

# RTO Participant Withdrawal Procedure

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Authorised by: RTO Manager



## 1. Purpose

Four Wheel Drive Victoria (herein referred to as FWDV) provides a simple process for participants to withdraw from their enrolled course free from judgment. FWDV will issue a statement of attainment for all units successfully completed by a participant when all requirements are met.

This procedure exists to ensure that participants have a fair process to follow when choosing to withdraw. It will direct staff to ensure all necessary steps are completed in a timely manner.

## 2. Compliance Referencing

Standards for RTOs 2015; Standard 1, 5 and 7

## 3. Scope

All Nationally Recognised Training on our Scope of Registration

## 4. Procedure

- Participant requests to withdraw from their enrolled course. Requests must be made in writing using the Request to Withdraw from Training Form and addressed to the RTO Manager. Participants are not required to provide a reason for their decision to withdraw.
- The RTO Manager must receive the application for withdrawal and notify the Instructor or vice versa.
- If a refund is requested, the RTO Manager will consider this using the Refund Policy for guidance.
- A statement of attainment is issued for any units of competency completed in full. This is issued to the participant only once all outstanding fees are paid and all paperwork, including forms and assessments, is completed.
- The participant is requested to complete a Learner Survey to provide feedback on any training completed.
- The participant file is archived and stored as per the RTO Participant Records Procedure.

## 5. Related Documents

Request to Withdraw from Training Form

Refund Policy

Issuance of Qualifications Procedure

RTO Participant Records Procedure

AQTF Learner Survey

Participant Withdrawal Process