

Ringwood Training Student Obligations Policy & Procedure

Student Obligations

Attendance

Part of completing their qualification, students are required to attend all the scheduled training sessions as agreed prior to enrolment and have active participation.

Erratic attendance may put the student at risk of not being able to complete their qualification, and their enrolment may be cancelled.

Apprentices/SBAT's will also have their employer contacted.

The Department Coordinator or Administration will write to the students informing them about their impending cancellation, reminding them to make contact and make arrangements for attendance. The student will also be reminded that if they are government subsidised, they have used one commencement from the 'two in a lifetime' allowance for government subsidies.

IT Post School

- Informal reminders will be sent from the Department Coordinator if student hasn't attended for 2 weeks asking for them to make contact.
- Student hasn't attended or had any communication with the Department Coordinator for a further 2 weeks (4 in total) a formal email/letter and SMS will be sent to the student advising they are at risk of being withdrawn, if no communication is received from them within the next 2 weeks.
- After a further two weeks (6 in total) and there has been no communication from the student a letter will be emailed to them advising that they have been cancelled from their current course and they will be required to reenrol if they wish to finish their qualification.
- Department Coordinator/Admin is to save all correspondence on student enrolment File Notes on Axcelerate and attach all emails sent.

Apprenticeships/SBAT

- Each time a student doesn't attend class as scheduled and communication hasn't been made morning of or prior the Department Coordinator will make contact with the employer or GTA (Group Training Organisation) to advise of the student's nonattendance.
- If the student hasn't attended or had any communication with the Department Coordinator for a further two classes (3 in total) a formal email/letter and SMS will be sent to the student and their employer or GTA advising they are at risk of being withdrawn if no communication is received from them within the next 2 weeks.
- After a further two weeks if there has been no communication from the student a letter will be emailed to them and their employer or GTA advising that they have been cancelled from their current course.

The employer or GTA is responsible for contacting their Agency and making amendments to the DELTA/Registering with an alternative RTO.

Department Coordinator/Admin is to save all correspondence on student enrolment File Notes on Axcelerate and attach all emails sent.

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Formal cancellation letter templates are saved at: Y:\FROM 2011\RT BUSINESS\STUDENT SERVICES\STUDENT FORMAL LETTERS

Student not Meeting Responsibilities and Conduct

If a student is not meeting their responsibilities and Ringwood Training's expected conduct as per the student handbook which they agree and sign to on day 1 of their training the Department Coordinator will follow the below steps (this is a guide only and dependant on the severity of the student's actions, if steps are missed this will be documented on the students file)

1. An informal discussion with the student advising them that their behaviour is not acceptable at Ringwood Training and if they continue a formal process will commence. The employer &/or home school are notified that this meeting has occurred if they are an Apprentice/SBAT
2. The student continues with their actions, a formal meeting will be had with the student and the department coordinator, minutes taken and first warning. Employer and/or Home School informed in writing if Apprentice/SBAT.
3. If the student continues they have a meeting with the Department Coordinator and Centre Manager and are asked to sign a behavioural contract. If the student is an Apprentice/SBAT this also will be signed by their employer & home school. Each party is provided with a copy and this is uploaded to their file. Behavioural contract saved at: Y:\FROM 2011\RT BUSINESS\STUDENT SERVICES
4. Student continues they are withdrawn from their qualification, a formal letter is given to them, their employer and home school if an Apprentice/SBAT to finalise their cancellation.

Department Coordinator/Admin is to save all correspondence on student enrolment on Axcelerate Files Notes and attach all emails sent.

If they are an Apprentice/SBAT the employer or GTA is responsible for contacting their Agency and making amendments to the DELTA/Registering with an alternative RTO.