



Additional Instructions

Step 1 – Complete Withdrawal form
The withdrawal form is available from www.bcanational.edu.au or the training coordinator. If student notifies BCA National of Withdrawal from the program and doesn't complete the withdrawal form Training coordinator is to complete file notes and confirm with student via email

Step 3 – Special Circumstances form
In the event that the withdrawal is post census or refund date an application for refund is able to be made if special circumstances apply. The form is available from www.bcanational.edu.au or the training coordinator

Step 5 – File Note added to Student Management System
The withdrawal date will be the date the withdrawal is received and will be recorded in the Student Management System

Step 11 - Assessment of special circumstances
The assessment of special circumstances will be performed by the State or National Training & Education Manager in consultation with other parties where applicable

Step 12 -Refund
Refunds will be made in accordance with our refund policy.

Step 13 – Appeals process
If the student is unhappy with the outcome of the Assessment of Special Circumstances they have the right to appeal. Please refer to the appeals process.

Step 14- Statement of Attainment issued
In the event the student has successfully completed one or more units of competency prior to withdrawal from the program a statement of attainment will be issued.

Note: If the student is state government funded the withdrawal, once recorded in the student management, system will be reported to the relevant state government in the next reporting period. No refunds are available for students tuition fees being paid by state government. Refund of any administration fee paid by the student will be subject to contractual arrangements with the relevant state government and the specific program requirement.

Process Name: Student Initiated Withdrawal (Domestic Students)
Process Reference: P0015
Version: 2.0
Documented By: Justine Steward
Created On: 11/04/2013
Modified On: 18/12/2017

Description:
This process map details.

Legend:

