

## Course Deferment or Withdrawal Policy and Procedure

### Policy

1. Withdrawal of a student's enrolment may be initiated by the student or by GTPS.
2. GTPS initiated withdrawal of a student's enrolment may be due to academic misconduct/misbehaviour or a breach of code of conduct or reason listed in part B below;
3. There are three types of Withdrawals.

#### a. Official Withdrawn

Official withdrawn is when a student has stopped their training without fully completing their enrolment and has notified GTPS of their withdrawal.

#### b. Apparent Withdrawn

'Withdrawn - Apparent' is when a student has stopped their training without fully completing their enrolment but has not officially notified GTPS of their withdrawal. The student has lost contact with GTPS and GTPS is assuming a withdrawal.

#### c. Deferred Withdrawn

Deferred Withdrawn is used when a student has stopped their training without fully completing their enrolment and has negotiated an agreement with GTPS of their intention to defer training to a later date. For academic reasons, GTPS will allow a maximum deferment period of 3 months.

## Procedures

### A. Official Withdrawn

1. Students, who wish to withdraw from their course, will be required to submit a Course Variation Form (Withdrawal/Deferment) to GTPS via email, post or in person. Students may also request the same using the email address linked to their enrolment/application. On the occasion, where notification has been received via phone conversation, this is recorded on the SMS/File note.
2. GTPS will process the student request within 10 working days of receipt and notify the student of the outcome via email or post by sending Outcome Course Variation Form (Withdrawal/Deferment) via email or post.

### B. Apparent Withdrawn

1. GTPS may initiate the Notice of Apparent Withdrawal of a student enrolment where;
  - the student is in breach of a condition of ongoing enrolment
  - the student fails to meet the requirements of attendance policy
  - the student fails to meet the requirements of the course progress policy
  - there is evidence that the student has been involved in academic misconduct /misbehaviour
  - the student has been in breach of GTPS's Student Code of Conduct
  - the requirement to pay agreed tuition fees by the agreed dates (FFS)
  - GTPS has determined that the student has provided a threat to the well-being of other students or staff
  - GTPS has assessed the student as behaving in a way such as to constitute serious misconduct.

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- Non-payment of fees (FFS)
2. GTPS will also cancel the enrolment of the student, if GTPS
    - is unable to contact student for a period of 4 weeks
    - is not getting response from student to any phone calls, emails or posts sent by GTPS for a period of 4 weeks
  3. For the purpose of clauses 1 and 2, GTPS will send Notice of Apparent Withdrawal of enrolment to the student via email or post
  4. If the student does not respond to Notice of Apparent Withdrawal within 10 working days, GTPS will proceed with the apparent withdrawal. GTPS will notify the student of the outcome via email or post.
  5. GTPS will record the status in the student management system according to the Reporting Guide - P Victorian VET Student Statistical Collection Guidelines provided by the Department of Education and Training Victoria.

### **C. Appealing against Apparent Withdrawn**

1. The student can appeal against the GTPS's Notice of Apparent Withdrawal by completing the complaints and appeals form or by contacting GTPS.
2. The student can appeal against the decision within 10 working days of receiving the Notice of Apparent Withdrawal. The 10 working days begin from a date specified in the letter which allows for reasonable time for delivery of the letter.
3. If an internal appeal against the Notice of Apparent Withdrawal is lodged by the student, GTPS will maintain the student's enrolment until the internal appeals process is complete.
4. If the student is not satisfied with the outcome of the Internal Appeals Process, they have the right to access the external appeal in line with GTPS complaints and appeals policy.
5. Where the outcome is in favour of the student GTPS will not withdraw the student enrolment. GTPS will notify the student of the outcome via email or post as soon as practicable.
6. Where the outcome is in favour of GTPS, GTPS will proceed with the withdrawal of the student's enrolment. GTPS will notify the student of the outcome via email or post within 7 days.
7. If the internal or any external complaints handling or appeal process results in a decision or recommendation in favour of the student, GTPS will immediately implement the decision or recommendation and/or take the preventive or corrective action required by the decision.

### **D. Deferred Withdrawn**

1. At times, during a student's enrolment, compassionate and compelling circumstances may arise, and the student is required to defer (put their studies on hold) for a period of time. The maximum time frame allowed will be 3 months. Should a student require additional time at the end of the 3-month period, this must be requested in writing.
2. Students will be required to submit a Course Withdrawal Form via email, post or in person. Students may also request the same using the email address linked to their enrolment/application. On the occasion, where notification has been received via phone conversation, this is recorded on the SMS.
3. GTPS will process the student request within 7 working days of receipt and notify the student of the outcome via email or post.

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### E. Claiming Funds in Case of Apparent and Official Withdrawn

1. GTPS will process claims for official and apparent withdrawn in accordance with VET Funding Contract, Schedule 1, Clause 10.10 and 11.19
2. GTPS will claim funds as follows:

Condition	Claim of Funds
If GTPS has evidence of participation of a student and student has submitted the assessment tasks or theory tasks in case of work placement component. If student has not submitted any assessment tasks but has attended the classes	The hours of supervised training and assessment that a student participated in prior to their withdrawal from a unit of competency.
If GTPS has insufficient evidence of participation or the student has not started the training	0%