

# KAL TRAINING

Registered Private Provider of Vocational Education

TOID: 20815

2B Staley Street, Brunswick VIC 3056

Suite 2, 339-345 Mitcham Rd, Mitcham 3132

ACN: 110 914 657

ABN: 84 110 914 657

## WITHDRAWAL

KAL may withdraw a student due to personal reasons or for lack of participation. This section outlines the withdrawal process for learners who withdraw voluntarily and for 'at risk' learners where KAL requires involuntary withdrawal.

### VOLUNTARY WITHDRAWAL

Student has been participating consistently and requests to be withdrawn from their course.

Week 1	Student requests to be withdrawn from their course either in writing (Email or letter) or by completing KAL withdrawal form.
Week 1	Once withdrawal is confirmed the student's trainer must send a report to the SMS administrator either in the form of a training plan or by email, informing of the units that have been attained.  This must occur within one week of completion of a withdrawal form.
Week 5 or 6	<ul style="list-style-type: none"><li>- If student was a trainee or School-based Trainee, the SMS Administrator must notify the DELTA Administrator so that they can contact the relevant Australian Apprenticeships Centre and the student's employer of the withdrawal. This must be finalized within two weeks of withdrawal.</li><li>- Confirmation Report must be generated, saved to the KAL server, printed and placed in the student's file.</li><li>- The Administration Officer in charge of student accounts "Accounts Officer" checks how much is owed (or how much is to be refunded). If any</li></ul>

# KALTRAINING

Registered Private Provider of Vocational Education

TOID: 20815

2B Staley Street, Brunswick VIC 3056

Suite 2, 339-345 Mitcham Rd, Mitcham 3132

ACN: 110 914 657

ABN: 84 110 914 657

	<p>money is to be refunded, a cheque is written and delivered to the student. If the student owes money, the student is informed of how much is owing and how payment can be made.</p> <ul style="list-style-type: none"><li>- If the student was taking up VET FEE HELP for their course and the withdrawal is on or before the semester census date the student will not be charged any fees for that semester.</li><li>- If units of competency have been attained, an official Statement of Attainment must be generated, saved in the student's file on the KAL server, saved in the SOA folder on the KAL server, printed on certificate paper and marked with the KAL Multimedia Training seal, photocopied and filed in the student's file.</li><li>- The copy of the SOA that was printed on certificate paper and sealed must be issued to the student.</li><li>- Confirmation report of withdrawal is sent to the student's trainer and to the Moodle or Catapult online learning system administrator (where applicable) so that they may be removed from the system</li><li>- The student's hard file is placed in the Office Manager's office for archiving</li></ul>
	<p>NOTE: The final administrative steps must occur within one month of confirmation of withdrawal.</p>

---

## INVOLUNTARY WITHDRAWAL

Involuntary withdrawal occurs when an 'at risk' student has not participated (submitted work, communicated with the trainer about formal school work, attended class, logged on to the online

# KALTRAINING▶

Registered Private Provider of Vocational Education

TOID: 20815

2B Staley Street, Brunswick VIC 3056

Suite 2, 339-345 Mitcham Rd, Mitcham 3132

ACN: 110 914 657

ABN: 84 110 914 657

system and undertaken work, nor made a statutory declaration claiming that work is being done) for a period of more than one month for Victorian Training Guarantee students. Student can also be involuntarily withdrawn if they are a full fee paying student and they do not participate (see KAL's engagement and participation policy) in their course prior to the census date or if they are at the end of the currently enrolled semester for full fee paying students and are no longer participating, they will not be enrolled into any sequential units.

Week 1	<p>The trainers must inform the SMS administrator once a student is at risk. This is documented in the weekly staff meetings</p> <p>These learners are entered into the At Risk Register by the SMS Administrator. The SMS Administrator then sets an alert in her calendar to check the student's progress and trainers' attempts to contact in one week's time. During this week trainers have made at least two more attempts to communicate with learners, using different methods (e.g. email, phone, mail) requesting that they meet the above participation requirements.</p>
Week 2	<p>SMS Administrator checks on trainer's progress in attempting to contact the student.</p> <p>If by the end of the second week the participation requirements are not met, the involuntary withdrawal process commences.</p>
Week 3	<p>The Office Manager and the CEO or Training Manager, "TM") are notified of the pending withdrawal</p> <p>If the above participation requirements are still not met two weeks after being entered into the At Risk Register, the Office Manager, CEO and TM must be satisfied that sufficient effort has been made to get in contact with the student and that there has been sufficient indication that the student will not continue to participate to the necessary extent.</p> <p><b>If managers are not satisfied that sufficient contact has been made:</b></p>

# KALTRAINING

Registered Private Provider of Vocational Education

TOID: 20815

2B Staley Street, Brunswick VIC 3056

Suite 2, 339-345 Mitcham Rd, Mitcham 3132

ACN: 110 914 657

ABN: 84 110 914 657

	<p>The trainer has two days in which to attempt to contact the student. If trainer will not be available to make this contact, the responsibility is to be taken over by the Office Manager.</p> <p><b>If sufficient contact has been made:</b></p> <p>Then a withdrawal form is to be sent to the student by the SMS Administrator.</p> <p>If the form is returned, the withdrawal procedure may progress</p>
Week 4	<p>If two weeks after the withdrawal form has been sent there is no communication and the form has not been returned, then a withdrawal form for the student may be signed by an office administrator and the CEO, overriding the need for the student to sign that they are willing to be withdrawn. An alert for this to occur must be scheduled by the SMS Administrator.</p>
Week 5 or 6	<ul style="list-style-type: none"><li>- If student was a trainee or School-based Trainee, the SMS Administrator must notify the DELTA Administrator so that they can contact the Australian Apprenticeships Centre and the student's employer of the withdrawal. This must be finalized within two weeks of withdrawal.</li><li>- Confirmation Report must be generated, saved to the KAL server, printed and placed in the student's file.</li><li>- The Administration Officer in charge of student accounts "Accounts Officer" checks how much is owed (or how much is to be refunded). If any money is to be refunded, a cheque is written and delivered to the student. If the student owes money, the student is informed of how much is owing and how payment can be made.</li></ul>

# KALTRAINING

Registered Private Provider of Vocational Education

TOID: 20815

2B Staley Street, Brunswick VIC 3056

Suite 2, 339-345 Mitcham Rd, Mitcham 3132

ACN: 110 914 657

ABN: 84 110 914 657

	<ul style="list-style-type: none"><li>- If the student was taking up VET FEE HELP for their course and the withdrawal is on or before the semester census date the student will not be charged any fees for that semester.</li><li>- If units of competency have been attained, an official Statement of Attainment must be generated, saved in the student's file on the KAL server, saved in the SOA folder on the KAL server, printed on certificate paper and marked with the KAL Multimedia Training seal, photocopied and filed in the student's file.</li><li>- The copy of the SOA that was printed on certificate paper and sealed must be issued to the student.</li><li>- Confirmation report of withdrawal is sent to the student's trainer and to the Moodle or Catapult online learning system administrator (where applicable) so that they may be removed from the system</li><li>- The student's hard file is placed in the Office Manager's office for archiving</li></ul>
	<p>NOTE: The final administrative steps must occur within one month of confirmation of withdrawal.</p>

# **KALTRAINING**

**Registered Private Provider of Vocational Education**

**TOID: 20815**

**2B Staley Street, Brunswick VIC 3056**

**Suite 2, 339-345 Mitcham Rd, Mitcham 3132**

ACN: 110 914 657

ABN: 84 110 914 657