

Withdrawal Policy

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Purpose

To set out the conditions under which a student, employer, or the RTO may withdraw an enrolment to cease all training and assessment services.

Scope

This policy applies to all qualifications and assessments managed by The Moreland Group, this includes single Unit of Competency (UOC) assessments.

References

- National Vocational Education and Training Regulator Act 2011
- Australian Skills Quality Authority VET Quality Framework (VQF)

Related Documents

- The Moreland Group Student Handbook
- The Moreland Group Fees & Refunds Policy
- The Moreland Group Certification & Issuance of qualifications Policy
- The Moreland Group Complaints and Appeals Policy
- The Moreland Group Enrolment Policy
- The Moreland Group Extensions Policy
- The Moreland Group Special Consideration Policy



Responsibilities

The RTO Manager is responsible for ensuring updates and distribution of policy. The RTO Manager is responsible for ensuring the policy is understood and followed by all RTO staff.

Student initiated withdrawal

A student may withdraw from training and assessment services during the time of their enrolment if they no longer wish to continue with the service.

Written notification and a completed Withdrawal form must be received by the RTO prior to the end of enrolment date. Forms are available on The Moreland Group website.

No refunds are offered for withdrawal after the Welcome Letter has been received as per the Fees and Refunds Policy.

Access to the Learning Management System will cease at the time of processing the withdrawal form. Any outstanding fees will be pursued and move to debt collection if not received in a timely manner.

Students have a right to receive a Statement of Attainment for any units of competency successfully completed; however, a full qualification can only be issued where all units have been successfully completed.

Employer initiated withdrawal

If a student leaves the employment of a company that has paid for their enrolment the employer has a right to withdraw studies. It is recommended that the student discuss continuation of their studies with the employer before their departure if they wish to continue.

Written notification and a completed Withdrawal form (signed by a manager/HR coordinator) must be received by the RTO prior to the end of enrolment date. Forms are available on The Moreland Group website.

No refunds are offered for withdrawal as per the Fees and Refunds Policy.

RTO initiated withdrawal

If there is no student communication with the RTO, Student Support Officer, or Assessor despite 3 attempts by any of these parties; or an assessment has not been received by the time the enrolment end date lapses the student will be considered withdrawn from the course.

Written notification (email or letter) will be sent to the student advising them that their enrolment has been withdrawn. To continue studies the student would need to re-enrol.

No refunds are offered for withdrawal as per the Fees and Refunds Policy.

Access to the Learning Management System will cease at the time of processing the withdrawal form. Any outstanding fees will be pursued and move to debt collection if not received in a timely manner.



Changes to enrolment

If a student wishes to change from one qualification to another the first enrolment must be officially withdrawn as per the above rules before a new enrolment can be made.

Procedure

Students and employers wishing to withdraw a student must complete the Withdrawal Form to supply the following information:

Contact details

Name of qualification

A status on their assessment, any completions

Reasons for withdrawal

Declaration to state the terms are understood

The completed form is to be sent to training@moreland-grp.com.au

A response to the receipt of the form will be sent within 5 business days. Any outstanding payments will be followed up within 10 business days.

Where the RTO withdraws a student who has lapsed without contact a letter of withdrawal will be sent to their email and contact address.

Appeals

Should a student believe that they have been unfairly withdrawn they will need to submit a complaint or appeal regarding the in accordance with the Complaints and Appeals policy.