



RTO	City-Wide Building & Training Services Pty Ltd (RTO ID 91138)
Type	Internal
Applicable standards	Standards for Registered Training Organisations 2015 State and Territory Funding Contracts (excluding Smart and Skilled)
Authorised by	General Manager Quality and Compliance
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## Policy: Withdrawal

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### Overview

City Wide Building and training Services (CWBS) is committed to ensuring the best educational outcomes for students in order for them to complete their training and successfully achieve their desired qualification. CWBS recognizes that sometime circumstances can reduce a student's capacity to complete a chosen line of study, therefore students may withdraw from their course.

CWBS also recognizes that there may also be times where students want to transfer from one RTO to another or would like to defer their training due to personal reasons. CWBS will make reasonable efforts to assist students in completing their studies but will also assist those students who would like to discontinue their studies.

This policy does not apply to Smart and Skilled funded students. For these students refer to the policy titled *Discontinuation of Training – Smart and Skilled Policy*.

### Discontinuation of Training

CWBS will discontinue a student's enrolment when:

1. A student elects not to continue or would like to defer their studies, OR
2. CWBS elects not to continue the enrolment

### Withdrawing Students

Students may choose to withdraw from their course for a variety of reasons, either before or after commencement. Where a student's course was cancelled prior to commencement and the student elects to cancel their enrolment rather than change to a different intake, a full refund will be provided to the student. If a student's enrolment is withdrawn prior to commencement, their State government eligibility is not affected.

Students who wish to withdraw from a course must do so either by:

- Phone: 1300 429 287
- Email: [cwbs@buildersacademy.com.au](mailto:cwbs@buildersacademy.com.au)
- Advising their trainer



Students will be required to state the reason for withdrawal and the date training is expected to end. CWBTS will contact training market services or the employer to confirm a student's withdrawal request, confirming the end of employment / change of employer date with the employer.

If the reason for withdrawal is due to the performance of CWBTS then CWBTS staff will make reasonable efforts to address the concerns of the student in order to assist them in completing their studies.

Once the request has been received, a relevant officer will discuss with the student their reason for withdrawal. Whenever appropriate, the student will be offered any options available to assist them in completing the course. Students may be contacted by a trainer to review the training they have undertaken and to offer any assistance that may be of benefit to the student.

An email will be sent to the student notifying them once their withdraw from studies has been processed. This confirmation will also ask the student to complete a withdrawal survey so that we can collect and analyse withdrawal data. This data is then used to for continuous improvement initiatives to reduce withdrawal rates.

For information regarding refunds, please refer to the Funded & Fee for Service *Fees, Charges & Refund policy* available on our website

**If a student withdraws before training commenced, CWBTS will:**

- Provide the exiting student with a statement of fees that includes all fees applied and any fees refunded, if applicable
- Notify the local State Training Services Regional Office within 14 days of notification of the discontinuation of training, in the case of an Apprentice or Trainee

**If the student withdraws after training commences:**

- If the student is an ACT Apprentice or Trainee, they will be required to complete with their employer an 'Application to Cancel training Form' ensuring that the cancellation date is the last day that the Apprentice was employed
- Submit all student training activity data to finalise the student's records
- Provide the exiting student with a refund of any fees, if applicable (see the *Fees, Charges and Refunds Policy* for more information)
- Attempt to obtain formal notification from the student of the date their training will end, including reasons for withdrawal to understand whether the withdrawal does or does not relate to the performance of CWBTS
- Withdrawn students who have successfully completed at least one unit will be awarded a Statement of Attainment.
- If the student is a QLD Apprentice or Trainee, they will be Issued with a Statement of Attainment and transcript for completed Units of Competency within 21 days of notification of the discontinuance of training
- Notify the local State Training Services Regional Office within 14 days of notification of the discontinuation of training, in the case of an Apprentice or Trainee



### **Withdrawal by CWBTS**

There will be times where CWBTS may withdraw a student from their studies. Withdrawal may be for the following reasons:

- Student Non-commencement
- Student misbehavior resulting in severe breach of CWBT's Code of Conduct for Students
- Non-payment of fees
- Ongoing non submission of assessments
- Lost contact

In the first instance the student will be offered support and assistance in order to allow them to continue in their studies and complete the course where possible. If after working with the student should an issue still remain then CWBTS will make a final decision on the withdrawal from studies.

Where CWBTS cancels a student's enrolment, the student will be informed in writing and will have 20 days to access the CWBTS Grievances, Complaints and Appeals Policy should they wish to appeal the withdrawal decision. If the student is Under 18 their parent or guardian will be informed.

Withdrawn students who have successfully completed at least one unit will be awarded a Statement of Attainment.

For information regarding refunds, please refer to the Funded & Fee for Service *Fees, Charges & Refund policy* available on our website

### **Transferring Students**

A student may withdraw from a qualification at CWBTS to enrol in a qualification at another RTO because:

- They chose to of their own accord
- Their initial Provider closes
- Their initial Provider's relevant Funding Contract has been terminated

#### *Transfer in Process*

Students transferring in are treated as new students.

If a student transfers to CWBTS of their own accord, standard credit transfer rules will apply with calculating the student fee. The student must obtain a Statement of Attainment from the initial provide so CWBTS can determine what credit is to be granted to allow for correct calculation of student fees.

If a Student is an Apprentice or Trainee, then their training contract will need to be updated to reflect CWBTS as the current RTO.

#### *Transfer Out Process*

If a Student transfers from CWBTS to another RTO, CWBTS will

- Submit Training Activity Data to finalise the record
- provide the Student with a Statement of Attainment listing competencies that the Student has gained
- provide the Student with a statement of fees. The normal refund policy applies to fee-for-service students.
- Provide the student with an up-to-date training plan.



- Notify the local State Training Services Regional Office within 14 days of notification of the discontinuation of training, in the case of an Apprentice or Trainee.

Where the student is required to transfer from CWBTS due to the closure of CWBTS or termination or suspension of its relevant Funding Contract then CWBTS will:

- Advise the student of the date of the forthcoming termination of the Contract or of ending the delivery of subsidised Training
- Advise the student of options for continuing training which may include:
  - Offer the student to continue as a Fee for Service student (that is without Government benefits or Subsidies)
  - Suggest an alternate provider.
- Submit Training Activity Data to finalise the record
- provide the Student with a Statement of Attainment listing competencies that the Student has gained
- provide the Student with a statement of fees. The normal refund policy applies to fee-for-service students.
- Provide the student with an up-to-date training plan.
- Notify the local State Training Services Regional Office within 14 days of notification of the discontinuation of training, in the case of an Apprentice or Trainee.

For information regarding refunds, please refer to the Funded & Fee for Service *Fees, Charges & Refund Policy* available on our website.

## Deferring an Enrolment

Students may defer their subsidised training for up to 12 months from the date that CWBTS receives written request for deferral. CWBTS will make every effort to assist the student to continue training where possible by implementing strategies to accommodate the student in completing their qualification.

Should the student still wish to defer their studies then CWBTS will advise the student of the fee implications of deferral. If the student does not restart their training within the 12-month period, CWBTS must report the student as Discontinuing, and if they wish to recommence, they will be treated as a new student.

If a student wishes to withdraw from training without completing their Approved Qualification, they must advise CWBTS in writing of the date that their training will end.

## Abandoning Studies

If a student has not turned up to class for 3 days or 3 scheduled site visits without notification and are not responding to emails, phone calls and letters within a month of them being sent CWBTS will assume that they have abandoned their studies. A certified letter will be sent to the student's last known address giving them one more chance to contact CWBTS and resume their studies. If CWBTS does not hear from a student after a month of sending this letter CWBTS will process a withdrawal.

Please see *Fees, Charges and Refund policy* for information in regard to all refund information applicable.