**Instructions for Use**

* Sample formal communications to **domestic** students (see Formal Communications to Overseas Students for international students) where there has been no response from at least two documented communication attempts. Sample text to be copied into standard letter template.
1. No engagement or participation for 2 weeks – warning of possible withdrawal
2. No engagement or participation for 4 weeks – notification of withdrawal
* Manager / Director to sign letter.
* Copy of signed and dated letter to be placed on student file
* Copy to be sent to:
* Employer if student is an apprentice or trainee
* School contact if student is a VCE VET student
* Parent / guardian if student is under 18 years old.
1. **No engagement for 2 weeks – Warning of possible withdrawal**

Dear <insert student name>

**RE: CONCERN ABOUT COURSE PROGRESS**

I note that you have not been participating in your enrolled course, <insert course code and title>, since <insert last date of participation>. Your teachers and I are concerned that you are at risk of not successfully completing your course within the scheduled period and I would like to speak with you urgently to try to get your studies back on track.

I have scheduled a Course Progress Review meeting with you so that we can develop a plan to assist you in submitting / completing required work and/or to make arrangements for you to repeat units not satisfactorily completed. The details of the meeting are:

<insert date, time and location>

It is very important that you attend this meeting. You may bring a support person with you if you wish. If you are unable to attend you should contact me to arrange an alternative time.

There are a number of ways we can support you to return to study, including:

* referral to Victoria University’s student advice and support services who can provide assistance with any personal issues you may be experiencing
* provision of specific learning support to help you catch up on any missed work and assessments
* one-to-one mentoring with your course coordinator to help you achieve your study goals
* consideration of options such as exploring alternative training and assessment approaches or looking at different courses or study modes that might be more relevant to your needs at the present time.

If circumstances prevent you from continuing with your studies at this time, I need to hear from you so that we can get the withdrawal process started. If you are entitled to any refund of course or materials fees, we will assist you in applying for this as part of the withdrawal process. For more information on your refund entitlements, see VU’s website at: <https://www.vu.edu.au/courses/fees-assistance/refunds-remission-of-debt>.

Since it has been more than two weeks since your last participation, you need to be aware that if you do not attend the scheduled meeting or we don’t hear from you before <insert date two weeks hence>, we will be obliged to formally withdraw you from your course, even without your consent. This is due to Victoria University’s reporting requirements, which demand that we only report on active student participation. You should also be aware that if you are receiving Centrelink benefits, this withdrawal may affect your ongoing entitlements.

My contact details are: Phone <insert VU phone number> and email: <insert VU email address>.

Yours sincerely,

<Manager name>

Manager, <department>

1. **No engagement for 4 weeks – Notification of course withdrawal**

Dear <insert student name>

**RE: NOTIFICATION OF COURSE WITHDRAWAL**

I refer to our previous letter, dated <insert date of earlier letter>, notifying you of possible course withdrawal due to non-participation. In this letter, you were advised that we would proceed with full course withdrawal from <insert course code and title> if you did not attend the scheduled Course Progress Review meeting or if contact had not been made by <insert date provided in earlier letter>.

Since you did not attend the meeting and we have not received any communication from you, we are proceeding with course withdrawal, effective immediately. If you have concerns over this or wish to discuss alternatives, please contact me urgently. My contact details are: Phone <insert VU phone number>, Email: <insert VU email address>.

If you have successfully completed any of the units of competency within your course, you will soon receive a Statement of Attainment listing these units. You should keep this on file, as it can be used to gain credit if you decide to re-start your studies in this area.

We hope that if your circumstances change you will contact us to discuss study options for the future. Please check our website at [www.vu.edu.au](http://www.vu.edu.au) for other course opportunities.

Yours sincerely

<Director/Manager name>

Director <centre>/ Manager, <department>