

# FACTSHEET - WITHDRAWN SUBJECT ENROLMENTS

This factsheet clarifies the definitions, processes, evidence and reporting requirements relating to withdrawn subject enrolments. This is a companion fact sheet to the 'Factsheet - Withdrawn (and Deferred) Program Enrolments'.

The factsheet supports the 2018-19 VET Funding Contract (extended to 31 December 2020) (the Contract) and the Victorian VET Student Statistical Collection Guidelines - 2020 (the Statistical Guidelines).

For all subject enrolments, training providers are reminded of their Contractual requirement that requires Student Statistical Reports submitted via the Skills Victoria Training System (SVTS) reflect actual Training Services that are supported by Evidence of Participation.

Version	Date	Action/Change
1.0	15 November 2018	Original published on SVTS.
1.1	23 November 2018	Amended 'Action' required in Scenario 4.
2.0	2 April 2020	Updated scenarios and additional questions and answers to the FAQs section.

## DEFINITIONS

### Withdraw

There are four possible circumstances by which a student withdraws from a Subject Enrolment:

1. the student has engaged in some learning activity, and has then notified the training provider of their withdrawal before engaging in all of the assessment criteria ('*Formal Withdrawal*');
2. the student has engaged in some learning activity, and then stopped attending or submitting assessments (i.e. discontinued) for two months, without notifying the training provider;
3. the student has not engaged in any learning activity for the subject; or
4. the training provider has determined to withdraw the student in accordance with its own policy. For example, the training provider may have a policy that a student is to be withdrawn if they are substantially in arrears with tuition fees and the training provider cannot come to an acceptable financial arrangement with the student.

### Engagement

Training providers must be able to demonstrate that students have engaged in learning and/or assessment activities by providing appropriate Evidence of Participation (EOP). Acceptable forms of EOP are defined in Schedule 1, Clause 11.2 and 11.5 of the Contract.

### Formal Withdrawal

If a student advises a training provider (verbally or in writing) that they will not be continuing in an enrolled subject, this constitutes a formal withdrawal. Training providers may elect to document their own formalised withdrawal process (e.g. via an internal 'Withdrawal Form'), providing that any such document encompasses all requirements under the Contract and the Statistical Guidelines.

#### IMPORTANT

All students being withdrawn from a Subject and/or Program Enrolment should be reminded that their enrolment in a Victorian government subsidised Program (or part thereof, and regardless of completion), will affect their future training options and eligibility for further Victorian government subsidised training.

### REPORTING A SUBJECT WITHDRAWAL

Where a student has ceased engagement in a subject, as per Schedule 1, Clause 13.28 of the Contract, the student must be reported in the SVTS as withdrawn **no later than two months** from the date of last engagement.

When this two month period occurs across a collection year (for example the last EOP available is for December but the student is withdrawn after the close of the collection year), a dated file note should be appended to the last point of EOP and the subject end date should be changed to 01/01 of the new collection year.

When reporting a withdrawal, regardless of whether or not the student has notified the training provider of their withdrawal, the following fields must be completed in the *NAT00120 file - Training Activity* of the SVTS:

#### NAT00120 - Training Activity file

Data element	Data to be entered
Activity End Date	<p>When a student withdraws from a subject or discontinues without formally withdrawing, amend the Activity End Date to reflect the relevant withdrawal date.</p> <p>For the avoidance of doubt, the point of withdrawal is either</p> <ol style="list-style-type: none"> <li>the date of formal withdrawal; or</li> <li>in the case of no formal withdrawal, the date of last engagement.</li> </ol> <p>If the student withdrew prior to engaging in the subject, the Activity End Date in this instance will generally be the same as the Activity Start Date.</p> <p>Refer to:</p> <ul style="list-style-type: none"> <li>Schedule 1, Clause 13.28 of the Contract</li> <li>Page 179 of the Statistical Guideline.</li> </ul>
Outcome Identifier - National	40 - Withdrawn/Discontinued

Scheduled Hours	The number of supervised hours, including assessment time that the training provider allocated for the delivery of the subject.
Hours Attended	The hours of training delivered to the student prior to withdrawal. If the student withdrew prior to participating in the Subject, Hours Attended must be zero (0).

## REPORTING A WITHDRAWN PROGRAM ENROLMENT

Refer to the Statistical Guidelines and the 'Factsheet - Withdrawn (and Deferred) Program Enrolments'.

## SCENARIOS

Refer to the below example situation and potential scenarios to understand the expectations relating to engaging with the student, retaining evidence of participation and reporting requirements.

### Example: Student Situation

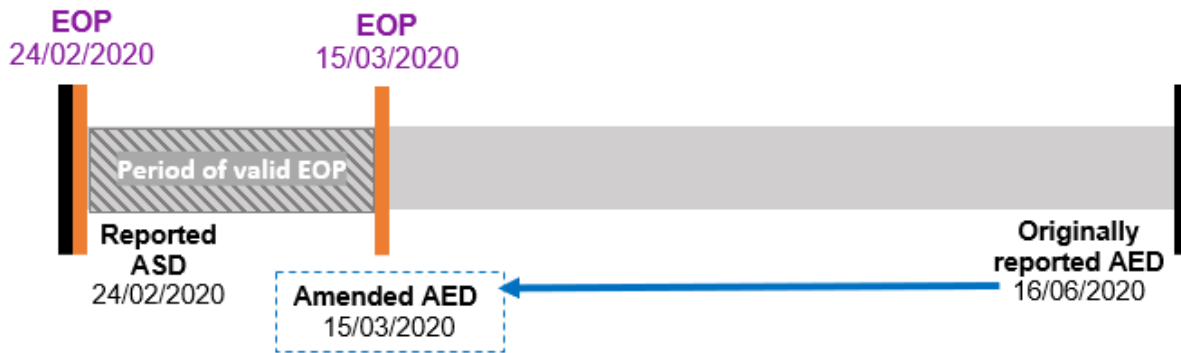
- Reported Activity Start Date (ASD): 24/02/2020
- Reported Activity End Date (AED): 16/06/2020
- Training provider has retained valid Evidence of Participation (EOP), dated 24/02/2020 and 15/03/2020.
- Despite classes being scheduled, the student has not engaged in the subject since 15/03/2020.
- The training provider attempts to contact the student on 16/04/2020, 24/04/2020 and 06/05/2020, making a note of these attempts in the student file.



### Scenario 1

Despite the three attempts, the training provider cannot reach the student.

**Action:** The student must be reported in the SVTS with *Outcome Identifier - National '40 - Withdrawn/Discontinued'*, and the reported AED must be amended to 15/03/2020 to align with the date of last engagement which can be evidenced.



### Scenario 2

The training provider successfully contacts the student on 06/05/2020, and the student confirms they wish to withdraw from the subject. The training provider documents the conversation\* with the student and retains the information in the student file.

**Action:** The student must be reported in the SVTS with *Outcome Identifier - National '40 - Withdrawn/Discontinued'*, and the AED amended to 06/05/2020, being the date of formal withdrawal.

\*While it is best practice to document the conversation with the student, this record does not classify as a valid type of EOP.



### Scenario 3

The training provider successfully contacts the student on 06/05/2020, and the student confirms they wish to return to the subject on 13/06/2020. The training provider documents the conversation with the student and retains the information in the student file. The student reengages in the subject on the agreed date.

**Action:** Retain valid EOP when the student reengages. If required, discuss with the student the remaining requirements of the subject, and amend the Training Plan and AED if additional training is provided.

### Scenario 4

The training provider successfully contacts the student on 06/05/2020, and the student confirms that they wish to return to the subject on 13/06/2020. The training provider documents the conversation with the student and retains the information in the student file. However, the student does not reengage in the subject on the agreed date.

**Action:** Contact the student again. If the student does not reengage in the subject by the agreed date, and the training provider assumes the student is unlikely to return to the enrolled subject, the student must be reported in the SVTS with *Outcome Identifier - National '40 Withdrawn/Discontinued'*, and the AED amended to 15/03/2020 as in [Scenario 1](#).

#### IMPORTANT

It is good practice to retain multiple points and forms (types) of EOP for each student at all times.

As per contractual requirements, if a subject's activity duration elapses one month, two points of EOP must be provided with each point being a different form of EOP.

This requirement is still applicable for students who are reported as withdrawn, but evidence indicates that the subject duration exceeded one month before the student formally withdrew.

## FREQUENTLY ASKED QUESTIONS

### **A student has been withdrawn in error in the Student Management System. How do I rectify this?**

A student can be un-withdrawn and training delivery data can continue to be reported. When data is re-uploaded, SVTS will update any applicable claims accordingly.

This rectification must be completed inside the same data collection year the withdrawal was incorrectly reported. As there are multiple systems in the market the Department is unable to provide advice on how best to achieve this inside your Student Management System and recommends you consult with your system provider.

### **A student who was withdrawn from their subject/s wishes to reengage in training. What do I do?**

The training provider can re-enrol the student if they think it better to do so because substantial time has elapsed and they may have reported and claimed for the hours already attended.

Alternatively, they can amend the *Outcome Identifier - National* (and *Program Status Identifier* if applicable) and continue to report the same enrolment, as the SVTS will adjust according to the amount already claimed.

### **Can a student defer a subject into the next data collection year?**

Yes. However, while students can defer a subject indefinitely, the training provider should consider the time elapsed since the student's last engagement and re-enrol the student if the provider is concerned the student has not retained previously assessed competencies.

A training provider may also wish to consider the student's circumstances and any changes to training and/or assessment procedures when considering long term deferrals.

### **A student attends all training associated with a subject, but does not submit the final assessment. Should the student be withdrawn, or marked as not competent?**

The student needs to have attempted the assessment to be found not competent. If the student has not attempted all assessments or completed all learning activities, a withdrawal would be more appropriate.

### **Is it permissible to claim the total amount of hours for a subject where a student has been deemed competent in the theory of a subject, but has withdrawn before practical assessment takes place?**

Training activity data reported by the training provider should reflect actual Training Services that are supported by Evidence of Participation.

When reporting student withdrawal, it is mandatory for all training providers to provide the hours attended relating to individual subject. The number of hours claimed should not be based on whether or not the student achieved competency. It should be based on the actual number of training hours the student attended.

**How can I evidence a student's participation if they have disengaged/withdrawn from training, and the last date of engagement with them was in the previous data collection year?**

If the date of last engagement was in the previous collection year amend the AED in SVTS back to a nominal date in the current collection year (e.g. 01/01/2020) and reduce the hours claimed accordingly. A note should be retained in the student file for why the Evidence of Participation is out of range.

**If a trainee withdraws from the training or cancels their traineeship, who is responsible for informing the Australian Apprenticeship Support Network (AASN) provider to cancel the contract?**

The 2020 Guidelines about Apprenticeship/Traineeship Delivery stipulate that the training provider must notify the AASN provider within two weeks of withdrawal/non-start of an enrolled Apprentice/Trainee.

**How are commencement allocations affected if students are withdrawn?**

Allocations are consumed as soon as funds are claimed and paid for that student, regardless of whether the funds are reversed at a later time due to withdrawal.

**How should I report where training has been interrupted but will resume in the future?**

Training may be interrupted due to placements being cancelled or unavailable, trainers being unable to access a workplace, or staff and student illness.

This is how you should report interrupted training:

- For completed subjects, report all relevant *Outcome Identified - National* values that apply to a completed subject i.e. codes 20, 30 etc.
- For subjects that have started and are still in progress (i.e. have activity start dates in the past and activity end dates in the future) continue to report *Outcome Identified - National '70 - Continuing'*. This includes subjects where all of the supervised training and assessment has finished, but the subject cannot be recorded as complete due to the cancellation/deferral of a practical placement.
- Do not report any subjects that have not or will not start.
- Report the *Program Status Identifier* value as '42 - Withdrawn - Deferred'.

Training activity end dates (subject level) should also be adjusted, where needed, to be either of:

- the new best estimate of when training for the subject will end; or
- a nominal date (generally the end of the next month) at which point you may need to extend it again.

Extending end dates may mean that payments are reapportioned to match the new duration. Shorter extensions will reduce how much of a payment is reapportioned.