

Job Training Institute (JTI)

Student Withdrawal Policy and Procedure (Domestic Students)

1. Purpose

Job Training Institute Pty Ltd (JTI) ensures that all domestic student withdrawals are managed fairly, consistently, promptly and transparently, in compliance with the Standards for RTOs 2025 and the Skills First VET Funding Contract 2024–25 and 2025. This policy ensures that student withdrawals accurately reflect actual participation and achievement, that only eligible hours supported by Evidence of Participation (EOP) are reported or claimed, and that all records are fully audit-ready.

2. Scope

This policy applies to all domestic students (Skills First funded and Fee-for-Service) and to all JTI staff involved in enrolment, training delivery, student support, reporting, finance and compliance. It covers all withdrawals recorded in VETtrak, Moodle and digital student files.

3. Policy Statement

A student withdrawal may be initiated by the student or by JTI. A withdrawal is actioned when a student submits a formal Withdrawal/Deferral/Suspension Form or a written request via their registered email address, or when a student disengages from training and fails to respond to follow-up communication or a Notice of Intention to Withdraw within seven (7) calendar days.

In accordance with Clause 11.4 of the Skills First VET Funding Contract, JTI will only report and claim hours for which valid Evidence of Participation exists. All withdrawals must be supported by evidence, processed promptly, and recorded accurately in JTI systems.

4. Types of Withdrawal

Official Withdrawn – where the student formally notifies JTI that they are withdrawing prior to course completion.

Apparent Withdrawn – where the student disengages from training without formal notification and JTI is unable to re-establish contact after reasonable attempts.

Deferred Withdrawn – where the student temporarily ceases training and a formal agreement is made with JTI to recommence at a later date. JTI allows a maximum deferment period of six (6) months, unless otherwise approved on a case-by-case basis with supporting evidence.

5. Procedures

5.1 Official Withdrawal

Students wishing to withdraw must submit the approved Student Deferral/Suspension/Withdrawal Form via their registered email address or in person. If notification is received by phone, the details are recorded as a file note in the Student Management System (SMS).

JTI processes official withdrawal requests within seven (7) working days and issues a written outcome notification via email. All records are updated in VETtrak, Moodle and the student file.

5.2 Apparent Withdrawal

JTI may initiate apparent withdrawal where a student breaches enrolment conditions, fails to meet attendance or course progress requirements, engages in misconduct, fails to pay fees (Fee-for-Service only), or poses a risk to others.

Where a student is uncontactable for four (4) consecutive weeks despite multiple contact attempts,

JTI issues a Notice of Intention to Withdraw via email. If no response is received within seven (7) working days, the enrolment is withdrawn and the outcome is notified in writing. Records are updated in accordance with Skills First reporting requirements.

5.3 Appeals

Students may appeal an apparent withdrawal decision through JTI's Complaints and Appeals process within twenty (20) working days. Enrolment is maintained during the internal appeal process. Appeal outcomes are implemented immediately and communicated to the student in writing.

5.4 Deferred Withdrawal

Students requesting deferment must submit the approved form with supporting evidence. Requests are assessed and finalised within seven (7) working days, with outcomes confirmed in writing. Deferred withdrawals are monitored to ensure ongoing compliance with Skills First funding requirements.

6. Finalising Withdrawal Outcomes

Staff must retrieve the full student file, confirm withdrawal documentation, collect Evidence of Participation, calculate actual contact hours, determine final unit outcomes, and record all outcomes accurately in VETtrak.

7. Records Management

All withdrawal-related records are retained for a minimum of three (3) years, with internal best-practice retention of seven (7) years. Records must be retrievable within two (2) working days for audit purposes and handled in accordance with privacy requirements.

8. Monitoring and Continuous Improvement

The QA Team Leader conducts quarterly audits of withdrawal records to ensure accuracy and compliance. Findings are recorded in the Continuous Improvement Register and reviewed annually or following regulatory changes.