

FACT SHEET - WITHDRAWN SUBJECT ENROLMENTS

This fact sheet clarifies the definitions, processes, evidence and reporting requirements relating to withdrawn subject enrolments. This is a companion fact sheet to the *Fact Sheet - Withdrawn (and deferred) Program Enrolments*.

The factsheet supports the 2018-19 VET Funding Contract (the Contract) and the Victorian VET Student Statistical Collection Guidelines – 2019 (the Statistical Guidelines).

For all subject enrolments, training providers are reminded of their Contractual requirement that requires Student Statistical Reports submitted via the Skills Victoria Training System (SVTS) reflect actual Training Services that are supported by Evidence of Participation.

Version	Date	Action/Change
1.0	15 Nov 2018	Original published on SVTS
1.1	23 Nov 2018	Amended 'Action' required in Scenario 4.

DEFINITIONS

Withdraw

There are four possible scenarios by which a student withdraws from a Subject Enrolment:

1. the student has engaged in some learning activity, and has then notified the training provider of their withdrawal before engaging in all of the assessment criteria (*'Formal Withdrawal'*);
2. the student has engaged in some learning activity, and then stopped attending or submitting assessments (i.e. discontinued) for two months, without notifying the training provider;
3. the student has not engaged in any learning activity for the subject; or
4. the student is in arrears and the training provider cannot come to an acceptable financial arrangement with the student (per the *Standards for Registered Training Organisations (RTOs) 2015 - 3.3*).

Engagement

Training providers must be able to demonstrate that students have engaged in learning and/or assessment activities by providing appropriate evidence of participation. Acceptable forms of evidence are defined in Schedule 1, Clause 11.2 and 11.5 of the Contract.

Formal Withdrawal

If a student advises a training provider (verbally or in writing) that they will not be continuing in an enrolled subject, this constitutes a formal withdrawal. Training providers may elect to document their own formalised withdrawal process (e.g. via an internal 'Withdrawal Form'), providing that any such document encompasses all requirements under the Contract and the Statistical Guidelines.

IMPORTANT

All students being withdrawn from a Subject and/or Program Enrolment should be reminded that their enrolment in a Victorian government subsidised Program (or part thereof, and regardless of completion), will affect their future training options and eligibility for further Victorian government subsidised training.

REPORTING A SUBJECT WITHDRAWAL

Where a student has ceased engagement in a subject, as per Schedule 1, Clause 13.28 of the Contract, the student must be reported in the SVTS as withdrawn no later than two months from the date of last engagement.

When this two month period occurs across a collection year (for example the last EOP available is for December but the student is withdrawn after the close of the collection year), a dated file note should be appended to the last point of EOP and the subject end date should be changed to 01/01 of the new collection year.

When reporting a withdrawal, regardless of whether or not the student has notified the training provider of their withdrawal, the following fields must be completed in the *NAT00120 – Training Activity File* of the SVTS:

NAT00120 – Training Activity File	
Data element	Data to be entered
Activity End Date	<p>When a student withdraws from a subject or discontinues without formally withdrawing, amend the Activity End Date to reflect the relevant withdrawal date.</p> <p>For the avoidance of doubt, the point of withdrawal is either</p> <ol style="list-style-type: none"> the date of formal withdrawal; or in the case of no formal withdrawal, the date of last engagement. <p>If the student withdrew prior to engaging in the subject, the Activity End Date in this instance will generally be the same as the Activity Start Date.</p> <p>Refer to: <i>Schedule 1, Clause 13.28 of the Contract</i> <i>Page 174 of the Statistical Guidelines</i></p>
Outcome Identifier - National	40 – Withdrawn/Discontinued
Scheduled Hours	The number of supervised hours, including assessment time that the training provider allocated for the delivery of the subject.
Hours Attended	The hours of training delivered to the student prior to withdrawal. If the student withdrew prior to participating in the Subject, Hours Attended must be zero (0).

REPORTING A WITHDRAWN PROGRAM ENROMENT

Refer to the Statistical Guidelines and the 'Fact Sheet – Withdrawn (and Deferred) Program Enrolments'.

SCENARIOS

Refer to the below example situation and four potential scenarios to understand the expectations relating to engaging with the student, retaining evidence of participation and reporting requirements.

Example Student Situation

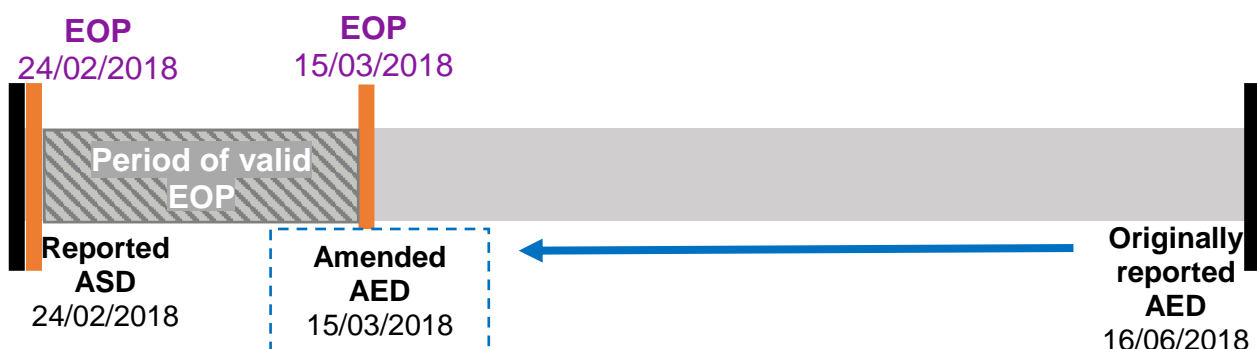
- Reported Activity Start Date (ASD): 24/02/2018
- Reported Activity End Date (AED): 16/06/2018
- Training provider has retained valid Evidence of Participation (EOP), dated 24/02/2018 and 15/03/2018.
- Despite classes being scheduled, the student has not engaged in the Subject since 15/03/2018.
- The training provider attempts to contact the student on 16/04/2018, 24/04/2018 and 06/05/2018, making a note of these attempts in the student file.



Scenario 1

Despite the three attempts, the training provider cannot reach the student.

Action: The student must be reported in the SVTS with Outcome Identifier '40-Withdrawn/Discontinued', and the reported AED must be amended to 15/03/2018 to align with the date of last engagement which can be evidenced.

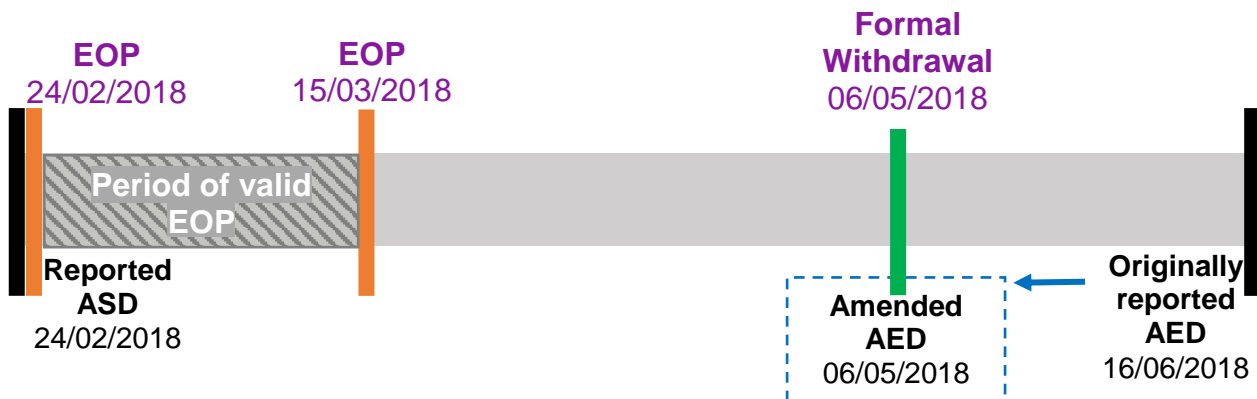


Scenario 2

The training provider successfully contacts the student on 06/05/2018, and the student confirms they wish to withdraw from the course. The training provider documents the conversation* with the student and retains the information in the student file.

Action: The student must be reported in the SVTS with Outcome Identifier '40-Withdrawn/Discontinued', and the AED amended to 06/05/2018, being the date of formal withdrawal

***While it is best practice to document the conversation with the student, this record does not classify as a valid type of EOP.**



Scenario 3

The training provider successfully contacts the student on 06/05/2018, and the student confirms they wish to return to the course on 13/06/2018. The training provider documents the conversation with the student and retains the information in the student file. The student engages in the Subject on the agreed date.

Action: Retain valid EOP when the student reengages. If required, discuss with the student the remaining requirements of the Subject, and amend the Training Plan and AED if additional training is provided.

Scenario 4

The training provider successfully contacts the student on 06/05/2018, and the student confirms that they wish to return to the course on 13/06/2018. The training provider documents the conversation with the student and retains the information in the student file. However, the student does not reengage in the subject on the agreed date.

Action: Contact the student again. If the student does not reengage in the subject by the agreed date, and the training provider assumes the student is unlikely to return to the enrolled subject, the student must be reported in the SVTS with Outcome Identifier '40-Withdrawn/Discontinued', and the AED amended to 15/03/2018 as in Scenario 1.

IMPORTANT

It is good practice to retain multiple points and forms (types) of EOP for each student at all times.

As per contractual requirements, if a subject's activity duration elapses one month, two points of EOP must be provided with each point being a different form of EOP.

This requirement is still applicable for students who are reported as withdrawn, but evidence indicates that the subject duration exceeded one month before the student formally withdrew.

FREQUENTLY ASKED QUESTIONS

Q. A student has been withdrawn in error in the Student Management System. How do I rectify this?

A. A student can be un-withdrawn in the Student Management System and training delivery data can continue to be reported. When data is re-uploaded, SVTS will update any applicable claims accordingly. This rectification must be completed inside the same data collection year in which the withdrawal was incorrectly reported.

Q. A student who was withdrawn from their subject/s wishes to re-engage in training. What do I do?

A. The training provider can re-enrol the student if they think it better to do so because substantial time has elapsed and they may have reported and claimed for the hours already attended. Alternatively, they can amend the Outcome ID (and Program Status Identifier if applicable) and continue to report the same enrolment, as the SVTS will adjust according to the amount already claimed.

Q. Can a student defer a subject into the next data collection year?

A. Yes. However, while students are able to defer a subject indefinitely, the training provider should consider the time elapsed since the student's last engagement and re-enrol the student if the provider is concerned the student has not retained previously assessed competencies. A training provider may also wish to consider the student's circumstances and any changes to training and/or assessment procedures when considering long-term deferrals.

Q. A student attends all training associated with a subject, but does not submit the final assessment. Should the student be withdrawn, or marked as not competent?

A. The student needs to have attempted the assessment to be found not competent. If the student has not attempted all assessment or completed all learning activities, a withdrawal would be more appropriate.

Q. Is it permissible to claim the total amount of hours for a unit where a student has been deemed competent in the theory of a Subject, but has withdrawn before practical assessment takes place?

A. Training activity data reported by the training provider should reflect actual Training Services that are supported by Evidence of Participation.

When reporting student withdrawal, it is mandatory for all training providers to provide the hours attended relating to individual subject. The number of hours claimed should not be based on whether or not the student achieved competency. It should be based on the actual number of training hours the student attended.

Q. How can I evidence a student's participation if they have disengaged/withdrawn from training, and the last date of engagement with them was in the previous data collection year?

A. If the date of last engagement was in the previous collection year amend the AED in SVTS back to a nominal date in the current collection year (e.g. 1/01/2018) and reduce the hours claimed accordingly. A note should be retained in the student file for why the Evidence of Participation is out of range.

Q. If a Trainee withdraws from the training or cancels their traineeship, who is responsible for informing the Australian Apprenticeship Support Network (AASN) provider to cancel the contract?

A. The 2018 Guidelines about Apprenticeship/Traineeship Delivery stipulate that the training provider must notify the AASN provider within two weeks of withdrawal/non-start of an enrolled Apprentice/Trainee.

Q. How are commencement allocations affected if students are withdrawn?

A. Commencements are counted as soon as funds are claimed and paid against a program for that student, regardless of whether the funds are being reversed at a later time due to withdrawal.