PURPOSE AND SCOPE

The purpose of this policy is to outline the process for students who wish to withdraw from a course or unit of study.

This policy is relevant to all Focus Learning Institute (FLI) enrolled students.
REFERENCES

Standard ISO 9001:2008 sections 5.2, 5.3, 7.2
Standards for NVR Registered Training Organisations 2011 SNR 16.3

DEFINITIONS

1. **Special Circumstances**: Special circumstances, covering a range of unexpected, extenuating and compassionate circumstances, are those which were outside the control of the student and/or for which there was no opportunity to prepare in advance.

**Unexpected or exceptional circumstances include:**
- Medical circumstances: an unexpected illness, a recurrence of a chronic illness or an accident
- A disability or illness for which a variation has already been made will not be accepted unless the disability has been compounded by an unexpected change, or an additional condition

Supporting documentation must take the form of an original certificate or letter on letterhead from a registered treating medical practitioner, registered health practitioner or approved specialist, depending on the nature of the condition.

**Compassionate circumstances:**
- 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

Supporting documentation may take the form of a letter from a registered counsellor who has prior knowledge of the student and their circumstances; an original medical certificate or letter on letterhead from a registered treating medical practitioner, registered health practitioner or approved specialist, depending on the nature of the condition; a letter from a person qualified to assess and support the application (e.g. clergy providing grief counselling); or a certificate from a funeral director or death notice.

Supporting documentation will not be accepted from a relative or personal friend of the student, or friend of the student’s family.

**Special circumstances:**
- religious observance or obligations
- formal legal commitments
- military service
- service with a recognised emergency management service
- representing FLI
- unforeseen and significant employment related circumstances such as an overseas or interstate move at short notice

Supporting documentation for this can include: a certified call from the Australian Defence Force service, a description of the emergency attended for State Emergency Service or Country Fire Service personnel, an original letter confirming changed employment circumstances, an original letter confirming commitments for athletes and performing artists, a copy of an accident report or a court summons.

Supporting documentation will not be accepted from a relative or personal friend of the student, or friend of the student’s family.
RESPONSIBILITIES

The responsibility for implementing the requirements of this procedure rests with the Operations Managers - Institute & Corporate.

Overarching principles

A student seeking to withdraw from a course or unit of study must complete the Withdrawal Application Form.

Once permission is granted for withdrawal, the student will no longer be allowed to attend any part of the course, including access the eCampus. Students are only able to withdraw from a course or unit of study once, unless they are able to demonstrate special circumstances.

Students that have previously withdrawn from any course or unit of study more than once will only be accepted back onto another course or unit of study at the discretion of the Operations Managers - Institute & Corporate (or delegated nominee). In this case, special circumstances must again be demonstrated.

Students who cannot be contacted by FLI, or a nominated representative, either prior to census date or at the end of a study period, will be withdrawn from their course / unit of study automatically.

Procedure

1.1 Students seeking to withdraw from a course or unit of study must submit a Withdrawal Application Form
1.2 Applications will be entered into the student management system upon receipt and a copy will be kept on the student’s file
1.3 The Operations Managers (or delegated nominee) will review the application. The decision to approve a withdrawal application will be made at their discretion
1.4 Fees shall be refunded in accordance with the Refund Policy

Withdrawal Form: Withdrawal Application - Click here