

Withdrawal Policy and Procedure



Table of Contents

Purpose	3
Scope	3
References	3
Definitions.....	3
Special Circumstances	3
Unexpected or exceptional circumstances include.....	3
Compassionate circumstances.....	3
Special circumstances:	4
Responsibilities.....	4
Procedure	4
The smart and Skilled courses.....	5
Key links.....	5



Purpose

The purpose of this policy is to outline the process for students who wish to withdraw from a course or unit of study.

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, paragraph 9.

Definitions

Special Circumstances

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.

Unexpected or exceptional circumstances include


- 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.

Supporting documentation must take the form of 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.

Compassionate circumstances

- 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.

Supporting documentation may take the form of a letter from a registered counsellor who has prior knowledge of the student and their circumstances; an original medical 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 person qualified to assess and support the



application (e.g. clergy providing grief counselling); or a certificate from a funeral director or death notice.

Supporting documentation will not be accepted from a relative or personal friend of the student, or friend of the student's family.

Special circumstances:

- 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

Supporting documentation for this can include: a certified call from the Australian Defense 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.

Supporting documentation will not be accepted from a relative or personal friend of the student, or friend of the student's family.

Responsibilities

The responsibility for implementing the requirements of this procedure rests with the Administration Manager – Corporate and Institute.

Procedure

- A student seeking to withdraw from a course or unit of study must complete the [Withdrawal Form](#).
- Once permission is granted for withdrawal, the student will no longer be allowed to attend any part of the course, including access the eCampus. Students are only able to withdraw from a course or unit of study once, unless they are able to demonstrate special circumstances.
- Students that have previously withdrawn from any course or unit of study more than once will only be accepted back onto another course or unit of study at the discretion of the Administration Manager -Institute & Corporate (or delegated nominee). In this case, special circumstances must again be demonstrated.
- To maintain their enrolment, students need to participate and engage in their assessments and studies on a regular basis, and where they do not, will be contacted to determine if they are continuing or withdrawing from their studies.

- Students who cannot be contacted by MCI, or a nominated representative, either prior to census date or at the end of a study period, will be withdrawn from their course / unit of study automatically.
- Students seeking to withdraw from a course or unit of study must submit a Withdrawal Application Form
- Applications will be entered into the student management system upon receipt and a copy will be kept on the student's file
- The Administration Manager - Institute & Corporate (or delegated nominee) will review the application. The decision to approve a withdrawal application will be made at their discretion
- The student will be advised in writing of the outcome within 10 working days
- Fees shall be refunded in accordance with the *Refund Policy*

The smart and Skilled courses

- 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.
- If a student decides to proceed with a withdrawal from a course, the student must submit a Withdrawal Application Form.
- Applications will be entered into the student management system upon receipt and a copy will be kept on the student's file.
- Students will be provided with a refund of any applicable fees. Refer to the Refund Policy for further details.
- MCI will provide the student with an updated Training Plan and return results of any outstanding completed training activities and/or assessments.
- Students that successfully completed at least one unit of competency will be issued with a Statement of Attainment for completed unit(s) of competency.
- 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 MCI Fee Policy for further details.

Key links

Forms and/or documents required for this procedure:

Withdrawal Form: <https://www.mciinstitute.edu.au/course-withdrawal>



Document Revision History and Version Control

Approved by:

- Kim Middlemiss - RTO Operations Manager
- Vanessa Millicheap - Compliance Officer

Effective date: 23 September 2019