



Progression and Withdrawal Policy and Procedure 2021



Purpose

The purpose of this policy is to monitor and assess the academic progress of all students to ensure that student achievement and retention is consistent with our educational objectives and to provide guidelines regarding cases of unsatisfactory academic progress.

It also outlines the process for students who wish to withdraw from a course or unit of study.

Scope

This policy is relevant to all MCI Solutions and MCI Institute enrolled students.

This procedure is designed to assist all students in successful progression through their studies as they work towards gaining a qualification it also deals with the withdrawal process.

References

Progression

Standards for Registered Training Organisations 2015, Standard 1, Clause 1.7

Smart and Skilled Contract, Smart and Skilled Operating Guidelines, paragraphs 8 and 9

Withdrawal

Standards for NVR Registered Training Organisations 2015, Standard 5

Smart and Skilled Contract, Smart and Skilled Operating Guidelines, paragraph 9.

Definitions

Special Circumstances:

Special circumstances, covering a range of unexpected, extenuating and compassionate circumstances, are those which were outside the control of the student and/or for which there was no opportunity to prepare in advance.

Unexpected or exceptional circumstances include:

- Medical circumstances: an unexpected illness, a recurrence of a chronic illness which became significantly worse after commencing the course or an accident after the start date.
- A disability or illness for which a variation has already been made will not be accepted unless the disability has been compounded by an unexpected change, or an additional condition

Supporting documentation must take the form of an original certificate or letter on letterhead from a registered treating medical practitioner, registered health practitioner or approved specialist, depending on the nature of the condition.

Compassionate circumstances:

- Hardship or trauma such as the death or serious illness of a close family member, severe disruption to domestic arrangements, being a victim of crime or an accident

Supporting documentation may take the form of a letter from a registered counsellor who has prior knowledge of the student and their circumstances; an original medical certificate or letter on letterhead from a registered treating medical practitioner, registered health practitioner or approved specialist, depending on the nature of the condition; a letter from a person qualified to assess and support the application (e.g. clergy providing grief counselling); or a certificate from a funeral director or death notice. Supporting documentation will not be accepted from a relative or personal friend of the student, or friend of the student's family.

Special circumstances:

- religious observance or obligations
- formal legal commitments
- military service
- service with a recognised emergency management service
- unforeseen and significant employment related circumstances such as an overseas or interstate move at short notice

Supporting documentation for this can include: a certified call from the Australian Defence Force service, a description of the emergency attended for State Emergency Service or Country Fire Service personnel, an original letter confirming changed employment circumstances, an original letter confirming commitments for athletes and performing artists, a copy of an accident report or a court summons.

Supporting documentation will not be accepted from a relative or personal friend of the student, or friend of the student's family.

Responsibilities

The responsibility for implementing the requirements of this procedure rests with the Administration Manager - Institute & Corporate.

Progression Procedure

- During the course timeframe, students will have their progression monitored by their allocated mentor/s and the academic team / trainer
- If a student is identified as being at risk, they will be contacted by their mentor / trainer who will initiate a suitable intervention strategy to support future progression
- MCI's progression policy requires all students to commence their allocated training tasks in full within 21 days of the course start date and to submit a unit of competency or equivalent regular activity at least every 3 months. Where they do not, they will be contacted by email to determine if they are continuing or withdrawing from their studies. Students who cannot be

contacted by MCI, or a nominated representative, will be issued at least 2 notices and given up to 14 days to increase their activity which can include submission of a unit of competency or equivalent regular activity.

- If a student does not respond to these attempts to contact them, action will be taken to 'withdraw and discontinue' their study and MCI will not refund their fees. The exception being for Smart and Skilled students where if they withdraw within 3 months they will receive a 50% refund or if they withdraw within 6 months they will receive a 25% refund
- Students who would like to return to their studies will need to be interviewed by a member of the MCI team to explain how they will increase their level of activity.

Withdrawal Procedure

- A student seeking to withdraw from a course must complete the Withdrawal Application Form.
- Once approval is granted for withdrawal, the student will no longer be allowed to attend any part of the course, including access to their course material and support services. Students are only able to withdraw from a course once, unless they are able to demonstrate special circumstances.
- Students that have previously withdrawn from any course more than once will only be accepted back onto another course or unit of study at the discretion of the Administration Manager - MCI Institute & MCI Solutions (or delegated nominee). In this case, special circumstances must again be demonstrated.
- Applications will be entered into the student management system upon receipt and a copy will be kept on the student's file
- The Administration Manager - Institute & Corporate (or delegated nominee) will review the application. The decision to approve a withdrawal application will be made at their discretion
- The student will be advised in writing of the outcome within 21 working days
- Fees shall be refunded in accordance with the *Refund Policy*

NSW Smart and Skilled Students

- If a student wants to discontinue their training MCI is required to establish if the reason for discontinuing relates to quality of services delivered by MCI. If that is the case, MCI will endeavour to address the concerns.
- If a student decides to proceed with a withdrawal from a course, the student must submit a Withdrawal Application Form.
- Applications will be entered into the student management system upon receipt and a copy will be kept on the student's file.

- Students will be provided with a refund of any applicable fees. Refer to the *Refund Policy* for further details.
- MCI will provide the student with an updated Training Plan and return results of any outstanding completed training activities and/or assessments.
- Students that successfully completed at least one unit of competency will be issued with a Statement of Attainment for completed unit(s) of competency.
- Where a student has an outstanding debt, the student will not be issued with a qualification or a statement of attainment, if applicable, until the outstanding fees are paid. Refer to the MCI *Fee Policy* for further details.

Records

All records related to academic progression and withdrawal are saved in the Student Management System

Key links

Forms and/or documents required for this procedure:

Withdrawal Form: <https://www.mciinstitute.edu.au/course-withdrawal>

Document Revision History and Version Control

Approved by:

- RTO Administration Manager
- Compliance Manager

Effective date: 13 January 2021