



Withdrawal Procedure

Updated on 03/05/2019



Purpose

The purpose of this procedure is to outline the process for students who wish to withdraw from a course, and wish to apply for Special Circumstances in relation to payment and/or time frames of their course.

Definitions

Special Circumstances, covering a range of unexpected, extenuating and compassionate circumstances, are those which were outside the control of the student and/or for which there was no opportunity to prepare in advance. Special circumstances may include, but are not limited to:

- medical circumstances: an unexpected illness, a recurrence of a chronic illness or an accident
- a disability or illness for which a variation has already been made will not be accepted unless the disability has been compounded by an unexpected change, or an additional condition
- hardship or trauma such as the death or serious illness of a close family member, severe disruption to domestic arrangements, being a victim of crime or an accident
- religious observance or obligations
- formal legal commitments
- military service
- service with a recognised emergency management service
- representing MCI or MCI Institute
- unforeseen and significant employment related circumstances such as an overseas or interstate move at short notice.

Scope

This policy is relevant to all MCI and MCI Institute enrolled students

References

Standards for NVR Registered Training Organisations 2015, Standard 5 Smart and Skilled Contract, Smart and Skilled Operating Guidelines, MCI's Smart and Skilled Fee Policy, MCI's Refund Policy



Responsibilities

The responsibility for implementing the requirements of this procedure rests with the Administration Manager.

Procedure

1. General principles

- a. A student seeking to withdraw from a course must complete the Withdrawal Application Form.
- b. Once permission is granted for withdrawal, the student will no longer be allowed to attend any part of the course, including access the eCampus.
- c. Students who didn't complete all enrolment requirements will have their enrolment cancelled by MCI.
- d. Supporting documentation, if applicable, may include but is not limited to:
 - an original certificate or letter on letterhead from a registered treating medical practitioner, registered health practitioner or approved specialist, depending on the nature of the condition,
 - a letter from a registered counsellor who has prior knowledge of the student and their circumstances;
 - a letter from a person qualified to assess and support the application (e.g. clergy providing grief counselling); or a certificate from a funeral director or death notice;
 - a certified call from the Australian Defence Force service,
 - a description of the emergency attended for State Emergency Service or Country Fire Service personnel,
 - an original letter confirming changed employment circumstances,
 - an original letter confirming commitments for athletes and performing artists,
 - a copy of an accident report or a court summons
- e. Supporting documentation, if applicable, will not be accepted from a relative or personal friend of the student, or friend of the student's family.



2. The Smart and Skilled enabled courses

- a. If a student wants to discontinue their training, MCI is required to establish if the reason for discontinuing relates to quality of services delivered by MCI. If that is the case, MCI will endeavour to address the concerns.
- b. If a student decides to proceed with a withdrawal from a course, the student must submit a Withdrawal Application Form.
- c. Applications will be entered into the student management system upon receipt and a copy will be kept on the student's file.
- d. Students will be provided with a refund of any applicable fees. Refer to the Refund Policy for further details.
- e. MCI will provide the student with an updated Training Plan and return results of any outstanding completed training activities and/or assessments.
- f. Students that successfully completed at least one unit of competency will be issued with a Statement of Attainment for completed unit(s) of competency.
- g. Where a student has an outstanding debt, the student will not be issued with a qualification or a statement of attainment, if applicable, until the outstanding fees are paid. Refer to the *Smart and Skilled Fee Policy* for further details.

3. All other courses (Fee for Service)

- a. Students seeking to withdraw from a course must submit a Withdrawal Form
- b. Applications will be entered into the student management system upon receipt and a copy will be kept on the student's file
- c. The Administration Manager or delegated nominee will review the application.
- d. The student will be advised in writing of the outcome within 10 business days
- e. Fees shall be refunded in accordance with the *Refund Policy*

Records

The following records shall be generated and kept in the Student Management System for a period of 5 years:

- Completed withdrawal form and any supporting documents
- Notifications and correspondence regarding withdrawal sent to students



Key links

Forms and/or documents required for this procedure:

- **Withdrawal Form:** Click [here](#).

Document Revision History and Version Control

Approved by: Kim Middlemiss, RTO Operations Manager.

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