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| POLICY NAME | Withdrawal and Deferral Policy and Procedure |
| POLICY PURPOSE | The purpose of this policy is to outline when: - a Student may defer their studies - a Student may withdraw from their course - InterCare may withdraw the Student for specific reasons only. |
| POLICY APPLIES TO | <input type="checkbox"/> Staff Only <input type="checkbox"/> Students Only <input checked="" type="checkbox"/> Staff and Students |
| POLICY STATUS | <input type="checkbox"/> New Policy <input checked="" type="checkbox"/> Revision of Existing Policy |
| PREPARED BY | Integrity Manager |
| APPROVED BY | Senior Management Team |
| APPROVAL DATE | 07 March 2023 |
| EFFECTIVE DATE | 01 April 2023 |
| DATE OF NEXT POLICY REVIEW * | November 2024 |
| RELATED STANDARDS, ACTS AND LEGISLATION, GUIDELINES AND LOCAL PROTOCOLS, STATE GOVERNMENT FUNDING CONTRACTS AND REGISTERING BODIES | ASQA standards for RTOs 2015 (v2.2c) Relevant state funding contract requirements |

** Unless otherwise indicated, this policy will still apply beyond the review date*

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1. PURPOSE

(1) The purpose of this policy is to outline when:

- a Student may defer their studies
- a Student may withdraw from their course
- InterCare may withdraw the Student for specific reasons only.

2. SCOPE / APPLICATION

(1) This policy and procedure applies to all InterCare Students and Authorised Delegates who deal with withdrawals and deferrals.

3. RELEVANT STANDARDS, ACTS AND LEGISLATION

- (1) ASQA Standards for RTOs 2015 (v2.2c)
- (2) Australian Consumer Law for training providers and marketers
- (3) The relevant state funding contract agreement.

4. DEFINITIONS

- (1) **Deferral** When the Student requests to postpone (take a break in) their studies due to unforeseen or special circumstances.
- (2) **Withdrawal** When a Student chooses to withdraw from their course (reasons vary) OR when InterCare withdraws the Student due to specific reasons (please refer to the **Student Withdrawal Form**).
- (3) **Special Circumstances** Special circumstances are acceptable reasons for deferral or withdrawal. It covers a range of unexpected, extenuating and compassionate circumstances, which are outside the control of the Student and/or for which there is no opportunity to prepare in advance.
 - (a) Unexpected or exceptional circumstances may include:
 - Medical circumstances: an unexpected illness, a recurrence of a chronic illness or an accident
 - Hardship or trauma such as the death or serious illness of a close family member, severe disruption to domestic arrangements, being a victim of crime or an accident.
 - (b) Other Special circumstances may include:
 - religious observance or obligations
 - formal legal commitments
 - military service
 - service with a recognised emergency management service
 - unforeseen and significant employment related circumstances such as an overseas or interstate move at short notice.

The Student should present supporting documentation which can be verified in need.

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- (4) **VT - VETtrak.** This is the InterCare Training **Student Management System (SMS)** that is AVETMISS approved, and used to record the Student's journey with InterCare Training. Communication and assessment records are recorded in the SMS, and assists InterCare Training in meeting regulatory and contractual requirements in terms of reporting and collecting accurate records for audit.
- (5) **CA - Cloud Assess** is the Learning Management System (LMS) used by InterCare Training for assessment of Student skills and knowledge.
- (6) **UAN - Upfront Assessment of Need.** The UAN is a Literacy and Numeracy Capability assessment conducted by Skills South Australia and it is designed to improve rates of retention and completion in publicly subsidised accredited training.
- (7) **MADEC** is the RTO that provides the Fundamental Skills Training for Vocational Pathways to InterCare Students in South Australia. They support the Students who are identified as needing additional Literacy and Numeracy training, in the UAN.
- (8) **UoC - Unit of Competency** as per www.training.gov.au . It is the smallest component of a Training Package (TP) that can be assessed and recognised. It gives a description of the skills and knowledge required to perform effectively to a specific standard in a particular workplace role or function.
- (9) **TP - Training Package.** Training packages are designed per industry. They specify the knowledge and skills required by individuals to perform effectively in the workplace, expressed in units of competency. Training Package rule will prescribe a combination of core and elective UoCs that are needed in order to receive the specific qualification.

5. POLICY

5.1 Deferral by Student

- (1) When the Student requests to postpone (take a break in) their studies due to unforeseen or special circumstances, they must complete a **Course Deferral Form**.
- (2) InterCare will consider applications for deferment of a course for up to 6 months (or sooner if the qualification has been superseded).
- (3) Prior to the approval of a deferral, the staff member having the conversation with the Student has to ensure that full implications of deferral (both funding and educational) are discussed and captured on the forms.
- (4) The granting of deferment may be subject to a set percentage of places available in a course, which means the Student may not be able to join the same class time and day upon returning from deferral.
- (5) When the Student has notified InterCare Training of their intent to defer, and the necessary forms have been received by InterCare Training, the Administration Team will update VT, the Student Management System (SMS), in line with the applicable State Funding Contract requirements.
- (6) Students who defer will be subject to the enrolment rules and course fees as at the time which they re-commence their studies.
- (7) In the case that a qualification is superseded during the Student's deferment period, the Student will be provided with ample notice and warning by InterCare Training prior to the date of cessation of

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training. If there is no response and no return to active training prior to the date of cessation, the Student will need to be withdrawn.

- (8) Where a course offering has been cancelled during the Student's deferment period, and should they wish to pursue their studies in an alternative course offered by InterCare Training, the Student must apply for the alternative course via the standard enrolment process.

5.2 Withdrawal by Student

- (1) A Student seeking to withdraw from a course or unit of study must complete the **Withdrawal Form**.
- (2) Prior to the approval of a withdrawal, the staff member having the conversation with the Student has to ensure that full implications of withdrawal (both funding and educational) are discussed and captured on the forms.
- (3) Where unable to obtain a completed withdrawal form from the Student, InterCare Training is to attempt to gain written confirmation of their intent to withdraw. If written confirmation or a Withdrawal form cannot be acquired, the relevant InterCare Team member will need to record any information (such as a telephonic conversation) on VT and complete a Withdrawal form on the Student's behalf, detailing the circumstances on the form. When the withdrawal is approved, the Student will no longer be allowed to attend any part of the course, including access to any online Student portals.
- (4) Once a withdrawal application has been completed, the Student must begin the enrolment process again (where required), should they wish to continue their studies. This includes a re-assessment of available state funding and eligibility requirements.
- (5) Students are only able to withdraw from a course or unit of study once, unless they are able to demonstrate special circumstances.
- (6) When the Student has notified InterCare Training of their intent to withdraw, and the necessary forms have been received by InterCare Training, the Administration Team will update the Student Management System (SMS) in line with the applicable State Funding Contract requirements.
- (7) Students that have previously withdrawn from any course or unit of study more than once will only be accepted back into another course or unit of study at the discretion of the National Training Manager.
- (8) The Withdrawal will be processed within 30 days of receipt of Withdrawal Form.

5.3 Withdrawal by InterCare Training

- (1) When a Student is withdrawn by InterCare Training, the Responsible Team (Training, Admin, Placement, Finance, etc) must complete the **Withdrawal Form**, and indicate the reason for withdrawal. Please refer to **table 1** for more information and examples of reasons for withdrawal, and who would be responsible for completing the withdrawal form and which manager would need to approve.

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POL004 WITHDRAWAL AND DEFERRAL POLICY AND PROCEDURE

Table 1: Examples of circumstances when InterCare Training could withdraw a Student:

| Reasons | | Actions | Responsible Team to Complete the Withdrawal Form | Manager Approval |
|---------|--|--|--|---------------------------|
| a | Non-Satisfactory Course Progress | This occurs in consultation with the Student by the National Training Manager and/or Education Coordinator, only after support has been offered and the Student is still unable to progress or meet requirements. | Training Team | National Training Manager |
| b | Non-Attendance of Classes | <ul style="list-style-type: none"> When a Student has not attended classes for two (2) consecutive weeks, they are placed on the 'At Risk' list and contacted by the Retention Team. The Retention Team will attempt to contact the Student (by phone, email and SMS) at least four (4) times over four (4) consecutive weeks. All contact attempts are recorded in our SMS. If there has been no response, the Student will receive an 'InterCare Training – Unable to Contact' email urging them to urgently contact the Retention Team. They will be given seven (7) calendar days in which to respond. Thereafter a second and final warning will be sent via post. Failure to respond in fourteen (14) calendar days will result in withdrawal, without further notice, by InterCare Training. | Retentions Team | National Services Manager |
| c | Non-Attendance of Work Placement | All Students will be invited to attend work placement on two separate occasions. If they do not take up either of these invitations to attend, they will be given an opportunity to find their own placement opportunity within an agreed upon timeframe. Should work placement still be outstanding after this date, the Student will be withdrawn. | Work Placement Team | National Training Manager |
| d | Non-Attendance or Non-Completion of Required FSK units (if applicable) (South Australia only) | <p>In South Australia, Students are required to complete an Upfront Assessment of Need (UAN). This test will determine if additional Foundation Skills (FSK) bridging courses are needed to give the Student the best chance to succeed.</p> <ul style="list-style-type: none"> In the event that bridging courses are recommended, the Student will be referred to MADEC (an FSK approved provider) for the required bridging courses. SA Funded Students are required to complete their bridging courses (if applicable) before they can complete an InterCare Training Course. Students may choose to enrol in their bridging courses and then their InterCare Training course, thus being enrolled in both at the same time. | Allocations Team, or Delegated Team Member. | Integrity Manager |

WITHDRAWAL AND DEFERRAL POLICY AND PROCEDURE

| Reasons | | Actions | Responsible Team to Complete the Withdrawal Form | Manager Approval |
|---------|----------------------------|--|--|---------------------------|
| | | <ul style="list-style-type: none"> • If the Student is inactive or does not complete their studies in the agreed upon time with MADEC, they will be withdrawn from the bridging course(s) by MADEC. Once InterCare Training receives this notification, the Student will need to either re-enrol in the FSK bridging courses and complete them within 14 days OR choose to withdraw from both courses. - InterCare Training may withdraw a Student from a course, if their FSK bridging courses are not being attended / completed; or the Student is withdrawn from the FSK bridging course by MADEC due to inactivity. - Without completing the bridging course(s) the Student cannot complete a Government funded qualification with InterCare Training. | | |
| e | Non-Payment of Fees | When a Student is substantially in arrears with their tuition fees (fee for services Students) and the Student and InterCare Training cannot come to an acceptable financial arrangement, InterCare may withdraw the Student from the course. | Administration or Compliance Team | Finance Manager |
| f | Other | The Training Team may wish to withdraw a Student for special or exceptional circumstances. | Training Team | National Training Manager |

6. PROCEDURE(S)

- (1) Students are informed of the withdrawal and deferral process at the orientation / induction session and when they advise InterCare Training of their intention to withdraw or defer.
- (2) Students may choose to withdraw or defer themselves from a course at any time, provided that they have discussed this with the Retention Team, the National Training Manager and/or the Education Coordinator, and understand the training and funding implications of their decision.
- (3) A Withdrawal may be initiated by InterCare Training.

6.1 Deferral Procedure

- (1) When InterCare Training and the Student come to an agreement whereby the Student wishes to defer their training to a later date, it is called a deferral. At InterCare a Student may defer their course for up to 6 months at a time, provided that they still commence their course the year in which they enrolled (for funding purposes).
- (2) When a Student wishes to defer from a course, they may commence this process in the following way:
 - (a) Set up a meeting with the Education Coordinator to discuss their wish to defer.
 - (b) Call the 1300 10 22 73 line [Option 2: Current Student; Option 4: Withdrawal/Deferral line] to discuss their needs with the Retention Team.
 - (c) 'At Risk' Students may also express their wish to defer during a weekly follow-up call by the Retention Team.
- (3) A support conversation will be had with the Student to determine if:
 - (a) Additional support is needed or
 - (b) The Student has another valid reason for wanting to defer and
 - (c) The Student understands the implications of a deferral.
- (4) If the decision is made that the Student wants to defer, a **Deferral Form** must be requested from the Retention Team. The 'RETENTIONS - Deferral (Requested)' email will be sent to the Student by the Retention Team, which contains the form and the associated instructions. This will be sent to the Student through their VT profile.
- (5) The Student wishing to defer must complete the Deferral Form in full and return it to the Retention Team retention@intercarentraining.com.au.
- (6) The Retention Team will determine the next step:
 - (a) If a Student wishing to defer is 'actively attending classes' (T1-CREP), send the Deferral Form to the Training Manager for discussion and approval of deferral in consultation with the Student.
 - (b) If a Student wishing to defer is 'At Risk' (T2-RISK / T2.2-RISK) send the Deferral Form to the National RTO Services Manager for approval of deferral in consultation with the Student.
- (7) Once the form has been approved, the Retention Team will:
 - Change the Student status in VT to 'Deferral – Classes and Placement' (T9-DEF)
 - Note down the follow up date for re-commencement on VT and schedule a follow up reminder in the Retentions Outlook Calendar.
 - Scan (if received in hard-copy) and file the approved Deferral document in VT docs (and the Student's file if received in hard copy)
 - Submit all documentation to the Administration Team for recording and correct coding for AVETMISS reporting.
 - Send the Student a 'RETENTIONS - Deferral (Implemented)' email through their VT profile.
- (8) The Retention Team will follow-up the re-commencement with the Student in the provided timeline.

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- (9) Students who have been granted deferment and wish to enrol in another course, are to obtain written permission from the National Training Manager.
- (10) Students who require a deferral period over 6 months in length or an extension to their current deferral duration due to special circumstances must have a discussion with the National Training Manager to check if the deferral is possible (i.e. Superseded courses). The National Training Manager may grant an extended deferral.
- (11) If the Student does not return to class after 6 months, every attempt will be made to contact the Student and make arrangements for their re-commencement. If the Student is uncontactable, or does not want to continue, the Student will be withdrawn from the course.

6.2 Withdrawal Procedure

6.2.1 Student Choice Withdrawal

- (1) When a Student notifies InterCare Training (verbally or in writing) that they do not intend to complete the training, it is considered an official withdrawal.
- (2) When a Student wishes to officially withdraw from a course, they may commence this process in the following way:
 - Discuss this with their Trainer, and the National Training Manager or Education Coordinator.
 - Call the Withdrawal/Deferral line, to discuss their needs with the Retention Team.
 - 'At Risk' or 'Deferred' Students may also express their wish to withdraw during a weekly follow-up call by the Retention Team.
- (3) A support conversation will be had with the Student by either of the Teams mentioned above, to determine if:
 - (a) Additional support is needed or
 - (b) The Student has another valid reason for wanting to withdraw or defer.
 - (c) The Student is aware of the funding eligibility for future studies.
- (4) The outcome of the support discussion will be one of three options:
 - (a) To support
 - If additional support is required the Training Coordinator will make the necessary arrangements for additional support, reasonable adjustments (if applicable) or moving the Student to another class with more contact time.
 - (b) To withdraw:
 - If the decision is made that the Student chooses to withdraw, a **Withdrawal Form** must be requested from the Retention Team via phone or email retention@InterCaretraining.com.au
 - The 'InterCare Training – Student Withdrawal' email will be sent to the Student, which contains the Withdrawal Form and the associated instructions.
 - The Retentions team will de-activate the CA enrolment and turn off log in access.
 - (c) To defer
 - If the Student's decision is to defer, a **Deferral Form** must be requested from the Retention Team via phone or email retention@InterCaretraining.com.au
 - The 'InterCare Training – Student Deferral' email will be sent to the Student, which contains the Deferral Form and the associated instructions.
 - The Deferral Form must be completed and returned to the Retention Team.
 - Please also refer to the Deferral Procedure for further actions.
 - The Retentions team will de-activate the CA enrolment and turn off log in access.
- (5) For withdrawal, the Student must complete the **Withdrawal Form** in full and return it to the Retention Team retention@InterCaretraining.com.au . The Retention Team will:
 - Upload the Withdrawal Form to VT docs.

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- Make a note on VT indicating Student Choice Withdrawal
 - Change the Student status in VT to Pending Withdrawal
 - Request approval to withdraw the Student, from a Manager:
 - (a) If a Student wishing to withdraw is 'actively attending classes' (T1-CREP), send the Withdrawal Form to the Training Manager for approval.
 - (b) If a Student wishing to withdraw is 'At Risk' (T2-RISK / T2.2-RISK) or deferred (T9-DEF), send the Withdrawal Form to the National RTO Services Manager for approval.
- (6) The relevant Manager will look at the reason for withdrawal, If the reason is a concern relating to InterCare Training's Delivery and Assessment, all reasonable efforts will be made to address this, and offer additional support to the Student so they may complete their studies. Where applicable, any necessary changes or improvements will be implemented as soon as possible within the organisation.
- (7) Once the Withdrawal is approved by the Manager, the Retention Team will send the Withdrawal Form to the relevant state Administrator for processing.
- (8) The Administration Team will
- Discuss the withdrawal with the Finance Manager prior to processing the request as per the relevant state funding guidelines.
 - Consult with the Finance Manager to confirm if there are any outstanding fees or if a refund is applicable.
 - Withdraw the Student from VT.
 - Conduct an audit on the file.
 - Prepare the necessary Testamur and or Statement of Attainment for the Student within 30 days of processing the withdrawal.
 - Send the Student an updated Training Plan, and confirmation of withdrawal via VT.
 - Make any relevant notes on VT.
 - Scan and upload the **Withdrawal Form** (if received in hardcopy)
 - Pass the file on to the Archive Team.

6.2.2 InterCare Training Decision Withdrawal

Apparent Withdrawals

- (1) When Students stop participating in training but do not notify InterCare Training that they intend to withdraw, InterCare Training will follow the process below, before withdrawing the Student. In this instance, it is called an apparent withdrawal.
- (2) Any Student that does not attend their training session(s) and cannot be contacted by InterCare Training falls within the category of apparent withdrawal. InterCare follows the following process to reach out to and re-engage the Student.
- (3) Actions taken by the Student Support Team:
 - Upon commencement of a training session, the Trainer/Assessor will forward Attendance sheets to the attendance@InterCaretraining.com.au mailbox. Non-attendances to a scheduled class are identified at this point.
 - The Student Support Officer or nominated Team member contacts all 'no shows' and gains verification of continued attendance intentions, notes of the conversation are recorded on the InterCare Student Management System (SMS) - VETtrak.
 - Where the Student Support Officer or nominated staff member cannot contact the Student, they will leave a message (where able), this is also recorded in the SMS.

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- Where the Student has not turned up to two (2) consecutive scheduled training sessions, the Student is added to the 'At Risk' list and referred to the Retention Team for further follow up.
- (4) Actions taken by the Retention Team:
- The Retention Team will attempt to contact the Student (by phone, email and SMS) over four (4) consecutive weeks. All contact attempts are recorded in the SMS.
 - If the Student remains uncontactable and/or does not communicate their intentions after the fourth attempt to contact, the Retention Team will send out the 'InterCare Training – Unable to Contact' email:
 - (a) **Students who respond to the email, wishing to re-engage:** The Retention Team will allocate the Student to an available class, to re-engage and continue with their studies.
 - (b) **Students who respond to the email, wishing to withdraw:** The Retention Team will send out the email 'InterCare Training – Student Withdrawal' with a request to return the completed form to retention@InterCaretraining.com.au . The 'Student Choice Withdrawal' Process will be followed. The Retention Team must add the following note* onto VT: *Student has requested to be withdrawn; Withdrawal form sent. Asked for it to be returned within seven (7) calendar days.*
* Note: Include the Withdrawal reason if given by Student.
 - (c) **Students who do not respond to the first warning email:** After seven (7) calendar days, the Retention Team will send out a physical letter to the Student's postal address on file, stating the same 'Unable to Contact' information – with a request to get in touch within fourteen (14) calendar days or they will be withdrawn from the course, without further correspondence being entered into. Once this letter has been sent, the Student will be moved to a **Pending Cancellation** status on VT and a note stating '*Pending cancellation letter sent*' this will be added to VT.
 - (d) **Students who do not respond to the final warning physical letter:** After fourteen (14) calendar days, the Retention Team will complete a Withdrawal Form stating the relevant reason. Students will be moved to a **Pending Withdrawal** status (PEND-WD-I).
- (5) For withdrawal, the Retention Team must complete the **Withdrawal Form** in full and,
- Upload the completed form to VT docs.
 - Make a note on VT indicating *InterCare Training Withdrawal due to no response to contact attempts.*
 - Change the Student status in VT to Pending Withdrawal (PEND-WD-I)
 - De-Activate the CA enrolment and turn off log in access
 - Request approval to withdraw the Student, from a Manager:
- (6) Once approved by the Manager, the Retention Team will send the withdrawal form to the relevant state Administrator for processing.
- (7) Actions taken by the Administration Team, they will:
- Discuss the withdrawal with the Finance Manager prior to processing the request as per the relevant state funding guidelines.
 - Consult with the Finance Manager to confirm if there are any outstanding fees
 - Withdraw the Student from VT
 - Conduct an audit on the file
 - Prepare the necessary Testamur and or Statement of Attainment for the Student

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- Make any relevant notes on VT
- Scan (if received in hardcopy) and upload Withdrawal Form
- Pass the file on to the Archive Team

Claiming from Funding contracts for Students who have withdrawn:

InterCare will follow the guidelines of each State Funding Contract in terms of collecting the required evidence to prove attendance and participation, prior to claiming for any fees.

6.3 Returning to Training after Withdrawal or Deferral

- (1) Students may decide to return to their training regardless of whether they deferred their studies, withdrew officially or they were withdrawn by InterCare Training.
- (2) If a Student returns after a long absence (6 months or longer) whether a withdrawal or deferral, InterCare Training will require that they apply to the course they are interested in studying and check that they are still eligible for funding.
- (3) If the Student is eligible for funding, the Student may re-commence their training.
- (4) If the Student is no longer eligible for funding, the Student may wish to re-commence their training, and pay for their studies under a fee for service (FFS) arrangement.

6.3.1 VICTORIA

- (1) When a Student returns to study after a deferral or withdrawal, InterCare Training can:
 - Treat it as a new enrolment (and award credit transfer for any completed subjects) – if more than 6 months have passed.
 - Continue to report against the original program enrolment – if 6 months or less have passed.
- (2) If InterCare Training continues to report the Student against the original enrolment, the following steps will be followed by the Administration Team:
 - Update the program enrolment status to 'in training' (code 30)
 - Keep the original program commencement date
 - If InterCare Training have reported any withdrawn subjects with hours attended, and the Student returns in the same data collection year:
 - Update the activity end date
 - Remove the hours attended
 - Keep reporting scheduled hours
 - If InterCare Training have reported any withdrawn subjects with hours attended and the Student returns the following collection year, InterCare Training will:
 - Start a new enrolment for the subject linked to the original program commencement date
 - Report the activity start and end dates for the new subject enrolment to the new year
 - Adjust the scheduled hours down - to account for any hours attended in the previous data collection year – for their first attempt at the subject.

6.3.2 NEW SOUTH WALES

A Student who wishes to recommence their studies at a later stage (after a withdrawal, or a delayed referral), may do so, and will be treated as a new Student. The Smart and Skilled 'Notification of Enrolment Process' will be carried out, to confirm eligibility, prior to re-enrolment. The Student is urged to continue their studies in the same financial year in which they have enrolled.

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6.3.3 QUEENSLAND

For recommencing Students, the government subsidy will be equal to the residual value of the government subsidy for the qualification at the time of the Student's recommencement.

For example, if the government subsidy for a qualification is \$3000 and the maximum number of payable units of competency is 10 (i.e. \$300 per unit), then if a Student recommences after completing four units (i.e. six units remaining), the residual value will be \$1800 calculated as follows — six units x \$300 = \$1800.

6.3.4 SOUTH AUSTRALIA

Until further notice (as at March 2023), Students can continue to access subsidised training regardless of their training history or prior qualifications. Standard entitlement after this time will include entitlement based on an individual's highest level of non-school education and their employment status at first enrolment in subsidised VET.

6.4 Timelines followed for Deferral and Withdrawal

- (1) InterCare Training will report a withdrawal / deferral within 60 days of processing an official request from the Student.
- (2) If applicable, their Certificate or Statement of Attainment will be awarded within the 30 calendar days of processing the withdrawal or being withdrawn.
- (3) When recording and or applying a Student outcome code that relates to a Student Deferral or Withdrawal the most current AVETMISS guidelines will be followed.
- (4) All withdrawals processed by the Administration Team, must have the approval of two Managers – The Finance Manager, and one other, being the:
 - (a) Integrity Manager
 - (b) National Training Manager; or
 - (c) National Services Manager

6.5 State Funding Contract Withdrawal Claims (For office use only)

- (1) InterCare Training will follow all regulatory guidelines and State Funding Contract requirements when withdrawing a Student.
- (2) The AVETMISS code for WITHDRAWN Students will be applied when:
 - (a) An enrolled Student wishes to withdraw from a course, after having engaged in some learning activity, and has notified InterCare Training prior to completing the assessment requirements for the UoC, is withdrawn, with evidence of participation of attendance and or assessment.
 - (b) A Student stops attending classes and submitting assessments, without notifying InterCare [and whom cannot be reached or does not respond to further communication from InterCare (phone, SMS and email), and InterCare is satisfied that the Student will most likely not return to complete the competency], is withdrawn, with evidence of participation of attendance and or assessment.
- (3) To ensure consistency and fairness across withdrawals, the following 'Rules for Withdrawal' will be followed by the Administration Team per State Funding Contract:

| | | | | | |
|--------------|--|--------------|----------------------|---------------|------------|
| File Name: | POL004 Withdrawal and Deferral Policy and Procedure | | Version: | 2.0 | |
| Prepared by: | Integrity Manager | Review Date: | November 2024 | Version Date: | March 2023 |
| Pathway: | InterCare\Compliance 2023\03 MASTER DOCUMENTS\01 Policies and Procedures | | © InterCare Training | Page 12 of 14 | |

WITHDRAWAL AND DEFERRAL POLICY AND PROCEDURE

(a) VICTORIA

| Scenario (per unit of competency commenced) | | InterCare Withdrawal Guideline |
|--|---|--|
| 1 | A Student has only attended classes | Only the hours reflecting on the attendance sheet(s) may be claimed. |
| 2 | A Student has attended classes and has completed all the assessment(s) against the unit, online or paper-based. | Student will be withdrawn in line with the notional hours indicated in the TAS table for their enrolment year. Only hours linked to EOPs will be claimed. |
| 3 | A Student has attended classes and has completed all the learning requirements online or paper-based. The Student has not completed all required placement hours. | The Student will be withdrawn in line with the notional hours indicated in the TAS table for their enrolment year PLUS the work placement hours that have been logged and evidence has been retained for. Only hours linked to EOP will be claimed. |

(b) QUEENSLAND

| Scenario (per unit of competency commenced) | | InterCare Withdrawal Guideline |
|--|---|--|
| 1 | The Student has engaged in some learning activity and has then notified the SAS of their withdrawal before completing all the assessment criteria; | 50% of the unit's notional hours will be claimed |
| 2 | The Student has engaged in some learning activity and then stopped attending or submitting assessments (i.e. discontinues) without notifying InterCare Training (in this case InterCare Training should be satisfied the Student will not return to complete the competency). | 50% of the unit's notional hours will be claimed |

(c) SOUTH AUSTRALIA

| Scenario (per unit of competency commenced) | | InterCare Withdrawal Guideline |
|--|--|-------------------------------------|
| 1 | A Student has only attended classes | Only completed units may be claimed |
| 2 | A Student has attended classes and has completed all the assessment(s) against the unit, online or paper-based. No work placement attended. | Only completed units may be claimed |

WITHDRAWAL AND DEFERRAL POLICY AND PROCEDURE

(d) NEW SOUTH WALES

| Scenario (per unit of competency commenced) | InterCare Withdrawal Guideline |
|--|---|
| 1 | A student that has participated in subsidised training for the UoC and has withdrawn before completing all training and assessment criteria (as specified in the relevant training package) |
| 2 | A student discontinues their subsidised training in an approved Qualification after commencement |

* The Percentage of Subsidy (and loading if applicable) to the UoC Outcome Achievement Stage reached for an approved Qualification by an enrolled student is as follows:

- Certificate Commencement 20%
- Certificate Progress (50% or more of the course reported as per clause 17.3 of the contract) – 40%
- Certificate Completion (100% of total UoC are reported with outcomes) – 40%

7. OTHER RELEVANT POLICIES AND PROCEDURES

- Governance Policy and Procedure
- Fees, Charges and Refunds Policy and Procedure
- Data reporting Policy and Procedure
- Standard Operating Procedures: Retention Team

8. DOCUMENTS, FORMS OR CHECKLISTS ASSOCIATED TO THIS POLICY

- Withdrawal Form
- Deferral Form

9. VERSION HISTORY

| VERSION | DETAIL OF UPDATE | UPDATED BY | DATE |
|---------|---|-------------------|------------|
| V2.0 | Policy revised - procedures and forms updated | Integrity Manager | March 2023 |
| | | | |
| | | | |