

## 1. Purpose

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

This procedure ensures 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; Standards 1, 5 and 7

## 3. Scope

All Nationally Recognised Training on our Scope of Registration

## 4. Procedure

- Reasons for withdrawal:
  - Student Request
  - Lack of engagement
  - Abandonment of studies
- Student requests to withdraw must be made in writing using the Request to Withdraw from training form. Students are not required to provide a reason for their decision to withdraw.
  - An application for withdrawal will be completed and notify the trainer or vice versa.
  - If a refund is requested, the request will be considered using the Fees and Refunds Policy for guidance.
- Mentor has the authority to withdraw a student due to lack of engagement and/or abandonment of studies. This will occur after multiple attempts to contact from Mentor offering support to student and no response received.
- 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 are received and actioned by Mentor.
- 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.

## 5. Related Documents

Request to Withdraw from Training Form

Fees and Refunds Policy

Issuance of Qualifications Procedure

RTO Student Records Procedure

AQTF Learner Survey

Student Withdrawal Process Notes/Flowchart