

Policy Name	Course Withdrawal Policy
Date	4 April 2024
Responsible dept.	Student Administration
Current Version	V4

## PURPOSE

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This policy is to support the fair assessment and processing of formal withdrawal requests from studies with the College for Adult Learning (CAL).

## SCOPE

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This policy is applicable to all CAL students and prospective students.

## POLICY STATEMENT

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CAL offers a 30-day cooling off period to give new students the ability to withdraw from studies if the course or services provided are not relevant or applicable for the student, or if the student has simply changed their mind about the course or their career direction. Withdrawals requested inside 30 days of enrolment are eligible for refund of any fee paid excluding the administration fee of \$250.00 (please refer to [Enrolment Terms and Conditions](#)).

CAL appreciates that unforeseen challenges or changes (extenuating circumstances) may occur that give need for a student to withdraw from studies beyond 30-days from enrolment.

CAL assesses each extenuating circumstance withdrawal request individually to ensure fairness and maintain privacy. CAL may request documented evidence to support or approve the extenuating circumstances withdrawal request (including but not limited to medical certificates, statement of financial position, or legal documentation).

CAL supports a safe and positive learning environment for both students and staff and may choose to withdraw a student from studies to support that student's individual learning needs or because of academic or personal misconduct. Where a student is advised to withdraw from the course, the student will be provided with clear rationale for withdrawal.

## PROCEDURE

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1. Student requests withdrawal via contact to the office, student support or learning coach.
2. Student services will email the withdrawal form link and ask the student to complete in full, providing details of their need for withdrawal.
3. Withdrawal form is received by the General Manager and assessed for status including:
  - a) Length of time from enrolment/cooling off period
  - b) Any extenuating circumstances advised by the student in their withdrawal request
  - c) Resources accessed by and provided to the student
  - d) Realistic ability to complete the course requirements.
4. The General Manager will come to a decision on the request and advise the student of the outcome via phone or email.
  - a) Withdrawal approved
  - b) Further evidence required to assess the case
  - c) Withdrawal declined.
5. The General Manager will action any finance changes or refunds and provide instruction to student services regarding further administrative actions.
6. If withdrawal is approved, the student will be issued a statement of attainment for any units completed within 30 days of withdrawal date.

## SUPPORTING DOCUMENTS

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- Student Selection and Enrolment policy
- Student Handbook
- Reasonable Adjustment Policy
- Language Literacy and Numeracy Policy
- Student Conduct Policy
- Access and Equity Policy.

Policy Administration			
Version	Date Approved	Approved by	Next Review Due
1	15/06/2018	Helen Sabell	June 2019
2	24/10/2019	Sarah Sabell	October 2020
3	06/09/2022	Stephen Golding	September 2023
4	04/04/2024	Sarah Sabell	April 2025
Compliance References			
<b>Statutory</b>	<i>The Standards for Registered Training Organisations (RTOs) 2015</i>  Clauses 5.1 to 5.3—Informing and protecting students		
<b>Industry</b>	Vocational Education and Training (VET)		
<b>Document Located</b>	E:\Public Documents\03_CAL Operations\CAL Policies\02_CAL POLICIES STUDENTS		