

STATEMENT

The RTO will attempt contact and give students every opportunity to re-engage with their studies should they have disengaged or not completed their course. Where the RTO is unable to contact and re-engage students or if a student does not wish to continue studying, the RTO will process student withdrawals in a timely manner and provide students with a Statement of Attainment for all units that are deemed competent as per the **Qualification Policy**.

DEFINITIONS

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)

SCOPE

This applies to all students enrolled in study with the RTO.

RESPONSIBILITY

It is the responsibility of the RTO Management and administration staff to ensure the application of this policy.

PROCEDURE

Where RTO students have missed more than 5 days whether consecutively or otherwise without an approved reason i.e., doctor's certificate, family emergency etc., the RTO will attempt to contact these students via phone and email to implement an intervention plan (See **Student Attendance Policy**).

Where the intervention plan fails to re-engage students, the RTO will send the student an email explaining the consequences of non-participation and requesting they contact the Administration Team. This will be recorded on the Student Management System (VETtrak).

If there is no response to the email, the RTO administrative staff will make no fewer than three attempts to contact the student to re-engage them in their studies. This can be done via email, SMS or phone call. The attempts will be made over a 12-week period in weeks 3, 7 and 11. All attempts to make contact will be recorded on VETtrak. The student's enrolment will remain active for 3 months after the course end date. After this time the students record will be finalised.

Where students respond and indicate that they wish to resume their studies, the RTO Administration Team in conjunction with the Compliance Team will inform the student of where and when they can recommence their training.

Where students respond and indicate that they wish to withdraw, the RTO Administration Team will follow the completion procedure to withdraw students from their course and issue them with a Statement of Attainment for all units deemed competent (if applicable).

The Statement of Attainment will be posted to the students last given postal address. Alternatively, a student may collect the Statement of Attainment in person or via an authorised representative.

STUDENT WITHDRAWAL POLICY



If the Statement of Attainment is returned to sender, the Statement of Attainment must be placed in the student file for record-keeping purposes. If the student requests their Statement of Attainment at a later date, they will be required to pay a \$15 fee for retrieval of their student file from off site archiving.

ENDORSEMENT / REVISION NOTES

Approved by CEO, RTO