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Policy Overview

This policy focuses on the guidelines and requirements around processing and reporting Withdrawals from either program or subject enrolments.

Legislative Rationale

This policy addresses the requirements specified under Clauses 10.7 and 13.3 (h) of the 2026 *Victorian VET Funding Contract. 2026 Guidelines About Apprenticeship/Traineeship Training Delivery, Clauses 3.5-3.6 and Guide to Withdrawals.*

Definitions

Activity End Date means the date reported as such in a Student Statistical Report for an individual's enrolment in an individual subject.

Hours Attended means the hours of supervised training and assessment that a Skills First student participated in prior to their withdrawal from a subject.

Practical Placement means the placement of a Skills First Student in a workplace to develop or reinforce skills relevant to their Skills First funded training, whether that work experience is voluntary or mandated as a program requirement and whether that placement is undertaken with the Skills First Student's own employer or a host organisation.

Skills First Student means an individual who is eligible for Skills First subsidised training in accordance with the eligibility requirements specified in this Contract and who is enrolled at the Training Provider into such training.

Context

MM College is contracted to deliver Skills First Funded training therefore they must update their statistical submissions when a student withdraws from a subject or unit of competency or discontinues without formally withdrawing, to reflect the withdrawal.

MM College must report a Skills First Student's withdrawal from a program or subject in accordance with the requirements in the Victorian VET Student Statistical 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.

Where a Skills First Student withdraws from a subject, payment of Contact Hour Funds for their enrolment in that subject will be calculated based on the Hours Attended, not the Scheduled Hours.

Purpose

For the reporting of student withdrawals, MM College adheres to the below withdrawal definitions/categories as published by SVTS and reports these accordingly in the NAT00130 (Program Completed file – enrolment status identifier) file within 2 months of the date that the student is withdrawn from the program. There are four possible scenarios by which a student withdraws from a Program Enrolment:

Official Withdrawal

- *the student tells you verbally or in writing that they don't intend to complete the training (Guide to Withdrawals)*

(Withdrawn Official – 40)- the student has engaged in some learning activity and or assessment and has then notified MM College of their withdrawal before finalisation of the requirements for successful completion of the Program Enrolment.

Apparent Withdrawal

- *the student stops participating in training but doesn't tell you, so you decide when to withdraw them*

(Withdrawn Apparent - 41) - the student has engaged in some learning and/or assessment activity and then stopped attending or submitting assessments (i.e. discontinued) without notifying MM College.

Deferral

- *you come to an agreement with the student that they can withdraw from a program for now and return to training later*

(Withdrawn Deferred - 42) - 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 MM College before finalisation of the requirements for successful completion of the Program Enrolment.

Cancellation

The student has not engaged in any learning and or assessment activity for the program whatsoever, thus meaning that MM College has not received any paid contribution from the Department.

Procedure

Formal Withdrawal

1. Student notifies College of intention to withdraw.
2. Student Services notified of the student's withdrawal.
3. Student given or sent a Withdrawal Form (Appendix 1.9 or the following most relevant template on aXcelerate
 - MMC Withdrawal and Statement of Attainment Attached
 - MMC Withdrawal from Course (Fees not paid)
 - Withdrawal from Course, 4 weeks of non-attendance.
4. Student File is collected by administration staff, with all completed theory booklets. A "Withdrawn" sticker is placed on the front of the Student File and dated. The Withdrawal form is returned and placed in the Student File.
5. Administration reviews the student file and updates the relevant information in the Student management System.
 - Sufficient evidence of participation is retained, Student Services enters via the Student Management System an Outcome Identifier - National Code "40" and the Hours Attended.
 - If there is a lack of participation evidence the line item in the Student Management System may be removed or hours Attended are recorded as 0000 (and a National Code 40).
 - Student Services to complete this task within 10 days of receiving a withdrawal from a student.
6. SVTS notified of the student withdrawal and the final student training information.

7. A statement of attainment, record of results and letter are printed for the student and a copy retained in the Student File.
8. Student File is noted in File Locator Booklet.
9. Administration notifies the corresponding AASN of the student's withdrawal within 2 weeks from the date the withdrawal was finalised.

Apparent Withdrawal

1. An apparent withdrawal will occur when a student fails to make contact within 3 months of last attendance or assessment activity without notifying the College of their intentions to withdraw.
2. As soon as MM College becomes aware of an apparent withdrawal (such as student ceasing to attend classes or practical placement or ceasing to submit assessments), a re-engagement process will be attempted.
3. Administration or trainer will attempt to contact the student via phone call and/or email.
4. At a minimum three reengagements attempts will occur within the course of a month. If the student does not respond, Student Services will notify the relevant Trainer and Assessor of the student's withdrawal.
5. The Trainer and Assessor will ensure that any assessments that still require marking are completed prior to requesting the withdrawal.
6. Student Services will complete the "Office Use Only" section of the Withdrawal Form and based on the last point of engagement will determine the Activity End Date for every withdrawn Unit of Competency. Each Activity End Date will match the last point of engagement for the individual Unit of Competency.
7. Administration will process the withdrawal in the Student Management System (SMS), advise the student of their withdrawal via email and issue a Statement of Attainment if any competencies were completed, providing all fees owing have been paid in full.
8. Administration notifies the corresponding AASN of the student's withdrawal within 2 weeks from the date the withdrawal was finalised.

Deferral

1. Students must advise MM College of their intention to defer and include their reason for deferral and the date they expect to return to their studies. This advice can be in the form of an email or phone call.
2. Once a referral request is received, MM College will discuss with the student the reasoning for their deferral and establish if that is the best option for them moving forward based on their circumstances.
3. If the student decides they would still like to defer, administration will process the deferral in the aXcelerate (SMS) and will inform the student via email.
4. Administration/CEO or Trainer will contact the student one month prior to the deferral expiring to gauge whether the student intends to return to the program or whether they have decided to withdraw.
5. Administration will advise the Trainer and Assessor of the student's decision. Where the student is returning to their program, the Trainer and Assessor will reschedule all remaining classes and/or assessments and will communicate the new due dates to Administration.
6. Administration will then update the student's training plan in the aXcelerate and will email the student their updated training plan and all details about their new class schedule and/or due dates.

7. Deferred students must recommence training no later than 6 months from the date their deferral was approved. If the student has not recommenced by that point, the deferral will become either an apparent or a formal withdrawal and the student must re-enrol if they wish to continue their studies.

Hours Attended & Withdrawal Date

Student Services are responsible for processing withdrawals in the Student Management System in line with the requirements outlined in the VET Funding Contract and any supplemental contractual documents released by SVTS from time to time (e.g. Withdrawn Program and Subject Enrolments Fact Sheets).

National Outcome – Identifier (40) (Withdrawn/discontinued) must be reported for every withdrawn unit of competency. The Activity End Date for withdrawn units of competency will be amended to reflect:

- The date of formal withdrawal if the Program Enrolment Status is Withdrawal Official – 40 or
- The date of last engagement if the Program Enrolment Status is Withdrawal Apparent – 41.

For ascertaining the last date of engagement in a unit of competency, Student Services will consider the following dates:

- Latest class attendance date
- Latest date that the student engaged into online or face to face learning and/or assessment activity
- Latest date a trainer/assessor visited the student at a workplace for the purpose of assessment

Student Services will also report the Hours Attended for all units of competency reported as Withdrawn/Discontinued (40). The Hours Attended will not exceed the Scheduled Hours for the unit of competency and will be calculated by taking into consideration the:

- Hours of Class Attendance
- Hours of Assessment Activity

Upon calculation of hours attended, the Administration Officer will action the below tasks in the Student Management System:

- Withdraw every unit currently reported with a “Continuing Enrolments” outcome in the Student Management System to the hours calculated.
- Change the enrolment end date to match the date of withdrawal.
- Change the enrolment status to “Withdrawn”.
- Change the program enrolment status to match the type of withdrawal - Official 40 or Apparent 41 or Deferral 42.

Related Documentation

- Withdrawal Form (Appendix 1.9) or Template available via aXcelerate – MMC Withdrawal and SOA attached, MMC Withdrawal from Course (fees not paid) or Withdrawal from Course (4 weeks of non-attendance)