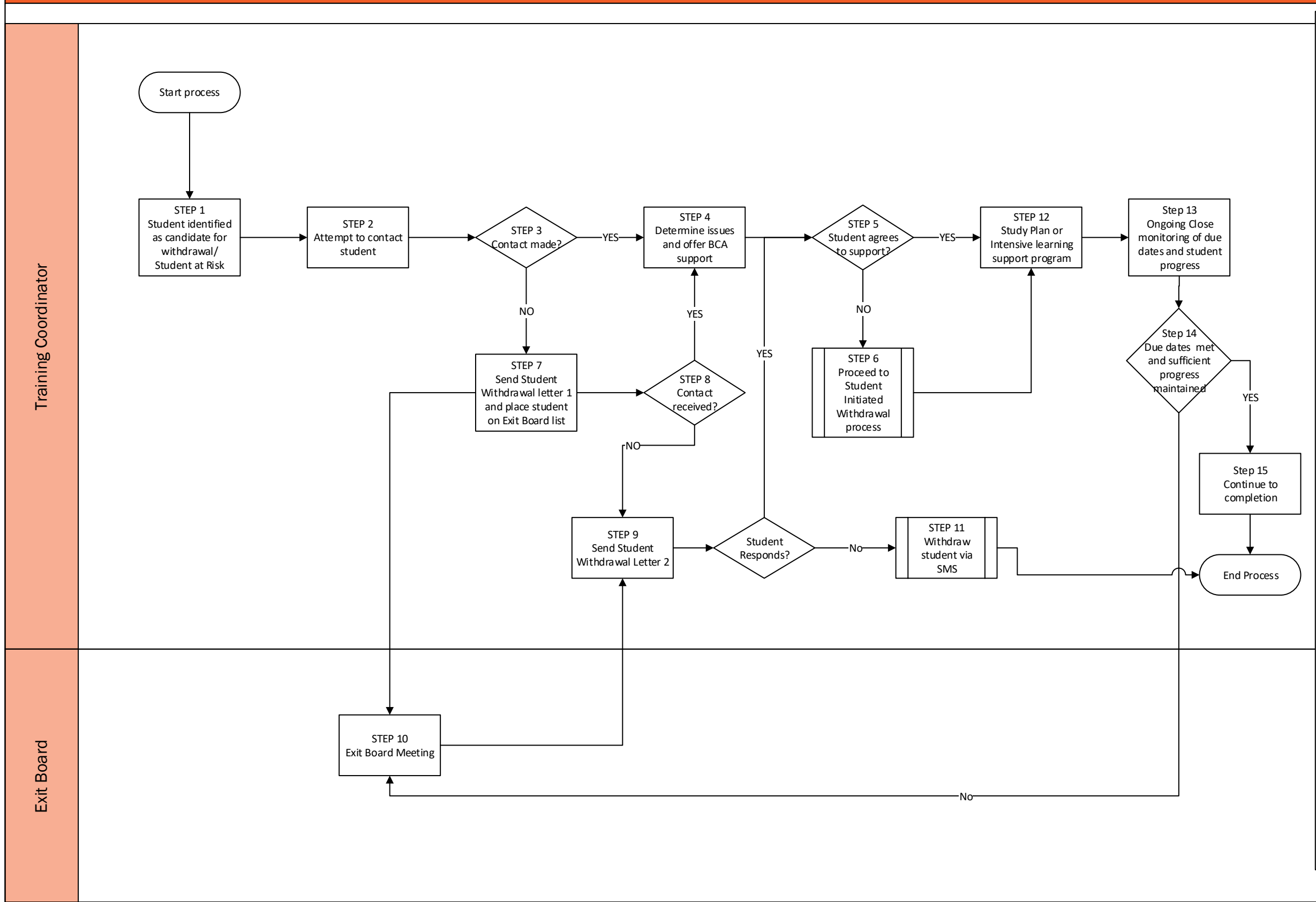


P0046 BCA Initiated Student Withdrawal - Online & VSL Students



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 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 3 – Attempt to contact student
At least three attempts should be made to contact the student over three separate days via phone, email and/or SMS.

Step 4 – Determine issues and offer BCA support
Discuss the reasons for absence with the student. Is there anything BCA can do to assist? Discuss options with the Team Manager

Step 6 – Proceed to Student Initiated Withdrawal process
If the student does not agree to additional support, proceed with the Student Initiated Withdrawal process (P0015).

Step 7 – Send Student Withdrawal letter 1
If every effort has been made to contact the student, send the 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 potential withdrawal.

Step 9 – Send student withdrawal letter 2
If the event that no contact is received the student will be send withdrawal letter 2. Letter 2 will provide the student a minimum of 28 days to access the complaints process. After the 28 day period the student will be with drawn.

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 support program with includes mentoring as well as program of study support.

Special Note: If the student wished to continue their study after they have been withdrawn they must re-enrol and complete the appropriate documentation as per BCA Nationals Entry and enrolment process.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.

Process Name: BCA Initiated Student Withdrawal
Process Reference: P0046
Version: 2
Documented By: Justine Steward
Created On: 30/05/2013
Modified On: 20/04/2018

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.

