

Student Withdrawal Policy and Procedure

Last Updated:**Approval:**29th June 2025**Director***Lisa Materano*

Purpose

This policy outlines the process and conditions for student-initiated course withdrawals, ensuring compliance with the Standards for Registered Training Organisations (RTOs) 2025. It supports transparency, fairness, and appropriate learner support.

Scope

This policy applies to all students enrolled in vocational education and training (VET) courses at Blended Learning International (BLI), including both accredited and non-accredited offerings.

Policy Statement

Blended Learning International is committed to providing students with a fair, supportive, and accessible process for withdrawing from a course. All withdrawal requests will be managed in accordance with BLI's:

- **Fees, Refunds and Enrolment Transparency Policy**
- **Complaints and Appeals Policy**
- **Privacy Policy**
- **Records Management Policy**

This policy also supports Standards **5.2, 6.1, and 8.1** of the RTO Standards 2025.

Responsibilities

Role**Admissions
Team****Responsibilities in the Withdrawal Process**

Provide clear information to students about the withdrawal process, timelines, and required documentation. Log and acknowledge withdrawal requests within 5 working days.

Training Staff

Encourage students considering withdrawal to discuss challenges and explore alternative support options. Confirm last date of attendance and advise on academic impact.

Role	Responsibilities in the Withdrawal Process
Students	Complete and submit the official Course Withdrawal Form with accurate information. Provide supporting documents, if applicable. Review policy and seek advice if unsure.
CEO	Review and approve withdrawal-related refund requests, especially in cases involving extenuating circumstances. Ensure the withdrawal process complies with all RTO Standards and internal policies.

Key Principles

- Students have the right to withdraw at any stage, but must do so formally and in writing.
- All students are encouraged to speak with Student Services or their Trainer/Assessor before submitting a withdrawal form to explore support options.
- Withdrawal may affect academic progress, refund eligibility, or future enrolment.
- Where applicable, students will be referred to support services to discuss alternatives such as deferral or course transfer.

Withdrawal Procedure

1. Initiating a Withdrawal

Students must complete and submit the official **Course Withdrawal Form**, available from Student Services or online.

Submissions must include:

- Completed withdrawal form
- Any supporting documentation (e.g. medical certificates, personal statements)

Forms can be submitted:

- In person to Student Services
- By email to info@blendedlearning.edu.au
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2. Acknowledgement and Processing

- BLI will acknowledge receipt of the request within **5 working days**
- The request will be reviewed and processed within **10 working days**
- Students will be informed in writing of the outcome

3. Refunds

- Refunds, if applicable, will be assessed in accordance with the **Fees, Refunds and Enrolment Transparency Policy**
- No refunds are granted after course commencement unless extenuating circumstances are approved by the CEO

4. Impact on Certification

- If a student has successfully completed one or more units, a **Statement of Attainment** will be issued, provided all fees are paid
- Withdrawal before unit completion may result in no record of academic progress

Exceptional Circumstances

Students who withdraw due to serious, unpredictable, or uncontrollable events (e.g. medical emergencies, bereavement) may apply for a **credit transfer** or **discretionary refund**.

Requests must:

- Be made in writing
- Include evidence (e.g. medical certificate, legal notice)
- Be submitted to the General Manager

The CEO may approve:

- Full or partial refund
- Deferral or transfer to a future intake
- Credit toward future enrolment

Appeals

Students may appeal withdrawal-related decisions through the **Complaints and Appeals Policy**, which is available via:

- BLI website
- Student Handbook
- On request from Student Services

Recordkeeping

All withdrawal documentation will be:

- Retained for a minimum of **five years**
- Stored securely in accordance with the **Records Management Policy**
- Available to the student upon request

Review and Evaluation

This policy will be reviewed annually by the Compliance Manager and approved by the CEO to ensure it remains current, effective, and aligned with changes in legislation and the Standards for Registered Training Organisations (RTOs).

Feedback from student withdrawals will be used to inform improvements to learner engagement, support services, and course delivery.

Students have the right to appeal any refund decision through BLI's Feedback, Complaints and Appeals Policy, available on request or via our website.

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