

## PARTICIPANT WITHDRAWAL POLICY

<b>INITIAL DATE:</b>	16/11/2022
<b>APPROVAL AUTHORITY:</b>	Chief Executive Officer
<b>DATE FOR REVIEW:</b>	This policy is due for review two years from its date of last review or earlier if required by legislative or regulatory changes.
<b>Version:</b>	1.0

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### POLICY

This procedure describes IPWEA administrative process for withdrawing a participant from a complete program or individual unit/s.

This policy applies to all IPWEA participants, trainers and staff.

The Withdrawals Policy is guided by the principles of access, equity, fairness and timeliness. IPWEA is committed to:

- ensuring participants that request to withdraw from a course and/or receive refunds are not victimised or discriminated against
- considering course withdrawal requests in a consistent, transparent, objective and unbiased manner
- making details of the procedure publicly available
- informing participants of the policy pre-enrolment and advising participants to read it at the commencement of a course
- specifying reasonable timelines for responses and reimbursement of monies at each stage of the process and monitoring these timelines
- providing reasons and full explanations in writing for decisions and actions taken as part of the procedures
- keeping appropriate records of withdrawal requests, including brief written outcomes, within the participant files and allowing participants access to their records
- ensuring that such records are treated as confidential
- reviewing the Withdrawal Policy regularly.

### PROCEDURE

1. Participants must submit their formal withdrawal, temporary suspension, extension or refund request using the IPWEA withdrawal forms.

It is essential that you include:

- a) a detailed explanation of why you are requesting to withdraw from, suspend or extend your course and/or request a refund
- b) any documentary evidence to support this request e.g., medical certificate, travel documents etc.

2. IPWEA staff will evaluate:
  - a) content of the information supplied by you in the application including any attached evidence
  - b) any relevant information contained within your participant record (such as the course commencement date which is required to calculate the number of days from this date that you submitted your application)
3. IPWEA staff will further investigate the matter by conducting a telephone consultation with the course coordinator to determine whether there are any extenuating circumstances that need to be considered
4. IPWEA staff may contact you if any part of the matter requires further clarification
5. If the withdrawal application is approved, IPWEA staff will arrange for the issuance of any Statements of Attainment for course units already completed
6. Where a refund of course fees is to be paid to you, this will be processed under the IPWEA's Refund Policy and Refund Procedure
7. Where outstanding fees are payable by you, the accounting staff will arrange for a final invoice to be issued to you. No Statement of Attainment will be issued for course units already completed until the outstanding payment is made
8. IPWEA staff will update the participant record within the SMS with all relevant information and attach any final summary reports of the outcome.

## Appeals

If you are not satisfied with the outcome of your application, you are entitled to appeal by completing the IPWEA Appeal Form. The procedure for appeals is also outlined in the Non-Academic Appeal Procedure.

Revision Date	Version	Summary of changes	Staff name