

# Student Withdrawal Procedure

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Authorised by: RTO Manager

## 1. Purpose

Mentor Human Resources Pty Ltd (herein referred to as MHR) provides a simple process for students to withdraw from their enrolled course free from judgment. MHR will issue a statement of attainment for all units successfully completed by a student when all requirements are met.

This procedure exists to ensure that students have a fair process to follow when choosing to withdraw. It will direct staff to ensure all necessary steps are completed in a timely manner.

## 2. Compliance Referencing

Standards for RTOs 2015; Standard 1, 5 and 7

## 3. Scope

All Nationally Recognised Training on our Scope of Registration

## 4. Procedure

- Student requests to withdraw from their enrolled course. Requests must be made in writing using the Request to Withdraw from Training Form and addressed to the RTO Manager. Students are not required to provide a reason for their decision to withdraw.
- The RTO Manager must receive the application for withdrawal and notify the trainer or vice versa.
- If a refund is requested, the RTO Manager will consider this using the Refund Policy for guidance.
- A statement of attainment is issued for any units of competency completed in full. This is issued to the student only once all outstanding fees are paid and all paperwork, including forms and assessments, is completed.
- The student is requested to complete a Learner Survey to provide feedback on any training completed.
- The student file is archived and stored as per the RTO Student Records Procedure.
- Should a student be withdrawn from studies by MHR, this could occur due to lack of engagement into the studies by the student or abandonment of their studies. This would occur after multiple attempts to offer support is not taken and also no contact received. The student will be contacted by the trainer, RTO administration support and the RTO manager directly via telephone, email or mail.

## 5. Related Documents

Request to Withdraw from Training Form  
Refund Policy  
Issuance of Qualifications Procedure  
RTO Student Records Procedure  
AQTF Learner Survey  
Student Withdrawal Process Notes/Flowchart