type: none"> • Lessen distractions when you have set time to focus • Turn your phone to silent to avoid social media notifications, sms and calls from friends/ family • Avoid the temptation to check your email or surf the web <p>TIP 5: UTILISE THE SERVICES AVAILABLE TO YOU</p> <p>You are not alone.</p> <p>BAA offers trainer-led support sessions both during the week and on weekends.</p> <p>Get a head start and book into our next session click here:</p> <p>Trainer Support sessions https://enrol.vetenrol.com.au/?clientID=VT-BAWEB</p> <p>Additionally, our Student Engagement & Success Team are here to help with any questions you have regarding your course. To book, click here:</p> <p>Student Support Call https://calendly.com/student_bookings/student-support-classes-finished</p> <p>Thanks,</p> <p>Sarah Builders Academy Australia Student Engagement & Success Team</p> <p><i>Education is the passport to the future, for tomorrow belongs to those who prepare for it today!</i></p>
<p>Active Classes Finished – Fortnightly Email 4</p>	<p>Title: WHAT IMPACT WOULD COMPLETING YOUR QUALIFICATION HAVE ON YOUR LIFE?</p>

	<p>Hi {Participant Name}</p> <p>Sarah here from BAA.</p> <p>We have noticed that you are still working through your assessment tasks.</p> <p>You made a commitment that you were still invested in completing your qualification and getting qualified.</p> <p>Completing this qualification brings you a step closer to achieving that goal.</p> <p>Don't give up.</p> <p>You have come too far to now not finish!</p> <p>YOUR SUPPORT OPTIONS</p> <p>To support you, BAA offers trainer-led support sessions both during the week and on weekends. To book into our next session click here:</p> <p>Trainer Support sessions https://enrol.vetenrol.com.au/?clientID=VT-BAAWEB</p> <p>Additionally, our Student Engagement & Success Team are here to help with any questions you have regarding your course. To book, click here:</p> <p>Student Support Call https://calendly.com/student_bookings/student-support-classes-finished</p> <p>Thanks,</p> <p>Sarah Builders Academy Australia Student Engagement & Success Team</p> <p>REMEMBER, AN INVESTMENT IN KNOWLEDGE PAYS THE BEST INTEREST.</p>
<p>Active Classes Finished – Fortnightly Email 5</p>	<p>Title: ARE YOU AT RISK OF BEING WITHDRAWN?</p> <p>Hi {Participant Name}</p> <p>Sarah here from BAA.</p> <p>Are you at risk of being Withdrawn from your qualification with BAA?</p> <p>HOW DO I PREVENT WITHDRAWAL?</p> <p>The key to completing your qualification is dedicating time to your outstanding assessments each week.</p>

	<p>To keep your account Active, we need to see progress and engagement at least fortnightly.</p> <p>WHAT IF I HAVE LOGGED INTO MY LMS AND PROGRESSED THROUGH MY ASSESSMENTS IN THE LAST FORTNIGHT?</p> <p>You are not at risk of being Withdrawn and are progressing and it is great to hear. As long as we see your engagement through the LMS at least fortnightly we will continue to support you in obtaining your qualification and keep your enrollment active.</p> <p>WHAT IF I HAVE NOT LOGGED INTO MY LMS AND PROGRESSED THROUGH MY ASSESSMENTS IN THE LAST FORTNIGHT?</p> <p>You are at risk of being Withdrawn.</p> <p>This arrangement is a two-way street. And we simply ask that you are still committed to completing your qualification and we want to help you to do just that.</p> <p>The only way we can see that is through your action.</p> <p>To keep your account Active, please log into your LMS now and progress through your learning and assessment tasks so we can see this activity has occurred.</p> <p>Click here to log-into your LMS:</p> <p>https://buildersacademy.instructure.com/login/canvas</p> <p>REQUIRE ANY ADDITIONAL SUPPORT?</p> <p>Click here to book into Trainer-led support sessions:</p> <p>https://enrol.vetenrol.com.au/?clientID=VT-BAAWEB</p> <p>Click here to book a call with Student Support:</p> <p>https://calendly.com/student_bookings/student-support-classes-finished</p> <p>Thanks,</p> <p>Sarah Student Engagement & Success Team Builders Academy <i>"The great aim of education is not knowledge but action."</i></p>
Active Classes Finished – Reminder Email	
Confirmation of Withdrawal Email	<p>Dear {Given},</p> <p>We have made numerous attempts to contact you to re-engage and support you to complete your studies with BAA, but unfortunately all efforts have been unsuccessful, therefore we have now withdrawn - deferred your enrolment with BAA until you give us a call to recommence.</p>

	<p>We understand that at times life gets in the way and that timing is not right. We are here to support you achieve your motivations if you want to re-commence your studies with Builders Academy.</p> <p>As part of your withdrawal process, we would like to hear your feedback by completing this short 2-minute feedback survey so that we may improve or continue what we are doing right. https://www.surveymonkey.com/r/WT3B9NC</p> <p>Please do not hesitate to contact us via email or call us on 1300 534 363 when circumstances allow you to continue your studies.</p> <p>Kind Regards Builders Academy Australia Student Services Locked Bag 4002 South Melbourne VIC 3205 1300 534 363 Melbourne VIC 3004 www.buildersacademy.com.au</p>
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Appendix 2 – Template – Student Withdrawal Request

Student Withdrawal Request - INTERNAL USE

Given Name:

Family Name:

Email Address:

PART A - STUDENT ENGAGEMENT OFFICER TO COMPLETE

Date of Request

Student ID

Qualification

Program Enrolment Status

Enrolment Type

- ☐ Skills First Concession
☐ Skills First Non-Concession
☐ Fee for Service

Have 7 contact attempts been made?

- ☐ Yes
☐ No
☐ Not Applicable

Reasons for not making these attempts

Please specify the reasons for withdrawal/deferral

Attach any supporting evidence to this application

"NOW" SMS and Email sent

- ☐ Yes
☐ No
☐ Not Applicable

Reason

Defferal SMS and Email sent

- ☐ Yes
☐ No
☐ Not Applicable

Reason

Mode Student advised of withdrawal request

- ☒ Phone
☐ Email
☐ SMS

- ☐ In Person
☐ Letter
☐ Other
☐ Not Applicable

Please specify

Mode of response to withdrawal request

- ☐ Phone
☐ Email
☐ SMS
☐ In Person
☐ Letter
☐ Other
☐ Not Applicable

Response Details

Student Engagement / Data / Enrolment Officer Name

Student Engagement Officer Sign



Sign above

PART B - DATA QUALITY OFFICER TO COMPLETE

Type of Withdrawal

- ☐ Official
☐ Apparent
☐ Defferal

Date Withdrawal Processed

Date Applied to unit level withdrawal

Details of withdrawal hours calculation

What evidence was used to support the withdrawal

Withdrawal confirmation email and SMS sent

- ☐ Yes
☐ No

Reason

LMS Team notified to archive profile in Canvas and ReadySkills etc

- ☐ Yes
☐ No

Reason

Additional Details

Data Quality Officer Name

Data Quality Officer Sign



Sign above

Filename

Appendix 3 – Template – Student Re-Engagement Record

Student Re-egagement Record - (INTERNAL USE)

Given Name:

Family Name:

Email Address:

STUDENT ENGAGEMENT OFFICER TO COMPLETE

Date form created

Student ID

Qualification

Student Status

Enrolment Type

- ☐ Skills First Concession
- ☐ Skills First Non-Concession
- ☐ Fee for Service

Has the student opted-out of contact by BAA?

Contact Attempts

Contact Attempt 1

Mode of contact attempt made?

- ☐ Phone
- ☐ Email
- ☐ SMS
- ☐ In Person
- ☐ Letter
- ☐ Other
- ☐ Not Applicable

Was the attempt successful?

- ☐ Yes
- ☐ No

Date / Time Attempt Made

Details of contact

Email / Discussions / SMS

Student Engagement / Data / Enrolment Officer Name

Contact Attempt 2

Mode of contact attempt made?

- ☐ Phone
☐ Email
☐ SMS
☐ In Person
☐ Letter
☐ Other
☐ Not Applicable

Was the attempt successful?

- ☐ Yes
☐ No

Date / Time Attempt Made

Details of contact

Email / Discussions / SMS

Student Engagement / Data / Enrolment Officer Name

Contact Attempt 3

Mode of contact attempt made?

- ☐ Phone
☐ Email
☐ SMS
☐ In Person
☐ Letter
☐ Other
☐ Not Applicable

Was the attempt successful?

- ☐ Yes
☐ No

Date / Time Attempt Made

Details of contact

Email / Discussions / SMS

Student Engagement / Data / Enrolment Officer Name

Contact Attempt 4

Mode of contact attempt made?

- ☐ Phone
☐ Email
☐ SMS
☐ In Person
☐ Letter
☐ Other

☐ Not Applicable

Was the attempt successful?

☐ Yes
☐ No

Date / Time Attempt Made

Details of contact

Email / Discussions / SMS

Student Engagement / Data / Enrolment Officer Name

Contact Attempt 5

Mode of contact attempt made?

☐ Phone
☐ Email
☐ SMS
☐ In Person
☐ Letter
☐ Other
☐ Not Applicable

Was the attempt successful?

☐ Yes
☐ No

Date / Time Attempt Made

Details of contact

Email / Discussions / SMS

Student Engagement / Data / Enrolment Officer Name

Contact Attempt 6

Mode of contact attempt made?

☐ Phone
☐ Email
☐ SMS
☐ In Person
☐ Letter
☐ Other
☐ Not Applicable

Was the attempt successful?

☐ Yes
☐ No

Date / Time Attempt Made



Details of contact

Email / Discussions / SMS

Student Engagement / Data / Enrolment Officer Name

Contact Attempt 7

Mode of contact attempt made?

- ☐ Phone
☐ Email
☐ SMS
☐ In Person
☐ Letter
☐ Other
☐ Not Applicable

Was the attempt successful?

- ☐ Yes
☐ No

Date / Time Attempt Made



Details of contact

Email / Discussions / SMS

Student Engagement / Data / Enrolment Officer Name

Have we attempted to contact the Student's Next of Kin?

- ☐ Yes
☐ No
☐ Not Applicable

Other information

Re-engagement outcome

Re-engaged?



Date / Time



Student Engagement / Data / Enrolment Officer Name

Student Engagement Officer Sign



Sign above

Appendix 4 – Factsheet – Withdrawn (and Deferred) Program Enrolments



TRAINING AND SKILLS
HIGHER EDUCATION

FACTSHEET – WITHDRAWN (AND DEFERRED) PROGRAM ENROLMENTS

This factsheet clarifies the definitions, processes and reporting requirements relating to withdrawn Program Enrolments. This is a companion fact sheet to the 'Factsheet - Withdrawn Subject Enrolments'.

The factsheet supports the 2018-19 VET Funding Contract (extended to 31 December 2020) (the Contract) and the Victorian VET Student Statistical Collection Guidelines - 2020 (the Statistical Guidelines).

Version	Date	Action/Change
1.0	15 November 2018	Original published on SVTS.
1.1	6 December 2018	Amended colour and label in example two.
2.0	1 April 2020	Updated scenarios and additional questions and answers to the FAQs section.

DEFINITIONS

Withdraw

There are four possible scenarios by which a student withdraws from a Program Enrolment:

1. The student has engaged in some learning activity and/or assessment, and has then notified the training provider of their withdrawal before finalisation of the requirements for successful completion of the Program Enrolment ('*Formal Withdrawal*');
2. the student has engaged in some learning and/or assessment activity, and then stopped attending or submitting assessments (i.e. discontinued) without notifying the training provider ('*Apparent Withdrawal*');
3. 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 the training provider before finalisation of the requirements for successful completion of the Program Enrolment or when training has been interrupted by external events (i.e. no placements) ('*Deferral*'); or
4. the student has not engaged in any learning and/or assessment activity for the program ('*Withdrawn no attendance*').

Engagement

Training providers must be able to demonstrate that students have engaged in learning and/or assessment activities by providing appropriate Evidence of Participation.

Formal Withdrawal (Official)

If a student advises a training provider (verbally or in writing) that they will not be continuing in a Program Enrolment, this constitutes a formal withdrawal.

Apparent Withdrawal

If a student fails to advise a training provider (verbally or in writing) that they will not be continuing in a Program Enrolment, but discontinues training with the training provider this constitutes an apparent withdrawal. At what point this occurs is up to the individual training provider.

It is expected that, when becoming aware of an apparent withdrawal (such as a student ceasing to attend classes), training providers will attempt a reengagement process before undertaking a withdrawal process.

Where Subject Enrolments are still in progress but the student is withdrawing from a Program Enrolment, please refer to the procedures set out in the 'Factsheet - Withdrawn Subject Enrolments'.

Deferral

If a student and a training provider agree (verbally or in writing) that the student's engagement in their current Program Enrolment will pause for a specified period of time, and then re-start under the same or similar terms and conditions, this would constitute a deferral. A deferral may later become either an apparent or a formal withdrawal.

IMPORTANT

All students being withdrawn from a Subject and/or Program Enrolment should be reminded that their enrolment in a Victorian government subsidised program (or part thereof, and regardless of completion), has impacted their future training options and eligibility for further Victorian government subsidised training.

REPORTING WITHDRAWALS FROM PROGRAM ENROLMENTS

When reporting a withdrawal from a Program Enrolment (in the *NAT00130 file - Program Enrolment*), regardless of whether or not the student has notified the training provider of their withdrawal, the following fields below must be updated when next submitted to the SVTS.

NAT00130 file - Program Completed file

Data element	Data to be entered
Program Enrolment Status Identifier	<p>40 - Withdrawn - Official</p> <p>'Withdrawn - Official' is used when a client has stopped their training without fully completing their enrolment and has notified the training provider of their withdrawal.</p> <p>41 - Withdrawn - Apparent</p> <p>'Withdrawn - Apparent' is used when a client has stopped their training without fully completing their enrolment but has not officially notified the training provider of their withdrawal. The client has lost contact with the training provider and the training provider is assuming a withdrawal. This code covers both scenarios where the client has opted to stop training and where the training has ceased through no fault of the client (e.g. a closure of training provider facilities).</p>

42 - Withdrawn - Deferred

'Withdrawn - Deferred' is used when a client has stopped their training without fully completing their enrolment and has negotiated an agreement with the training provider of their intention to defer training to a later date.

Refer to page 127 of the Statistical Guidelines (2020 v1.1).

Where a student has ceased engagement in a Program Enrolment, the Department expects to no longer see any continuing or future activity in linked Subject Enrolments (i.e. all activity in the *NAT00120 file - Training Activity* should have a final outcome; including withdrawals from Subject Enrolments still in progress).

SCENARIOS

Scenario One: No withdrawal

Student enrolls and commences training on 01/02/2019.

- Program Enrolment One is created with a *Program Commencement Date* of 01/02/2019

Student completes Subjects A and B (in 2019), and Subject C continues.

- Program Status Identifier* for Program Enrolment One in 2019: '30 - In training'

Student completes Subjects C, D and E in 2020 and qualification is issued in late 2020.

- Program Status Identifier* for Program Enrolment One in 2020: '10 - Program completed (issued)'

			Final outcome	2019												2020											
				JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
1. No withdrawal (2019 and 2020)	Program Enrolment One	Subject A	20																								
		Subject B	20																								
		Subject C	70 / 20																								
		Subject D	20																								
		Subject E	20																								
	Program Status Identifier			30 - In training												10 - Program completed (issued)											

Subjects (side bar):
Green = Subject Passed
Blue = Subject In Progress
Red = Subject Withdrawn From

Programs (bottom bar):
Green = Program Completed (Issued)
Grey = Program Enrolment In Training
Orange = Program Enrolment Withdrawn From

Scenario Two: Withdrawal

Student enrolls and commences training on 01/02/2019.

- Program Enrolment Two is created with a *Program Commencement Date* of 01/02/2019

Student completes Subjects A and B and starts Subject C. Student then notify their training provider of their withdrawal for Subject C (and the Program) on 30/11/2019.

- Program Status Identifier* for Program Enrolment Two in 2019: '40 - Withdrawn - Official'
- Program Status Identifier* for Program Enrolment Two is not reported in 2020.

			Final outcome	2019												2020											
				JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
2. Withdrawal only (2019)	Program Enrolment Two	Subject A	20																								
		Subject B	20																								
		Subject C	40																								
		Subject D	N/A																								
		Subject E	N/A																								
Program Status Identifier			40 - Withdrawn - Official												Not reported												

Subjects (side bar):
Green = Subject Passed
Blue = Subject In Progress
Red = Subject Withdrawn From

Programs (bottom bar):
Green = Program Completed (Issued)
Grey = Program Enrolment In Training
Orange = Program Enrolment Withdrawn From

Scenario Three: Withdrawal and new commencement

Student enrolls and commences training on 01/02/2019.

- Program Enrolment Three is created with a *Program Commencement Date* of 01/02/2019

Student completes Subjects A and B and starts Subject C. Student then notify their training provider of their withdrawal for Subject C (and the Program) on 30/11/2019.

- *Program Status Identifier* for Program Enrolment Three in 2019: '40 - Withdrawn - Official'
- *Program Status Identifier* for Program Enrolment Three is not reported in 2020.

Student returns to training provider and wishes to start training again in 2020.

Training provider deems the appropriate path is a new Program Enrolment.

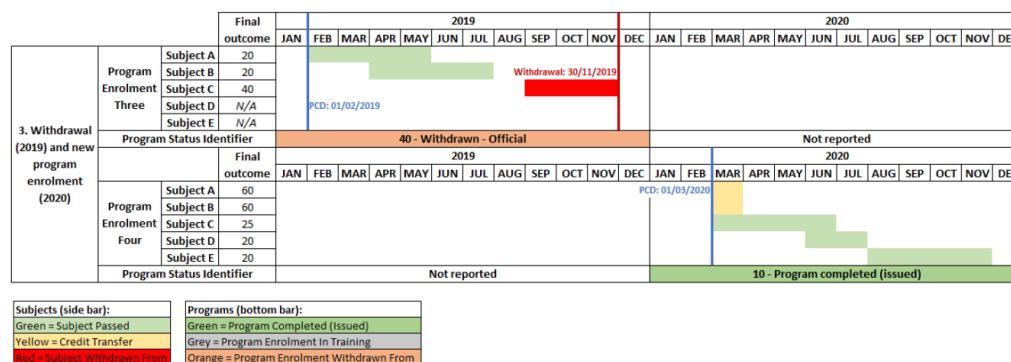
Student undertakes a full program enrolment process (including testing of eligibility etc.) in early 2020.

Student commences training on 01/03/2020.

- Program Enrolment Four is created with a *Program Commencement Date* of 01/03/2020
- Previous passed subjects (A and B) are credit transferred in (post PCD)
- Student undertakes gap training in Subject C

Student completes subjects C, D and E in 2020 and qualification is issued in late 2020.

- *Program Status Identifier* for Program Enrolment Four in 2020: '10 - Program completed (issued)'



Scenario Four: Withdrawal/Deferral and re-commencement (after a period of non-engagement)

Student enrolls and commences training on 01/02/2019.

- Program Enrolment Five is created with a *Program Commencement Date* of 01/02/2019

Student completes Subjects A and B and starts Subject C.

Student withdraws and/or defers from Subject C (and the program) on 01/11/2019.

- *Program Status Identifier* for Program Enrolment Five in 2019: '40 - Withdrawn - Official'

Note: if this is instead a deferral the *Program Status Identifier* should be '42 - Withdrawn - Deferred'.

Student returns to training provider and wishes to start training again in 2020.

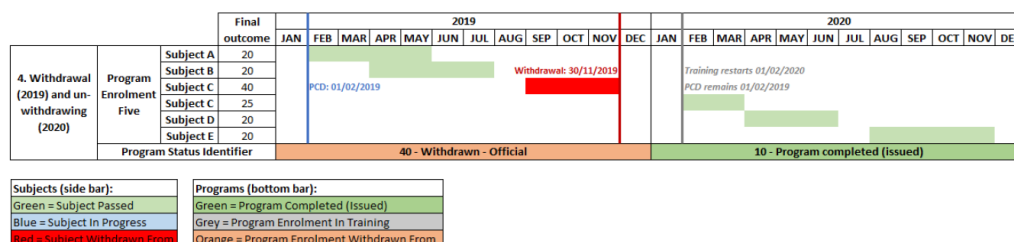
Training provider deems the appropriate path is to continue the previous Program Enrolment.

- *Program Commencement Date* remains as of 01/02/2019

Student undertakes gap training in Subject C.

Student completes subjects C, D and E in 2020 and qualification is issued in late 2020.

- *Program Status Identifier* for Program Enrolment Five in 2020: '10 - Program completed (issued)'



Scenario Five: Training has been interrupted but will resume in the future

Student enrolls and commences training on 01/02/2019.

- Program Enrolment Six is created with a *Program Commencement Date* of 01/02/2019

Student completes Subjects A and B and starts Subject C and is expected to complete on 06/05/2020.

Due to an unexpected event on 15/03/2020, student cannot complete Subject C as expected and Program is on hold. Training is expected to resume in future.

- *Program Status Identifier* for Program Enrolment Six in 2020: '42 - Withdrawn - Deferred'
- Subject C *Activity End Date* updated to a future date: 06/07/2020

Note: Training activity end dates should be adjusted, where needed, to be either of:

- the new best estimate of when training for the subject will end; or
- a nominal date (generally the end of the next month) at which point you may need to extend it again.

			Final outcome	2019												2020											
				JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
5. No withdrawal (2019) and deferral (2020)	Program Enrolment Six	Subject A	20																								
		Subject B	20																								
		Subject C	70 / 70																								
		Subject D	N/A																								
		Subject E	N/A																								
Program Status Identifier			30 - In training												40 - Withdrawn - Deferred												

Subjects (side bar):
Green = Subject Passed
Blue = Subject In Progress
Red = Subject Withdrawn From

Programs (bottom bar):
Green = Program Completed (Issued)
Grey = Program Enrolment In Training
Orange = Program Enrolment Withdrawn From

FREQUENTLY ASKED QUESTIONS

A student has been withdrawn in error in our Student Management System. How do I rectify this?

A student can be un-withdrawn and training delivery data can continue to be reported. When data is re-uploaded, SVTS will update any applicable claims accordingly.

This rectification must be completed inside the same data collection year the withdrawal was incorrectly reported. As there are multiple systems in the market Department is unable to provide advice on how best to achieve this inside your Student Management System and recommends you consult with your system provider.

A student has withdrawn from a Program Enrolment that still has subjects in progress, what do I do?

Please refer to the procedures set out in the 'Factsheet - Withdrawn Subject Enrolments'.

A student who was withdrawn from a Program Enrolment wishes to reengage in the same Program (at either the same or a different training provider). What do I do?

If a student wishes to reengage training with their original training provider, the student can continue in their previously commenced course of study or may commence a new program enrolment. It is up to the individual training provider to assess the needs of the student and choose the most appropriate pathway. If the training provider links back to the original Program Enrolment (same Contract ID, same Program Commencement Date etc.) the Departmental reporting system will adjust accordingly. Refer to Scenario Four of this factsheet.

If a new Program Enrolment is undertaken (either at the same training provider or across training providers), the student should receive credit (both full and partial) training and/or assessment previously undertaken. Additionally, where a student formally withdraws and is placed in a new enrolment for the same program it is the training provider's responsibility to check whether the student is still eligible for a government subsidised training place by the student undertaking a full enrolment process.

Can a student defer into the next data collection year?

Yes. However, while students can defer a subject indefinitely, the training provider should consider the time elapsed since the student's last engagement and re-enrol the student if the provider is concerned the student has not retained previously assessed competencies.

A training provider may also wish to consider the student's circumstances and any changes to training and/or assessment procedures when considering long term deferrals.

How are commencement allocations affected if a student withdraws from a Program Enrolment?

Allocations are consumed as soon as funds are claimed and paid for that student, regardless of whether the funds are reversed at a later time due to withdrawal.

If the withdrawn student wishes to reengage in the same Program, if deemed appropriate for the student and in the same data collection year the training provider may un-withdraw the student's Program Enrolment. This action will not adversely affect commencement allocations consumed.

How should I report where training has been interrupted but will resume in the future?

Training may be interrupted due to placements being cancelled or unavailable, trainers being unable to access a workplace, or staff and student illness.

This is how you should report interrupted training:

- For completed subjects, report all relevant *Outcome ID National* values that apply to a completed subject i.e. codes 20, 30 etc.
- For subjects that have started and are still in progress (i.e. have activity start dates in the past and activity end dates in the future) continue to report *Outcome ID National 70* (Continuing). This includes subjects where all of the supervised training and assessment has finished, but the subject cannot be recorded as complete due to the cancellation/deferral of a practical placement.
- Do not report any subjects that have not or will not start.
- Report the *Program Status Identifier* value as '42 - Withdrawn - Deferred'.

Training activity end dates (subject level) should also be adjusted, where needed, to be either of:

- the new best estimate of when training for the subject will end; or
- a nominal date (generally the end of the next month) at which point you may need to extend it again.

Extending end dates may mean that payments are reapportioned to match the new duration. Shorter extensions will reduce how much of a payment is reapportioned.

If a trainee withdraws from the training or cancels their traineeship, who is responsible for informing the Australian Apprenticeship Support Network (AASN) provider to cancel the contract?

The 2020 Guidelines about Apprenticeship/Traineeship Delivery stipulate that the training provider must notify the AASN provider within two weeks of withdrawal/non-start of an enrolled Apprentice/Trainee.

Appendix 5 – Factsheet – Withdrawn Subject Enrolments



TRAINING AND SKILLS
HIGHER EDUCATION

FACTSHEET - WITHDRAWN SUBJECT ENROLMENTS

This factsheet clarifies the definitions, processes, evidence and reporting requirements relating to withdrawn subject enrolments. This is a companion fact sheet to the 'Factsheet - Withdrawn (and Deferred) Program Enrolments'.

The factsheet supports the 2018-19 VET Funding Contract (extended to 31 December 2020) (the Contract) and the Victorian VET Student Statistical Collection Guidelines - 2020 (the Statistical Guidelines).

For all subject enrolments, training providers are reminded of their Contractual requirement that requires Student Statistical Reports submitted via the Skills Victoria Training System (SVTS) reflect actual Training Services that are supported by Evidence of Participation.

Version	Date	Action/Change
1.0	15 November 2018	Original published on SVTS.
1.1	23 November 2018	Amended 'Action' required in Scenario 4.
2.0	2 April 2020	Updated scenarios and additional questions and answers to the FAQs section.

DEFINITIONS

Withdraw

There are four possible circumstances by which a student withdraws from a Subject Enrolment:

1. the student has engaged in some learning activity, and has then notified the training provider of their withdrawal before engaging in all of the assessment criteria ('*Formal Withdrawal*');
2. the student has engaged in some learning activity, and then stopped attending or submitting assessments (i.e. discontinued) for two months, without notifying the training provider;
3. the student has not engaged in any learning activity for the subject; or
4. the training provider has determined to withdraw the student in accordance with its own policy. For example, the training provider may have a policy that a student is to be withdrawn if they are substantially in arrears with tuition fees and the training provider cannot come to an acceptable financial arrangement with the student.

Engagement

Training providers must be able to demonstrate that students have engaged in learning and/or assessment activities by providing appropriate Evidence of Participation (EOP). Acceptable forms of EOP are defined in Schedule 1, Clause 11.2 and 11.5 of the Contract.

Formal Withdrawal

If a student advises a training provider (verbally or in writing) that they will not be continuing in an enrolled subject, this constitutes a formal withdrawal. Training providers may elect to document their own formalised withdrawal process (e.g. via an internal 'Withdrawal Form'), providing that any such document encompasses all requirements under the Contract and the Statistical Guidelines.

IMPORTANT

All students being withdrawn from a Subject and/or Program Enrolment should be reminded that their enrolment in a Victorian government subsidised Program (or part thereof, and regardless of completion), will affect their future training options and eligibility for further Victorian government subsidised training.

REPORTING A SUBJECT WITHDRAWAL

Where a student has ceased engagement in a subject, as per Schedule 1, Clause 13.28 of the Contract, the student must be reported in the SVTS as withdrawn **no later than two months** from the date of last engagement.

When this two month period occurs across a collection year (for example the last EOP available is for December but the student is withdrawn after the close of the collection year), a dated file note should be appended to the last point of EOP and the subject end date should be changed to 01/01 of the new collection year.

When reporting a withdrawal, regardless of whether or not the student has notified the training provider of their withdrawal, the following fields must be completed in the *NAT00120 file - Training Activity* of the SVTS:

NAT00120 - Training Activity file

Data element	Data to be entered
Activity End Date	<p>When a student withdraws from a subject or discontinues without formally withdrawing, amend the Activity End Date to reflect the relevant withdrawal date.</p> <p>For the avoidance of doubt, the point of withdrawal is either</p> <ol style="list-style-type: none"> the date of formal withdrawal; or in the case of no formal withdrawal, the date of last engagement. <p>If the student withdrew prior to engaging in the subject, the Activity End Date in this instance will generally be the same as the Activity Start Date.</p> <p>Refer to:</p> <ul style="list-style-type: none"> Schedule 1, Clause 13.28 of the Contract Page 179 of the Statistical Guideline.
Outcome Identifier - National	40 - Withdrawn/Discontinued

Scheduled Hours	The number of supervised hours, including assessment time that the training provider allocated for the delivery of the subject.
Hours Attended	The hours of training delivered to the student prior to withdrawal. If the student withdrew prior to participating in the Subject, Hours Attended must be zero (0).

REPORTING A WITHDRAWN PROGRAM ENROLMENT

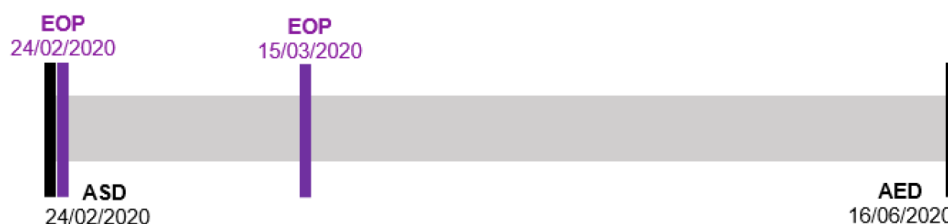
Refer to the Statistical Guidelines and the 'Factsheet - Withdrawn (and Deferred) Program Enrolments'.

SCENARIOS

Refer to the below example situation and potential scenarios to understand the expectations relating to engaging with the student, retaining evidence of participation and reporting requirements.

Example: Student Situation

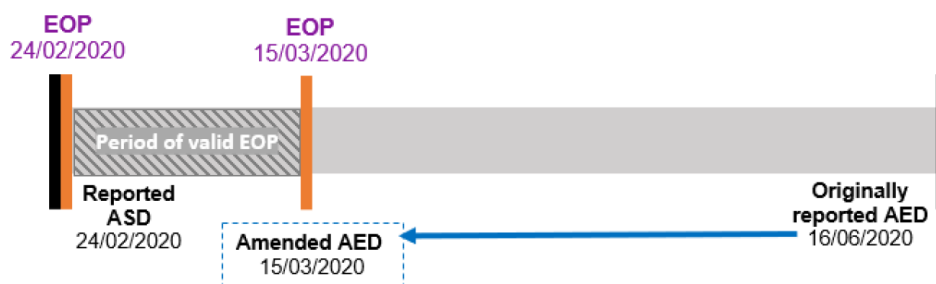
- Reported Activity Start Date (ASD): 24/02/2020
- Reported Activity End Date (AED): 16/06/2020
- Training provider has retained valid Evidence of Participation (EOP), dated 24/02/2020 and 15/03/2020.
- Despite classes being scheduled, the student has not engaged in the subject since 15/03/2020.
- The training provider attempts to contact the student on 16/04/2020, 24/04/2020 and 06/05/2020, making a note of these attempts in the student file.



Scenario 1

Despite the three attempts, the training provider cannot reach the student.

Action: The student must be reported in the SVTS with *Outcome Identifier - National '40 - Withdrawn/Discontinued'*, and the reported AED must be amended to 15/03/2020 to align with the date of last engagement which can be evidenced.

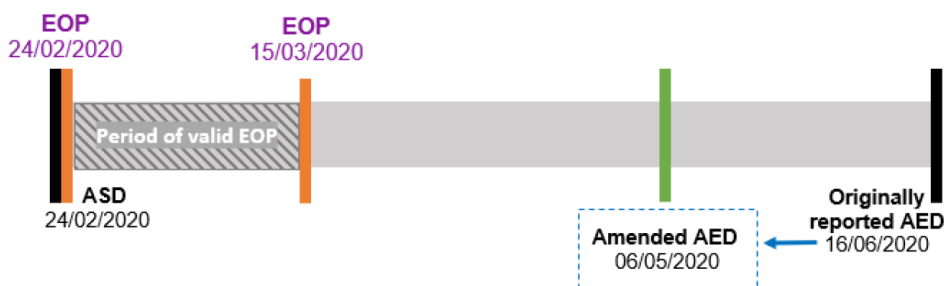


Scenario 2

The training provider successfully contacts the student on 06/05/2020, and the student confirms they wish to withdraw from the subject. The training provider documents the conversation* with the student and retains the information in the student file.

Action: The student must be reported in the SVTS with *Outcome Identifier - National '40 - Withdrawn/Discontinued'*, and the AED amended to 06/05/2020, being the date of formal withdrawal.

**While it is best practice to document the conversation with the student, this record does not classify as a valid type of EOP.*



Scenario 3

The training provider successfully contacts the student on 06/05/2020, and the student confirms they wish to return to the subject on 13/06/2020. The training provider documents the conversation with the student and retains the information in the student file. The student reengages in the subject on the agreed date.

Action: Retain valid EOP when the student reengages. If required, discuss with the student the remaining requirements of the subject, and amend the Training Plan and AED if additional training is provided.

Scenario 4

The training provider successfully contacts the student on 06/05/2020, and the student confirms that they wish to return to the subject on 13/06/2020. The training provider documents the conversation with the student and retains the information in the student file. However, the student does not reengage in the subject on the agreed date.

Action: Contact the student again. If the student does not reengage in the subject by the agreed date, and the training provider assumes the student is unlikely to return to the enrolled subject, the student must be reported in the SVTS with *Outcome Identifier - National '40 Withdrawn/Discontinued'*, and the AED amended to 15/03/2020 as in [Scenario 1](#).

IMPORTANT

It is good practice to retain multiple points and forms (types) of EOP for each student at all times.

As per contractual requirements, if a subject's activity duration elapses one month, two points of EOP must be provided with each point being a different form of EOP.

This requirement is still applicable for students who are reported as withdrawn, but evidence indicates that the subject duration exceeded one month before the student formally withdrew.

FREQUENTLY ASKED QUESTIONS

A student has been withdrawn in error in the Student Management System. How do I rectify this?

A student can be un-withdrawn and training delivery data can continue to be reported. When data is re-uploaded, SVTS will update any applicable claims accordingly.

This rectification must be completed inside the same data collection year the withdrawal was incorrectly reported. As there are multiple systems in the market the Department is unable to provide advice on how best to achieve this inside your Student Management System and recommends you consult with your system provider.

A student who was withdrawn from their subject/s wishes to reengage in training. What do I do?

The training provider can re-enrol the student if they think it better to do so because substantial time has elapsed and they may have reported and claimed for the hours already attended.

Alternatively, they can amend the *Outcome Identifier - National* (and *Program Status Identifier* if applicable) and continue to report the same enrolment, as the SVTS will adjust according to the amount already claimed.

Can a student defer a subject into the next data collection year?

Yes. However, while students can defer a subject indefinitely, the training provider should consider the time elapsed since the student's last engagement and re-enrol the student if the provider is concerned the student has not retained previously assessed competencies.

A training provider may also wish to consider the student's circumstances and any changes to training and/or assessment procedures when considering long term deferrals.

A student attends all training associated with a subject, but does not submit the final assessment. Should the student be withdrawn, or marked as not competent?

The student needs to have attempted the assessment to be found not competent. If the student has not attempted all assessments or completed all learning activities, a withdrawal would be more appropriate.

Is it permissible to claim the total amount of hours for a subject where a student has been deemed competent in the theory of a subject, but has withdrawn before practical assessment takes place?

Training activity data reported by the training provider should reflect actual Training Services that are supported by Evidence of Participation.

When reporting student withdrawal, it is mandatory for all training providers to provide the hours attended relating to individual subject. The number of hours claimed should not be based on whether or not the student achieved competency. It should be based on the actual number of training hours the student attended.

TRAINING AND SKILLS HIGHER EDUCATION

How can I evidence a student's participation if they have disengaged/withdrawn from training, and the last date of engagement with them was in the previous data collection year?

If the date of last engagement was in the previous collection year amend the AED in SVTS back to a nominal date in the current collection year (e.g. 01/01/2020) and reduce the hours claimed accordingly. A note should be retained in the student file for why the Evidence of Participation is out of range.

If a trainee withdraws from the training or cancels their traineeship, who is responsible for informing the Australian Apprenticeship Support Network (AASN) provider to cancel the contract?

The 2020 Guidelines about Apprenticeship/Traineeship Delivery stipulate that the training provider must notify the AASN provider within two weeks of withdrawal/non-start of an enrolled Apprentice/Trainee.

How are commencement allocations affected if students are withdrawn?

Allocations are consumed as soon as funds are claimed and paid for that student, regardless of whether the funds are reversed at a later time due to withdrawal.

How should I report where training has been interrupted but will resume in the future?

Training may be interrupted due to placements being cancelled or unavailable, trainers being unable to access a workplace, or staff and student illness.

This is how you should report interrupted training:

- For completed subjects, report all relevant *Outcome Identified - National* values that apply to a completed subject i.e. codes 20, 30 etc.
- For subjects that have started and are still in progress (i.e. have activity start dates in the past and activity end dates in the future) continue to report *Outcome Identified - National '70 - Continuing'*. This includes subjects where all of the supervised training and assessment has finished, but the subject cannot be recorded as complete due to the cancellation/deferral of a practical placement.
- Do not report any subjects that have not or will not start.
- Report the *Program Status Identifier* value as '42 - Withdrawn - Deferred'.

Training activity end dates (subject level) should also be adjusted, where needed, to be either of:

- the new best estimate of when training for the subject will end; or
- a nominal date (generally the end of the next month) at which point you may need to extend it again.

Extending end dates may mean that payments are reapportioned to match the new duration. Shorter extensions will reduce how much of a payment is reapportioned.