

Guide to withdrawals

This guide to withdrawals clarifies the definitions, processes, evidence and reporting requirements that apply to withdrawn subject and program enrolments.

Types of withdrawals

Students may withdraw from an individual subjects within a program, or from an entire program.

Three common situations result in a withdrawal from a subject or program:

- the student notifies you verbally or in writing that they don't intend to complete the training – this is an **official withdrawal**
 - the student stops participating in training but doesn't notify you that they intend to withdraw so you must decide when to withdraw them – this is an **apparent withdrawal**
 - you come to an agreement with the student that they can withdraw from a program for now and defer their training to a later date – this is a **deferral**.
- deal with other less common situations that might result in a withdrawal such as when a student is substantially in arrears with their tuition fees, and you can't come to an acceptable financial arrangement
 - record withdrawals (for example, a note in the student file or an internal withdrawal form).

You should explain to students how your organisation manages withdrawals, including how the training they have done might impact on their eligibility for future government-subsidised training.

Students can return to their training

Remember that you can withdraw a student who has stopped participating even if you think there is a chance they will return.

A student can decide to return to their training regardless of whether they withdrew officially or not.

If a student returns after a long absence, whether a withdrawal or a deferral, you need to check that they are still eligible for Skills First.

Business process for withdrawals

Your organisation should have a written process on managing withdrawals. This could cover how you:

- identify issues contributing to non-participation, such as whether the student needs additional support
- attempt to re-engage a student before you decide to withdraw them (this might include how many attempts you should make to contact them before you decide to withdraw and how you record your attempts)
- approve and manage deferrals, including deciding how long a student can defer their training

Steps for subject withdrawals

Follow these steps when a student withdraws from a subject:

1. Work out the date of withdrawal – this is different for official and apparent withdrawals.
2. Retain evidence of participation (EOP) to show that the student engaged in the subject.
3. Update your reporting in the SVTS to:
 - record the withdrawal in the 'outcome identifier - national' field
 - change the activity end date to the date of withdrawal
 - report the hours attended.

See **Attachment 1** for more detail on how to report subject withdrawals and **Attachment 2** for some examples.

The date of withdrawal

When a student withdraws from a subject, the date of withdrawal is either:

- the date of official withdrawal (i.e. when the student confirmed their intent to withdraw, and as noted in the student file or on an internal withdrawal form)
- in the case of an apparent withdrawal, the last engagement date supported by EOP.



You must amend the activity end date of a subject to the date of withdrawal.

When to report a withdrawal

You need to report a withdrawal by the earlier of:

- two months after the date of withdrawal
- the final data submission date for the data collection year.

However, for apparent withdrawals, there may be cases where you can't report a withdrawal by the final data submission date.

For example, the student's last engagement was in December, but you didn't realise they had withdrawn until after the close of the collection year.

You can add a dated file note to the last item of EOP and amend the activity end date for the subject to 01/01 in the new collection year.

Calculating hours attended

The hours attended is the number of hours of supervised training and assessment delivered to the student before they withdrew from a subject. You need to report this along with the original scheduled hours, but we only pay for the hours attended.

We don't specify how you must calculate the hours attended when a student withdraws from a subject. However, they should be based on hours of supervised training and assessment delivered to the student. As such, hours attended will typically be less than the scheduled hours for the subject.

If the student didn't participate in any training or assessment or you didn't keep any EOP for the subject, you should report zero hours attended. This will reverse any previous payments made for the subject.

When you're not sure if the student is engaged

You can change the activity end date for subjects to accommodate changed circumstances or students who need more time to successfully complete the training.

However, when you're not sure whether a student is still engaged in training, it is best that you do not continually push out the activity end date. This will result in the data in SVTS showing a subject with an unusually long duration, but we won't be able to see the reason for this.

When you're not sure, it's better to withdraw the student from the subject.

Retaining evidence of participation

If you have made a claim for payment for a withdrawn subject, you need to keep EOP to show that the student engaged in learning and/or assessment.

Like for completed subjects, if the duration of the subject is 30 days or fewer, you will need to retain one item of EOP.

If the duration is more than 30 days, you will need to retain 2 items of EOP, in 2 different forms.

The first item must be dated no later than 30 days after the activity start date (and no earlier than it).

For an official withdrawal, the second item must be dated no earlier than 30 days before the activity end date (and no later than it).

For an apparent withdrawal, the second item will be on the activity end date (the date of the student's last engagement with the subject).

As withdrawals are not always anticipated, we understand that it can sometimes be difficult to meet the requirement for a second point of EOP. For example, you might have been trying to re-engage a student for over a month before they finally tell you they're withdrawing.

In this instance, you should document in the student file your attempts to contact the student. Also note why the last item of EOP you have is more than 30 days from the date of withdrawal.

Steps for program withdrawals

Follow these steps when a student withdraws from an entire program:

1. Update the 'program status identifier' to a withdrawal.
2. Update all the subject enrolments that are linked to the program with a final outcome. For example, some subjects might be reported as competency achieved/pass. Any programs that were in

progress should be reported as withdrawn.

3. Do not report any subjects that have not started.

See **Attachment 1** for more detail on how to report program withdrawals.

Steps for program deferrals

Follow these steps when a student defers their program:

1. Update the 'program status identifier' to show that the program is deferred
2. Update all the subject enrolments that are linked to the program. For example:
 - some subjects might be reported as competency achieved/pass
 - any subjects that were in progress should be reported either as withdrawn, or as continuing with an estimated activity end date. You can decide this based on your organisation's business process and the student's individual circumstances.
3. Do not report any subjects that have not started.

See **Attachment 1** for more detail on how to report program deferrals.

When an apprentice or trainee withdraws from a program

If an apprentice or trainee fails to commence training as planned, or withdraws from a program, in addition to following the reporting steps in this fact sheet, you must also notify the [Apprenticeship Network provider](#) and the employer within 2 weeks. This is required by the 2023 Guidelines About Apprenticeship and Traineeship Training Delivery.

When a student under 17 withdraws from a program

If a student who is under 17 years of age and has an exemption from school to train at your organisation stops attending, you must notify:

- the department regional office
- the student's previous school (if relevant).

The school will support the student by talking to them about alternative pathways.

Steps for students returning to training

It's up to you to decide what length of time is acceptable as a deferral.

When a student returns after a deferral or a withdrawal you can:

- treat it as a new program enrolment (and award credit transfer for any completed subjects) **or**
- continue to report training against the original program enrolment.

Follow these steps when you want to continue to report training against the original program enrolment:

1. Update the 'program enrolment status identifier' to 'in training' (code 30)
2. Keep the original program commencement date
3. If you have reported any withdrawn subjects with hours attended, and the student returns in the **same data collection year**:
 - update the activity end date
 - remove the hours attended
 - keep reporting the scheduled hours

4. If you have reported any withdrawn subjects with hours attended and the student returns in the **following data collection year**:

- start a new enrolment for the subject linked to the original program commencement date
- report the activity start and end dates for the new subject enrolment to the new year
- adjust the scheduled hours down to account for any hours attended you reported in the previous data collection year for their first attempt at the subject.



Further information

Lodge an [SVTS](#) enquiry


[Victorian VET Student Statistical Collection Guidelines 2023](#)

[Evidence of Participation fact sheet](#)

Attachment 1: Quick guide to reporting a withdrawal

This is how to report when a student withdraws from a subject or program.

Refer to the Victorian VET Student Statistical Collection Guidelines for more information on reporting.

Withdrawal type	SVTS file to update	Data to be entered
Subject enrolment withdrawal	Training Activity (NAT00120)	<ul style="list-style-type: none"> • Outcome identifier - national use 40 – withdrawn/discontinued for when a student has officially withdrawn, or you have lost contact with them (i.e., an apparent withdrawal) • Activity end date this is the date of withdrawal OR if the student did not engage in any training this will be the same as the activity start date • Scheduled hours the hours you had scheduled for the whole subject (despite the student’s withdrawal) • Hours attended the number of hours of supervised training and assessment delivered to the student before they withdrew OR if the student did not engage in any training, or you don’t have EOP retained for the student, this should be reported as zero (and not left blank).
Program enrolment withdrawal	Program Completed (NAT00130)	<ul style="list-style-type: none"> • Program status identifier this will be one of: <ul style="list-style-type: none"> ○ 40 -withdrawn – official use this when the student officially withdraws ○ 41 – withdrawn – apparent use this when you’ve decided that the student has withdrawn because they stopped engaging in training, or for other reasons in line with your policy <p> When a student is withdrawn from a program enrolment all subjects in the NAT00120 file - Training Activity should have a final outcome reported including withdrawals from subjects that are in progress.</p>

Withdrawal type	SVTS file to update	Data to be entered
Program deferral	Program Completed (NAT00130)	<ul style="list-style-type: none"> • Program enrolment status identifier use 42 – withdrawal – deferred when you have confirmed with the student that they will return at an agreed time to finish their training.
	Training Activity (NAT00120)	<ul style="list-style-type: none"> • Report the relevant 'outcome identifier - national' for all completed subjects, for example competency achieved/pass (code 20) • Decide whether you will report subjects that have started as: <ul style="list-style-type: none"> ○ continuing (code 70) - and amend activity end dates to an estimated date when you think the training will be completed <p>or</p> <ul style="list-style-type: none"> ○ withdrawn/discontinued (code 40) – and amend the activity end dates to the date of withdrawal, and report the hours attended • Do not report subjects that are yet to commence.

Attachment 2: Reporting examples for subject withdrawals

These examples show how to report subject withdrawals in two different situations.

Example 1: Student doesn't provide notice of withdrawal (apparent withdrawal)

Situation:

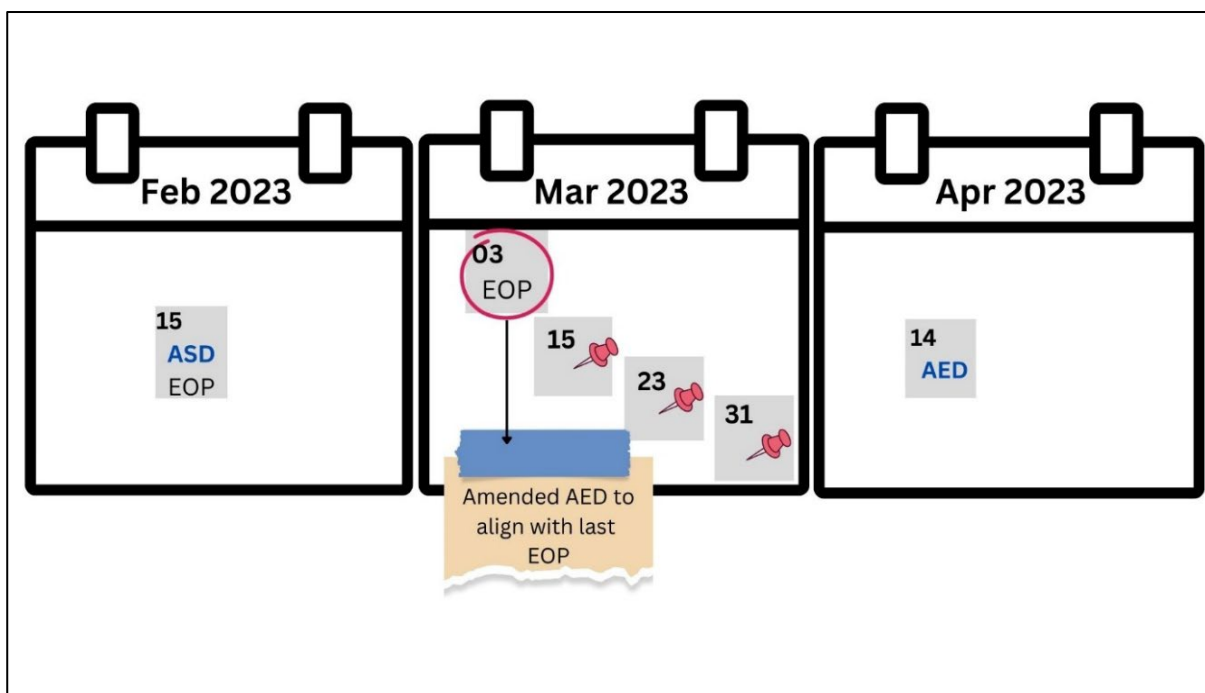
- Jonah is enrolled in a subject with:
 - a reported activity start date (ASD) of 15/02/2023
 - a reported activity end date (AED) of 14/04/2023
- You have retained EOP for this subject, dated 15/02 and 03/03.
- An assessment task was due on 10/3 but Jonah has not engaged since 03/03
- You've made 3 unsuccessful attempts to contact Jonah on 15/03, 22/03 and 31/03 so you decide to withdraw them. You keep a note of all attempted contacts on the student file.

Action:

Take these steps to report the subject:

- use outcome identifier '40 -withdrawn/discontinued'
- amend the AED to 03/03 - the last date of engagement that can be evidenced.
- enter the hours attended for the subject (as well as the scheduled hours for the entire subject)

This diagram summarises the key events and data for example 1:



Example 2: Student officially withdraws

Situation:

- Amal is enrolled in a subject with:
 - a reported activity start date (ASD) of 01/02/2023
 - a reported activity end date (AED) of 28/04/2023
- You have retained EOP for this subject, dated 01/02 and 24/02.
- An assessment task was due on 03/3 but Amal has not engaged in training or assessment since 24/02
- You attempted to contact Amal on the 14/03 and 17/04, noting the attempts in the student file.
- On 20/4 Amal responds to your calls by sending an email to say they are withdrawing from the subject.

Action:

Take these steps to report the subject:

- use outcome identifier '40 -withdrawn/discontinued'
- amend the AED to 20/04 - the date of official withdrawal
- enter the hours attended for the subject (and keep reporting the scheduled hours for the entire subject)
- As you do not have an item of EOP in the final month of the subject keep a note on the student file along with your documented attempts to contact the student to explain why your retained EOP doesn't meet the final month requirement.

This diagram summarises the key events and data for example 2:

