Guide to withdrawals

This guide to withdrawals explains the definitions, evidence and reporting requirements that apply when students withdraw from training.

Types of withdrawals

There are 3 types of withdrawals:

- **Official withdrawal** − the student tells you verbally or in writing that they don't intend to complete the training
- **Apparent withdrawal** − the student stops participating in training but doesn't tell you, so you decide when to withdraw them
- **Deferral** − you come to an agreement with the student that they can withdraw from a program for now and return to training later

Written process for withdrawals

You should have a written process for managing withdrawals and explain your process to students.

Your process could cover:

- how you identify issues that can cause a student to drop out (for example, whether the student needs additional support)
- how you attempt to re-engage a student (for example, how many attempts you should make to contact them before you decide to withdraw them, and how you record your attempts)
- how you approve and manage deferrals (for example, how long a student can defer their training)
- how you deal with other less common situations that might result in a withdrawal (for example, when a student is substantially in arrears with their tuition fees, and you can't come to an acceptable financial arrangement)
- how you record withdrawals (for example, a note in the student file or an internal withdrawal form).

Notification requirements

There are certain people you must tell when apprentices, trainees or students under 17 withdraw from their training.

Apprentices and trainees

If an apprentice or trainee fails to start training as planned or withdraws, you must tell the Apprentice Connect Australia provider and the employer within 2 weeks. Refer to the guidelines about apprenticeship and traineeship training delivery.

Students under 17

If a student who is under 17 years of age and has an exemption from school to train with you stops attending, you must tell the Department of Education regional office and the student's previous school (if relevant).

The school will support the student by talking to them about alternative pathways.

Evidence of participation

If you claim payment for a withdrawn subject, you need to keep one item of evidence of participation (EOP) to show that the student engaged in learning or assessment.

You can use any accepted item of EOP except evidence of assessment, which won't be available as the student didn't complete the subject.

Record keeping

You should keep records of attempts to re-engage a student who has withdrawn. This can include emails, file notes or any other attempts of contact on the student file.

As part of our monitoring role, we may contact students to check that the information you report is accurate. We may request these records when you report a withdrawal.

How to report a withdrawal

When a student withdraws from training, follow these steps to report it in SVTS.

1. Update the 'program status identifier' to a withdrawal.
2. Update all the completed subject enrolments that are linked to the program with an outcome (for example competency achieved/pass).
3. For subjects that were in progress:
   - record the withdrawal in the 'outcome identifier − national' field
   - change the activity end date to match the date of withdrawal. The date of withdrawal is the date the student **either**:
     - confirmed their intent to withdraw as noted in the student file or on an internal withdrawal form (official withdrawal)
     - stopped participating, or you decided they withdrew (apparent withdrawal).
   - report the hours attended (along with the original scheduled hours for the subject).
4. Do not report any subjects that have not started.

See attachment 1 for more detail on how to report withdrawals and attachment 2 for examples.

Calculating hours attended

The hours attended is the number of hours of supervised training and assessment you delivered to the student before they withdrew from a subject. You must report this along with the original scheduled hours, but we only pay for the hours attended.

We don't specify how you calculate the hours attended when a student withdraws from a subject. However, it should be based on hours of supervised training and assessment delivered to the student. As such, hours attended will typically be less than the scheduled hours for the subject.

If the student didn't participate in any training or assessment, or you didn't keep any EOP for the subject, you should **either**:

- report an activity end date that matches the activity start date and report zero hours attended
- exclude the subject from future data reports.

This will reverse any previous payments we made for the subject.

How to report a program deferral

You can decide the amount of time you accept as a deferral.

Follow these steps when a student defers their program.

1. Update the 'program status identifier' to show that the program is deferred.
2. Update all the subject enrolments that are linked to the program.
   - Completed subjects should be reported with a final outcome (for example, competency achieved/pass).
   - Subjects that were in progress should be reported as either withdrawn or continuing with an estimated activity end date. You can decide this based on your business process and individual circumstances.
3. Do not report any subjects that have not started.

See attachment 1 for more detail on how to report program deferrals.

Deadline for reporting withdrawals

You must report a withdrawal by the earlier of:

- 2 months after the date of withdrawal
- the final data submission date for the data collection year.

Decide the date of apparent withdrawals promptly

You can change the activity end date for subjects to allow for changed circumstances or students who need more time to successfully complete their training.

But if you can't confirm whether a student is still engaged in training it's best to withdraw them from the subject with a view to allowing them to return.

Don't continually push out the activity end date. We monitor subjects that have multiple changes to the activity end date over many months and may ask you for a reason.

If you decide that a student withdrew towards the end of the year, but the final data submission date for the collection year has passed, report the withdrawal using an activity end date of 01/01 in the new collection year.

Withdrawn students can return to training

A student can return to their training, whether they withdrew officially, or you decided to withdraw them (apparent withdrawal).

See attachment 1 for details on how to report when a student returns after a withdrawal.

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Attachment 1: Quick reporting guide

This is how to report when a student withdraws from training, defers their training, or returns after a withdrawal. Refer to the Victorian VET student statistical collection guidelines for more information on reporting.

Reporting a withdrawal

Withdrawal	SVTS file to update	Data to be entered
Program enrolment	Program Completed (NAT00130)	• **Program status identifier -** this will be **one** of: ○ 40 – withdrawn – official use this when the student officially withdraws ○ 41 – withdrawn – apparent use this when you've decided that the student has withdrawn because they stopped engaging in training, or for other reasons in line with your policy.
Subject enrolments commenced	Training Activity (NAT00120)	• **Outcome identifier - national** use 40 – withdrawn/discontinued • **Activity end date** this is the date of withdrawal • **Scheduled hours** the hours you had scheduled for the whole subject (despite the student's withdrawal) • **Hours attended** the number of hours of supervised training and assessment delivered to the student in the subject before they withdrew **Note:** if the student did not engage in any training, or you don't have EOP retained for the student, you should either: • change the activity end date to match the activity start date and report zero hours attended, or • exclude the subject entirely from data uploads.

Withdrawal	SVTS file to update	Data to be entered
completed	Training Activity (NAT00120)	Report a final outcome identifier – national for all completed subjects, e.g., competency achieved /pass (code 20).
not commenced	Training Activity (NAT00120)	Do not report subjects that are yet to commence.

Reporting a deferral

Deferral	SVTS file to update	Data to be entered
Program enrolment	Program Completed (NAT00130)	**Program enrolment status identifier** • 42 – withdrawal – deferred use this when you have confirmed with the student that they will return at an agreed time to finish their training.
Subject enrolments commenced	Training Activity (NAT00120)	**Outcome identifier - national** • Decide whether you will report subjects that have started as either: ○ continuing (code 70) - and amend activity end dates to an estimated date when you think the training will be completed ○ withdrawn/discontinued (code 40) – and amend the activity end dates to the date of withdrawal, and report the hours attended as described in the withdrawal reporting table above.
completed	Training Activity (NAT00120)	Report a final outcome identifier - national for all completed subjects, e.g., competency achieved/pass (code 20).
not commenced	Training Activity (NAT00120)	Do not report subjects that are yet to commence.

Reporting a student's return to training after a withdrawal

Reporting a new program enrolment

When a student returns after a withdrawal, you can report it as a new program enrolment (and award credit transfer for any completed subjects).

Reporting against the original program enrolment

You can also report a returning student against the original program enrolment. You should update the program enrolment status identifier to 'in training' (code 30) and keep the original program commencement date. How you report the withdrawn subjects depends on when the student returns – use the reporting instructions below:

If the student returns during:	then:

the same data collection year as their withdrawal	you can either:
	• report withdrawn subjects against the existing subject enrolment by:
	  ○ updating the activity end date
	  ○ removing the hours attended
	  ○ continuing to report the scheduled hours.
	• start a new subject enrolment for withdrawn subjects by:
	  ○ linking the subject to the original program commencement date
	  ○ reporting the new activity start and end dates for the subject
	  ○ reporting the scheduled hours you've assessed as needed for the student to complete the subject.

the data collection year following their withdrawal	you must start a new subject enrolment for withdrawn subjects. Follow the instructions for new subject enrolments in the row above.

Attachment 2: examples of reporting withdrawals

These examples show how to report when students withdraw from training in two scenarios.

Example 1: Jonah doesn't provide notice of withdrawal

Jonah started training on 1 February and commenced 2 subjects. You've retained an item of EOP for each subject. Your learning management system shows that the last time they accessed training materials was 20 February and that they didn't submit their first assessment task which was due on 1 March. You've attempted to contact Jonah by phone and email with your final attempt on 22 March. After waiting another week, you decide to use 22 March as the date of withdrawal.

Action:

- Update the program status identifier to 41 – withdrawn – apparent.
- Take these steps to report both subjects:
  - use outcome identifier '40 - withdrawn/discontinued'
  - amend the AED to 22 March
  - enter the hours attended for the subject (but keep reporting the scheduled hours for the entire subject)
  - keep notes (for example, emails, file notes) of your attempted contacts on the student file.
- Don't report any subjects that Jonah was enrolled in but hadn't commenced.

Example 2: Amal officially withdraws

Amal has successfully completed 3 subjects in their program and you've reported a 'competent' outcome identifier for each. Amal commenced a fourth subject on 3 June. They attended the first 3 weekly classes but then stopped attending. You've retained an item of EOP for the subject. You call Amal in mid-July and leave a message. On 20 July, they respond by email to say they're withdrawing.

Action:

- Update the program status identifier to 40 – withdrawn – official.
- Take these steps to report the subject:
  - use outcome identifier '40 - withdrawn/discontinued'
  - amend the activity end date to 20 July - the date Amal officially notified you
  - enter the hours attended for the subject (but keep reporting the scheduled hours for the entire subject)
  - keep a note of your attempt to contact them and the email notification of their withdrawal on the student file.
- Don't report any subjects that Amal was enrolled in but hadn't commenced but do keep reporting the 3 successfully completed subjects.