

## STATEMENT

The RTO recognises that student participation and engagement are essential for achieving maximum learning outcomes and successful completion of training programs. The RTO is committed to providing support and intervention measures to ensure students are fully engaged in their designated qualification or area of development.

The RTO acknowledges that regular attendance and active participation in the learning program are crucial for students' academic success. Full participation ensures that the students have the best opportunity to demonstrate their competence and achieve the desired learning outcomes.

## DEFINITIONS

**CEO** – Chief Executive Officer.

**COO** – Chief Operating Officer- Training.

**DTWD** – Department of Training and Workforce Development.

**DOE** – Department of Education.

**SMS** – Student Management System VETtrak

**RTO** – Registered Training Organisation:

- MTACS Training & Consulting Pty Ltd (ABV) (RTO 52053)

## SCOPE

The policy applies to all students enrolled in courses offered by the RTO.

## PROCEDURE

This procedure outlines the RTO's commitment to monitor and manage student participation in training effectively. It encompasses engagement with students requiring additional support, implementing interventions to enhance student progress, and addressing situations where interventions are not effective.

## STAFF RESPONSIBILITIES

All staff involved in student management must adhere to the designated mandate and follow this procedure. If the RTO staff encounter challenges with individual students, they should seek guidance from senior staff member for appropriate actions.

## FAIR AND VALID OPPORTUNITIES

The RTO developed course monitoring and intervention processes to ensure students have equitable opportunities to demonstrate competence and improve their performance as required, aligning with the principles of fairness and validity.

## ATTENDANCE EXPECTATIONS

To successfully complete the training program, a minimum of 85% attendance in scheduled activities is mandatory. The cohort trainer and RTO administration staff will monitor student attendance. Daily attendance is recorded by the trainer in the SMS, and the attendance rate is assessed monthly by the administration team. RTO staff will identify students at risk of not completing their course within the expected duration. If a student's attendance falls below 85%, they will be notified by email. Courtesy emails will warn students that

continued absences may lead to unsatisfactory attendance reports. Students unable to maintain progress will be informed of suspended enrolment and provided with an opportunity for enrolment extension. The extended enrolment will remain open for one year.

## ABSENCE MANAGEMENT

The RTO is committed to actively monitoring student attendance to support their learning. In the event of absences, the RTO will make monthly efforts to contact the student via email and phone to advise on their absence.

If a student is absent for more than two weeks, the trainer and administration staff will assess the student's ability to catch up with course material. Based on this evaluation, the student will be offered the option to extend their enrolment or withdraw from the course. The admin team will send a formal email to the student outlining the available options moving forward.

This plan will be shared with the course trainer along with the student's attendance and enrolment report.

## COMPASSIONATE ABSENCE

If a student believes that their progress in training may be affected by illness, compassionate circumstances, or other compelling factors, they are encouraged to reach out to an RTO training and/or administration staff member to explore their options. Students will not face discrimination for situations beyond their control, and each case will be evaluated professionally on an individual basis. When such circumstances are recognised, the student's study options will be negotiated with them.

## EXTENSION / ACTIVE ENROLMENT WITH LOW ATTENDANCE

Students facing challenges that hinder their ability to complete the training program should be given the opportunity to extend their enrolment. This extension provides additional time to address their circumstances and meet course requirements. Students who are unable to maintain course progress may extend their enrolment. Each request will be assessed on a case-by-case basis by the trainer and RTO administration team. Students will be notified of the decision and any further steps required to complete their enrolment.

## DISCUSSION AND DOCUMENTATION

Upon the student's returns to class, the trainer will conduct an intervention meeting to discuss the implications of non-attendance with the student. This discussion will be documented in the Student Intervention Plan. If the student fails to return to the course, the RTO administration staff will initiate the follow-up procedure as outlined below.

## REGULAR MONITORING AND REPORTING

The RTO administration staff conducts regular monitoring of student attendance and provides daily attendance reports to referral agents such as Commonwealth service provider. Non-attendance cases without valid reasons for students with Notice of Arrangement (NOA) issued by the Department of Education are reported to DOE.

## REENGAGEMENT EFFORTS

If a student is not reengaged, all attempts to engage with the student should be recorded in the Student Attendance Intervention Plan. This comprehensive record will be submitted to DTWD to demonstrate the RTO's diligent efforts to reengage the student. This includes sending a letter and making three attempts to contact the student via email, telephone, or SMS.

The RTO remains dedicated to fostering active student participation and ensuring that all students have access to a supportive learning environment. The continuous improvement of this procedure will be an integral part of the RTO's commitment to student success.

## INTERVENTION DISCUSSION POINTS AND ACTIONS

At the intervention meeting, the RTO will engage with students in a supportive manner to address attendance-related concerns and identify any underlying issues or difficulties that may be affecting their students. During this discussion, the following points and actions will be emphasised:

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### OPEN COMMUNICATION

Students will be encouraged to openly communicate any challenges or extenuating circumstances they may be facing, which could be impacting their attendance and course progress.

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### DOCUMENTATION OF EXTENUATING CIRCUMSTANCES

Students will have the opportunity to provide any necessary documentation to support their claims of extenuating circumstances affecting their attendance.

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### AWARENESS OF OBLIGATIONS

Students will be reminded of their obligations to attend classes regularly and actively participate in the learning program to maximize their learning outcomes.

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### IMPLICATIONS OF NON-ATTENDANCE

Students will be informed of the potential implications of continuous non-attendance, including its impact on their eligibility to undertake further studies or progress in the course.

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### CUSTOMISED ATTENDANCE SUPPORT

The RTO will tailor an individualised Student Attendance Intervention Plan based on the specific needs and circumstances of the student. The plan may include the following support options:

- Opportunity for resubmission or reassessment.
- Provision of additional study and learning support to bridge knowledge gaps.
- Access to extra tuition or mentoring classes to enhance understanding.
- Consideration of alterations to enrolment conditions to accommodate individual needs.
- Referral to counselling services to address personal or compelling issues.
- Provision of a course extension or catch-up plan to make up for missed days.
- Evaluation of course selection and suitability for the student's needs.
- Implementation of a combination of strategies to address attendance challenges effectively.

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### FACTORS CONSIDERED IN COURSE EXTENSION OR CATCH-UP

In determining the appropriate course extension or catch-up, factors such as the need for specialised equipment, the nature of the course (e.g., high risk or high cost), and trainer availability will be taken into consideration.

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### EFFORT FOR COMPLETION

The RTO will endeavour to support students in completing any missed days or hours where possible to ensure comprehensive learning.

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## DOCUMENTATION AND REVIEW

The intervention strategy and Student Attendance Intervention Plan will be documented, including the timeframe, period of review, roles, and responsibilities. This plan will serve as a roadmap for monitoring and supporting the student's progress.

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## PREVENTATIVE MEASURES

Trainers and Assessors, in collaboration with RTO Management, will proactively identify "at-risk" students and address attendance concerns before they escalate. They will work together to explore options like catch-up classes or elective changes to prevent the need for formal intervention plans.

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## RECORD-KEEPING

Completed Student Attendance Intervention Plans will be securely saved in the student's records, and a file note will be recorded on the student management system (VETtrak) to maintain accurate and up-to-date documentation.

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## RE-ENGAGEMENT PERIOD

Students will initially be given a period of maximum 12 months from the original nominated course completion date to re-engage in training. During this 12-months period, the RTO will actively provide opportunities for the student to attend subsequent courses, with a particular focus on availability in metro and regional areas. The RTO reserves the discretion to extend this period if warranted based on individual circumstances and in consultation with the student.

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## WITHDRAWAL PROCEDURE

Students who do not re-engage or fail to declare extenuating circumstances within the specified period, will be subject to withdrawal from the course. Any student seeking re-engagement at a later date will require approval from the DTWD, especially for funded pathways.

## ENDORSEMENT / REVISION NOTES

Approved by COO – Training

Approved Date: 04/12/2024