## Poo46 BCA Initiated Student Withdrawal - Online & VSL Students Additional Instructions Step 1 – Student identified as candidate for withdrawal Situations should be assessed on a case by case basis but generally, if a student fails to attend all or almost all Start process classes or has not progressed in an online program and the Trainer advises the student is too far behind to catch up, it may be necessary to initiate a withdrawal. Census and semester dates should be taken into consideration with withdrawal timings for VFH / VSL students to avoid charges being accrued to the student loan. STEP 1 Step 13 Step 3 - Attempt to contact student STEP 4 STEP 12 Student identified STEP 2 STEP 5 Ongoing Close STEP 3 At least three attempts should be made to contact the Determine issues Study Plan or as candidate for Attempt to contact Student agree monitoring of due and offer BCA Intensive learning Contact made student over three separate days via phone, email and/or withdrawal/ student o support? dates and student support support program Student at Risk progress Coordinator Step 4 - Determine issues and offer BCA support Discuss the reasons for absence with the student. Is there NO NO YES anything BCA can do to assist? Discuss options with the Team Step 14 Due dates met Training ( YFS Step 6 – Proceed to Student Initiated Withdrawal process STEP 6 and sufficient STEP 7 If the student does not agree to additional support, proceed with Proceed to progress Send Student STEP 8 the Student Initiated Withdrawal process (P0015). Student maintaine Withdrawal letter Contact YES Initiated and place student Step 7 - Send Student Withdrawal letter1 Withdrawal on Exit Board list If every effort has been made to contact the student, send the process student a letter offering student support and requesting they contact their training Coordinator. In addition the student is placed on the Exit Board list for discussion regarding support or Step 15 potential withdrawal. Continue to completion Step 9 - Send student withdrawal letter 2 If the event hat no contact is received the student will be send STEP 11 STEP 9 withdrawal letter 2. Letter 2 will provide the student a minimum Student Withdraw Send Student of 28 days to access the complaints process. After the 28 day Responds? student via Withdrawal Letter : period the student will be with drawn. SMS **End Process** Step 10 – Provide approval for student withdrawal State Training Managers provide authorisation for all student withdrawals. Step 11 – Withdraw student via SMS Refer to the JobReady User Guide (P0022) for further instructions via the SMS. Step 12 - Study Plans Study plans are created for students and contain due dates for assessments. A student may also access an intensive learning STEP 10 support program with includes mentoring as well as program of Board **Exit Board Meeting** study support.

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## Description:

This process map details to be taken in handling students with high absenteeism from class or is not progressing in their program. This process is focussed on students who are studying online and are accessing VSL.

Legend:
Start or end

Process step



Subprocess



**Special Note:** If the student wished to continue their study after they have been withdrawn they must re-enrol and complete the appropriate documentation as per BCA Nationals Entry and enrolment process. BCA National will not re-enrol students without their explicit consent. Credit will be granted for all

completed units.