

STATEMENT

Students are most likely to achieve their maximum potential when they fully participate in the learning program that has been designed to attain performance outcomes in the designated qualification or area of development. The RTO wants this outcome for all students that enrol with them and will do everything reasonably possible to engage and encourage full student participation.

DEFINITIONS

DTWD - Department of Training and Workforce Development.

CEO – Chief Executive Officer.

RTO – Registered Training Organisations:

- Mining Transport and Construction Services Pty Ltd (MTACS) (RTO 52053)
- ABV Training & Consulting Pty Ltd (ABV) (RTO 52592)

PROCEDURE

The following procedure sets out the approach and process for monitoring and managing student participation in training. This includes engaging students who need additional assistance, putting interventions in place to get students on track and taking action to manage situations where students do not respond to these interventions.

In accessing these procedures, staff must ensure that they make the decisions that are within their designated mandate to do so and raise concerns they have regarding individual students by seeking advice and guidance from a more senior staff person if they are unsure of what action to take.

The RTO has elected to formulate course monitoring and intervention processes to ensure that students have fair and valid opportunities to demonstrate their competence and to improve their performance levels where necessary in accordance with the procedures below.

If a student is absent for more than 5 days (either continuous or single days) the RTO administration staff will create a student intervention plan which is to be provided to the course trainer along with a copy of the student's attendance and enrolment report. At the first opportunity when a student returns to class, the trainer should discuss the implications of non attendance with the student and document the discussion on the intervention plan. If the student fails to return to the course then the RTO administration staff will implement the follow up procedure outlined below.

Regular monitoring is conducted by RTO administration staff and daily attendance reports to referral agents e.g., job active or TtW are sent via email to advise of any non-attendance. Students with a Notice of Arrangement (NOA) with the Department of Education that have non-attendance without a valid reason need to be reported to the DOE.

Where a student is not able to be reengaged, all efforts to engage with the student should be noted in the Student Attendance Intervention Plan to be able to present a clear record of efforts to reengage the student to the Department of Training and Workforce Development. This includes a letter followed by three attempts to contact the student via email, telephone or SMS.

INTERVENTION DISCUSSION POINTS AND ACTIONS

At the intervention meeting, students are encouraged to identify any issues or difficulties that may be affecting their studies as well as being asked to provide any documentation to prove any extenuating circumstances.

Students should be reminded of their obligations and should be informed of any implication for continued non-attendance and the implications to their eligibility in undertaking other studies should they continue to demonstrate unsatisfactory course progress.

The Student Attendance Intervention Plan should be customised to the individual needs of the student and could include:

- Opportunity for resubmission or reassessment
- Additional study / learning support
- Extra tuition / mentoring classes
- Alterations to enrolment conditions
- Referral for counselling services to assist with personal issues or compelling circumstances
- Course extension or catchup
- Alterations to course selection / course suitability
- A combination of strategies

In determining the course extension or catch up, consideration should be given to:

- The need for the use of machinery or specialised equipment
- The nature of the course (high risk; high cost)
- Trainer availability

Ideally, where possible, all effort should be made for the missed days / hours to be completed by the student.

The intervention strategy will be documented used the Student Attendance Intervention Plan, including timeframe, period of review, roles and responsibilities if required and a monitoring and support strategy to review progress.

Preventing student absences is key and Trainers / Assessors should work in unison with the RTO Management to identify students who are “at risk” of non-completion. As these students are identified, the Training Coordinator can provide advice to the relevant Job Provider Case Manager or Career Advocate regarding further options e.g. catch up class availability, changing electives etc. Ideally, these absences should be addressed prior to the need to develop a Student Attendance Intervention Plan.

All completed Student Attendance Intervention Plans must be saved to the students records and a file note recorded on VETtrak.

Students will be given a maximum period of 12 weeks to re-engage in training; post original nominated course completion. For metro and regional areas, this is sufficient opportunity to attend the subsequent course. Any students who do not re-engage or who have not declared extenuating circumstances within this period will be subject to withdrawal. If the student contacts the RTO again at a later date, permission will need to be sought from the DTWD whether the student is able to be re-engaged via a funded pathway.

ENDORSEMENT / REVISION NOTES

Approved by CEO, RTO.

Approved Date: 15/11/2019

Review Date	Changes Made	Made by	Approved by
24/09/2021	Re-formatted layout and reviewed.	JB	Harmony T.
11/11/2020	Amendment to role titles	MO	Leeann E.
25/01/2021	Added Definitions	N Medvedeva	L Eifler
03/08/2021	Removed reference to SST	N Medvedeva	L Eifler