Australian Institute of Vocational Development

Policy Overview

This policy ensures that Australian Institute of Vocational Development Pty. Ltd. (trading as Australian Institute of Vocational Development (AIVD)) meets its legal requirements in regard to implementing and managing a centralised system when cancelling, withdrawing, or transferring enrolled students from training services to ensure that the student's individual experience is carried out in a fair and ethical manner. This policy **does not** relate to the transition of students from an old qualification.

Objective

To ensure a systematic process occurs nationally by implementing a centralised system in the management of the following situations: cancellation, withdraw or transfer which is consistent and meets the organisations business objectives and compliance needs to the RTO Standards 2015.

Staff Responsible:

This applies to all;

- Operations Manager
- Business Development Managers (BDMs)
- Trainer or Assessor
- Training Administrators
- Compliance

Stakeholders Responsible:

This applies to all:

- Job Seeker Agencies (JSA) or equivalent
- Australian Apprenticeship Service Network Providers (AASNs)
- Employers
- Students

Compliance Standards:

This policy relates to the following Standards for RTO's 2015: 5.1 - 5.4.

This policy relates to the following 2021 Standard Skills First VET Funding Contract Schedule 1 - V3.0

Clause 9 - Evidence of Participation & Reporting of Withdrawals - Clause 10.10

Related Policies/Templates/Documents:

- A-701.1 Cancellation Letter for Student
- A-745.1 Cease of Training Letter for Student (Existing Worker)
- A-746.1 Cease of Training Letter for Employer
- A-742.1 Your Course Has Ended Letter
- A-786.1 Extension Request - Conditional Approval Letter
- A-787.1 Extension Request - Approval Letter
- A-788.1 Extension Request - Declined Letter
- F-105.1 Completion and Cancellation Form
- F-530.1 Enrolment Transfer Application Form
- Victorian VET Student Statistical Guidelines
- Factsheet-Withdrawn Subject Enrolments v2
- Factsheet-Withdrawn (and Deferred) Program Enrolments (v2)
- Addendum - Your Course Has Ended Process and Extension Requests Process

Definitions

Cancellation refers to the permanent cessation of an enrolment and withdraws a student from their training program.

Evidence of Participation (EoP) refers to evidence of engagement by the student in the learning and/or assessment activity.

Withdrawal refers to a request from a student to be permanently removed from a training program. *(**NB**: the SMS enrolment status type for withdrawal is cancelled).*

Transfer refers to students being transferred to another RTO due to the restructure or closure of an RTO.

Program Status Identifier identifies the status of a program a client is enrolled in which is used to determine program completion rates.

- **41 - Withdrawn - Apparent**

  'Withdrawn - Apparent' is used when a client has stopped their training without fully completing their enrolment but has not officially notified the RTO of their withdrawal. The Client has lost contact with the RTO and the RTO is assuming a withdrawal. This code covers both scenarios where the client has opted to stop training and where the training has ceased through no fault of the client (e.g., RTO closure).

- **40 - Withdrawn - Official**

  'Withdrawn - Official' is used when a client has stopped their training without fully completing their enrolment and has notified the RTO of their withdrawal.

- **42 - Withdrawn - Deferred**

  'Withdrawn - Deferred' is used when a client has stopped their training without fully completing their enrolment and has negotiated an agreement with the RTO of their intention to defer training to a later date.

Policy

1. Withdrawal or Cancellation

1.1. Withdrawal or Cancellation of Individual

AIVD is responsible for managing the accuracy of the student data in the student management system (SMS). This may involve the cancellation or withdrawal of students that have resigned from training, left the company, have unacceptable attendance or have been removed from training.

Where possible a training cancellation form should be signed by the student to confirm the cancellation of the student in the SMS. Where this is not possible the trainer should complete the form and pass it to the administration team with any outstanding paperwork as soon as practicable.

Trainers / administrators that identify students which demonstrate poor attendance should discuss the situation and offer support where possible to retain the student in training.

If an Eligible individual withdraws from AIVD, without participation, or where AIVD has insufficient evidence of the student's participation, AIVD will either:

- Exclude that student's unit of competency/module from future Student Statistical Reports for the calendar year;
- Report the enrolment as a withdrawal (cancellation) with actual hours attended using the relevant Program Status Identifier.
- No claim for payment is made for contact hours / funds in respect of withdrawals with no attendance.

Where a student has been actively involved in training before they are withdrawn AIVD must:

- Withdraw all active incomplete units using the relevant Program Status Identifier.
- Cancel the student; and
- Issue a statement of attainment where competency has been achieved for any unit of competency.

1.2. Job Seeker Student Cancellation

A cancellation will be recorded against a student who has not attended classes for 3 consecutive weeks or more. During this timeframe, AIVD will be attempting to re-engage this student to ensure they are given every opportunity to respond, but has failed to respond to all contact, phone, and emails from AIVD.

An AIVD administrator will arrange for F-105.1 Completion and Cancellation Form to be completed by the student *(*in certain circumstances this step will not be practical, as the reason for withdrawal or cancellation may be because of non-attendance/non-contact).*

An email from the student will also suffice as evidence to initiate the withdrawal/cancellation process.

Before a Job Seeker Student can be withdrawn or cancelled, the student's Job Seeker Agency (JSA) must be notified prior to processing.

1.3. Private Student Cancellation

A cancellation will be recorded against a student who has not attended classes for 3 consecutive weeks or more. During this timeframe, AIVD will be attempting to re-engage this student to ensure they are given every opportunity to respond, but has failed to respond to all contact, phone, and emails from AIVD.

An AIVD administrator will arrange for F-105.1 Completion and Cancellation Form to be completed by the student *(in certain circumstances this step will not be practical, as the reason for withdrawal or cancellation may be because of non-attendance/non-contact).* An email from the student will also suffice as evidence to initiate the withdrawal/cancellation process.

1.4. Existing Worker Student Cancellation

Before an existing worker can be deemed cancelled AIVD must seek confirmation from the employer. The employer will notify the relevant Business Development Manager (BDM) or administrator of the student's intention to cancel/withdraw. The BDM will inform the Australian Apprenticeship Service Network Provider (AASN) of the cancellation. The AASN will inform the employer and issue the relevant cancellation form.

Once the cancellation form is completed and signed by the Employer and sent to AIVD, the cancellation will be processed via VRQA through the Epsilon portal. The student record will be updated by the administrator in the SMS to reflect the new status.

2. Student Transfer

1.5. Reasons for Transfer

It is AIVD 's responsibility to ensure that the welfare of their students is paramount and that they will be notified of any major changes to AIVD that will impact them and their studies and student experience such as:

- AIVD is closing;
- A segment of AIVD's operations is changing due to restructure;
- A large employer is transferring all their students; or
- An AASN is involved in transferring a group of students.

Depending on the nature of the major change, AIVD will support the student to make a decision about their training program by offering the following options:

- The student/s may not proceed in completing their qualification;
- Choose to transfer to a provider of our choice as the RTO; or
- Choose to transfer to a provider of their choice.

AIVD must ensure that it is clearly identified at the outset which group/s of students are involved.

1.6. Transfer Duration

The transfer of students can take up to 3 months or more depending on the individual circumstance and before all data can be finalised. It is AIVD's responsibility to ensure this process is managed to ensure the student experience is positive and fairly treated.

1.7. Transfer Administration

Sample letters for both employers and students are provided within the procedure and to be adjusted for each circumstance.   All letters must be approved by the Compliance Team prior to distribution.

Each student must also receive with the letter a copy of the transfer or cancellation form to be completed and returned to AIVD outlining if they wish to either terminate their enrolment or be transferred to another RTO. It is the responsibility of the Operations Manager and administration team to ensure this form is completed and uploaded in the SMS.

3. Reporting & Recording Requirements

1.8. Withdrawals

For Job Seeker* and Private Students - All withdrawals must be reported in the SMS at the time of last evidenced EOP with the student. The student and AIVD must ensure that **F-105.1 Completion and Cancellation Form** is completed and uploaded in the SMS. *(*in certain circumstances this step will not be practical, as the reason for withdrawal or cancellation may be because of non-attendance/non-contact).*

An email from the student will also suffice as evidence to initiate the withdrawal/cancellation process.

*It is not at the JSA's discretion whether AIVD are to cancel a student. However, they will be notified prior to AIVD processing the cancellation. **Refer to 4.1 Claiming Withdrawal/ 1. Job Seeker Student Cancellation section.**

For Existing Worker (Apprenticeship/Traineeship) Students – The cancellation of an Apprenticeship/Traineeship contract must be cancelled via Epsilon Portal before AIVD are able to process the cancellation on the SMS. All withdrawals of units must be reported in the SMS at the time of last evidenced EOP with the student.

It may arise at times, where the date of cancellation is <u>after</u> the Last Activity End Date. The date the training contract has been cancelled via Epsilon Portal, must be reported in the student's Apprenticeship / Traineeship details section in the SMS.

1.9. Student/Employer Communication

All letters/correspondence must be saved on to the student/employer portfolio in the SMS along with the **F-105.1 Completion and Cancellation form (Job Seeker/Private students only)** and or any relevant **Apprenticeships/Traineeships cancellation paperwork** (required by the AASN in order for it to be processed via Epsilon portal).

4. Claiming Withdrawal

1.10.   State Funding Contract approval

Where a state funding contract allows, funding may be claimed if suitable evidence of participation is retained in the student's file.

Procedure

1. Job Seeker Student Cancellation		
Action / Task	**Responsible**	**Timeline**
1. Operations Manager will be monitoring attendance on a weekly basis by using aX reports.	Operations Manager	Weekly
2. Where a student has been identified to be absent without notification for 2+ weeks, the Operations Manager will notify the Trainer to follow up.	Operations Manager Trainer	Every Fortnight
3. Trainer must contact the student via Email and Phone Contact and a contact note for each form of contact must be documented in aXcelerate using the relevant templates. **(Refer to Contact Note Templates at the end of this document)**	Trainer	As required by Operations to contact student
4. AIVD Staff will also notify Job Seeker Agency/Provider of poor attendance and will attempt re-engagement with student. Regular notification by phone, SMS or notifications via SMS will be used to contact student. AIVD Staff to document all communication via a contact note in aXcelerate using the relevant templates. **(Refer to Contact Note Templates at the end of this document)**	Administrator BDM Trainer or Assessor JSA	2+ consecutive weeks of non-contact
5. Where a student has not attended within the last 3+ consecutive weeks, the Operations Manager will advise the Administrator to instigate the Cancellation Process.	Operations Manager Administrator	3+ consecutive weeks of non-contact
6. Administrator to notify Job Seeker Agency/Provider before proceeding with cancellation/withdrawal of student.	Administrator JSA	Upon approval from Operations Manager
7. Operations Manager will notify the Trainer that the Cancellation Process has commenced. Trainer will need to action Step 3 above.	Operations Manager Trainer	As required by Operations to contact student

8. Admin to notify the Student and Trainer of cancellation and advise the Student and Trainer to submit all relevant documents to Admin within 7x calendar days for processing. **(Refer to Contact Note Templates at the end of this document)** Outstanding Paperwork includes (but not limited to) all **complete and incomplete assessments**, any spare resources, qual specific docs, copies of identification, placement docs etc.	Administrator Student Trainer	7x calendar days
9. Proceed to cancel by: a. Using the F-115.1 Student File Audit Checklist and commence student file audit. b. Look for completed F-105.1 Completion and Cancellation Form c. Print out a client enrolment report in aX and ensure all commenced and completed dates are accurate in SMS and align with the evidence of participation in the Student's Masterfile. d. Check if the fees have been paid. (if applicable) If yes, proceed to next step. If no, please refer to options below and if you identify that they are eligible for a Statement of Attainment (SOA) then please chase payment ASAP before you proceed. e. READ ALL NOTES, to ensure you know of any concerns or issues raised, and the reason they are being cancelled, as it will assist you with the next step. f. Ensure the trainer has also added relevant aX contact notes to support the cancellation EOP. **(Refer to Contact Note Templates at the end of this document)**	Administrator	Upon Approval from Operations Manager

	Administrator	Upon approval from Operations Manager

g. To identify how to determine what units to withdraw (WD outcome 40) or not claim for (NR outcome 0) there will be TWO (2) options to refer to:
 	
Option 1:
 	
For all units that are currently continuing (CA outcome 70) and there is no evidence of participation (EOP) submitted = (NR outcome 0) these units.
 	
Option 2:
 	
For all units that are currently continuing (CA outcome 70) and there **IS** evidence of participation/ partial completion of assessments (EOP) submitted:
 	
  ▪ Check if the student has attempted at least one assessment task.
    ▪ If no, (NR outcome 0) this unit
    ▪ If yes, then <u>ensure</u> that the trainer has assessed the AT **WITHIN** 30 days of cancellation date before you go to the next steps.
 	
h. For each unit that is withdrawn:
 	
▪ Where the unit to be claimed is **WITHIN** one month, we will need **ONE** point of EOP = Claim 50% of the total nominal hours of the unit.
 	
  1. Assessed workbook showing an attempted assessment (min 1x AT) **OR**
 	
  2. Attendance/ Progress Notes from the Trainer with a 2x way conversation from the student. **(Refer to Contact Note Templates at the end of this document)**
 	
▪ Where the unit to be claimed **GOES OVER** one month, we will need **TWO DIFFERENT** points of EOP = Claim 75% of the total nominal hours of the unit.
 	
  1. Assessed workbook showing an attempted assessment (min 1x AT) **AND**
 	
  2. Attendance/ Progress Notes from the Trainer with a 2x way conversation from the student. **(Refer to Contact Note Templates at the end of this document)**		

<table>
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i. Ensure all dates are accurate in SMS including USI's and relevant correspondence between AIVD and the student is maintained.

j. Ensure the relevant Program Status Identifier is reported. **(Refer to Definitions at the front of this document)**

k. Issue SOA.

l. SMS data per student finalised.

Close and archive file.

Refer to P-043.1 Issuing AQF Certification Documentation Policy & Procedure.

End.
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2. Private Student Cancellation

Action / Task	Responsible	Timeline
1. Operations Manager will be monitoring attendance on a weekly basis by using aX reports.	Operations Manager	Weekly
2. Where a student has been identified to be absent without notification for 2+ weeks, the Operations Manager will notify the Trainer to follow up.	Operations Manager Trainer	Every Fortnight
3. Trainer must contact the student via Email and Phone Contact and a contact note for each form of contact must be documented in aXcelerate using the relevant templates. **(Refer to Contact Note Templates at the end of this document)**	Trainer	As required by Operations to contact student
4. Where a student has not attended within the last 3+ consecutive weeks, the Operations Manager will advise the Administrator to instigate the Cancellation Process.	Operations Manager Administrator	3+ consecutive weeks of non-contact
5. Operations Manager will notify the Trainer that the Cancellation Process has commenced. **Trainer will need to action Step 3 above.**	Operations Manager Trainer	As required by Operations to contact student

6.	Admin to notify the Student and Trainer of cancellation and advise the Student and Trainer to submit all relevant documents to Admin within 7x calendar days for processing. **(Refer to Contact Note Templates at the end of this document)** Outstanding Paperwork includes (but not limited to) all **complete and incomplete assessments**, any spare resources, qual specific docs, copies of identification, placement docs etc.	Administrator Student Trainer	7x calendar days
7.	Refer to **Step 9** in **1. Job Seeker Student** section onwards to close and archive file. Refer to P-043.1 Issuing AQF Certification Documentation Policy & Procedure. End.	Administrator	Upon approval from Operations Manager

3. Existing Worker Student (Apprenticeship/Traineeship) Cancellation

Action / Task	Responsible	Timeline
1. Date of Cancellation requested by Employer/Apprentice/Trainee	Employer/Apprentice/Trainee	As agreed.
2. Request for Cancellation sent to AASN for processing via all relevant parties and sent to VRQA to be updated in Epsilon Portal.	AASN VRQA	Once approved by relevant parties
3. Once record has been updated as Cancelled status on Epsilon Portal, Administrator can process on SMS. It may arise at times, where the date of cancellation is after the Last Activity End Date. The date the training contract has been cancelled via Epsilon Portal, must be reported in the student's Apprenticeship/Traineeship details section in the SMS.	VRQA Administrator	Once updated on Epsilon

4. Proceed to cancel by:
 	
   a.   Completing student file audit.
 	
   b.   For each unit that is withdrawn:
 	
   ▪   Where the unit to be claimed is **WITHIN** one month, we will need **ONE** point of EOP = Claim 50% of the total nominal hours of the unit.
 	
      1. Assessed workbook showing an attempted assessment (min 1x AT) **OR**
 	
      2. Attendance/ Progress Notes from the Trainer with a 2x way conversation from the student. **(Refer to Contact Note Templates at the end of this document)**
 	
   ▪   Where the unit to be claimed **GOES OVER** one month, we will need **TWO DIFFERENT** points of EOP = Claim 75% of the total nominal hours of the unit.
 	
      1. Assessed workbook showing an attempted assessment (min 1x AT) **AND**
 	
      2. Attendance/ Progress Notes from the Trainer with a 2x way conversation from the student. **(Refer to Contact Note Templates at the end of this document)**
 	
   c.   Ensure all dates are accurate in SMS including USI's and relevant correspondence between AIVD and the student is maintained.
 	
   d.   Ensure the relevant Program Status Identifier is reported. **(Refer to Definitions at the front of this document)**
 	
   e.   Issue SOA.
 	
   f.   SMS data per student finalised.
 	
Close and archive file.
 	
Refer to P-043.1 Issuing AQF Certification Documentation Policy & Procedure.
 	
End.
	Administrator	As required.

4. Existing Worker Student (Apprenticeship/Traineeship) – Cancellation Due to Cease of Training

Action / Task	Responsible	Timeline
1. Date of Cancellation/Cease Training decided.	Management team	As agreed
2. Discussions with potential providers for transfer and if agreement reached, their name on the letters to students and their employers	Management team	Upon Negotiation
3. Letters sent to students and their employers via email on SMS & therefore recorded on student record in SMS including the transfer or cancellation form to be completed by the student and employer.	Administration (Compliance to approve before sending)	Once approved by all parties
4. Email each student and employer via SMS advising that cancellation is immanent unless they respond prior to the date stated within the email	Administrator Operations Manager	As per deadline agreed on letter
5. List of students to AACs (AASNs) and any relevant paperwork they require to process the RTO transfer/cancellation.	Operations Manager	Once approved by all parties
6. List of students to new provider & once the cancellation has been processed & pending there are no outstanding monies owed, their accompanying SOA with the student's authority to release their information once administrator proceeds with the cancellation process.	Operations Manager Administrator	Once approved by all parties
7. Once record has been updated as Cancelled status on Epsilon Portal, Administrator can process on SMS.	VRQA Administrator	Once updated on Epsilon

8. Proceed to cancel by:
 	
   a.   Completing student file audit.
 	
   b.   For each unit that is withdrawn:
 	
   ▪   Where the unit to be claimed is **WITHIN** one month, we will need **ONE** point of EOP = Claim 50% of the total nominal hours of the unit.
 	
     1. Assessed workbook showing an attempted assessment (min 1x AT) **OR**
 	
     2. Attendance/ Progress Notes from the Trainer with a 2x way conversation from the student. **(Refer to Contact Note Templates at the end of this document)**
 	
   ▪   Where the unit to be claimed **GOES OVER** one month, we will need **TWO DIFFERENT** points of EOP = Claim 75% of the total nominal hours of the unit.
 	
     3. Assessed workbook showing an attempted assessment (min 1x AT) **AND**
 	
     4. Attendance/ Progress Notes from the Trainer with a 2x way conversation from the student. **(Refer to Contact Note Templates at the end of this document)**
 	
   g.   Ensure all dates are accurate in SMS including USI's and relevant correspondence between AIVD and the student is maintained.
 	
   h.   Ensure the relevant Program Status Identifier is reported. **(Refer to Definitions at the front of this document)**
 	
   i.   Issue SOA.
 	
   j.   SMS data per student finalised.
 	
Close and archive file.
 	
Refer to P-043.1 Issuing AQF Certification Documentation Policy & Procedure.
 	
End.
	Administrator	As required.

Addendum - Your Course Has Ended Process and Extension Requests (Job Seeker/Private Students Only)
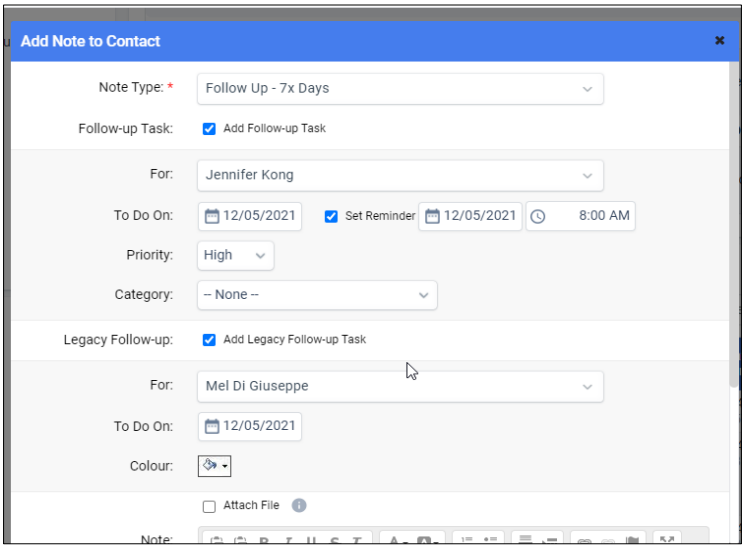
As part of monitoring the student's progress, we will track how many students are yet to complete by the Expected Completion Date. Where necessary we will initiate the following two processes:

Your Course Has Ended Process

Action / Task	Responsible	Timeline

1. Your Course Has Ended Process will be triggered when a student has passed the Expected Completion Date (ECD).
 	
There will be two scenarios where the ECD will differ:
 	
  1. Qualifications that *include* Practical Placement, the Expected Completion Date includes when the student should have completed their Practical Placement - (Which is 8x weeks after the last Face to Face Class has been delivered)
 	
  2. Qualifications that *do not include* Practical Placement, therefore the process will be triggered once their last Face to Face class has been delivered.
	Admin	**Weekly**

2. Run Expected Completion Date (ECD) Report 64435 And filter to show all 'in progress' students that have expired and send report to Admin TL/Administrator to send out notification to all highlighted students that their Course has Ended. Report ID Name 64435 Expected Completion Date (ECD Report)	**Operations Manager**	**Weekly**

3. Admin TL or allocated Administrator to send out the [A-742.1 Your Course Has Ended Letter - AIVD](#) to all expired students. If a Job Seeker Student, their Job Network Consultant (JSA) will also be notified and sent the A-742.1.	**Admin TL** **Administrator**	**Weekly**
4. The A-742 includes a timeframe for the student to respond to studentenquiries@aivd.com.au within 10x Business Days.	**Student**	**10x Business Days**
5. IF the Student responds within 10x Business Days, Refer to **Extension Requests Process**.	**Student** **Admin TL** **Administrator**	**10x Business Days**
6. IF the Student DOES not respond within **7x Calendar Days**, Admin TL to follow up with Student, by text via SMS and also one or more methods, phone, or email. Follow Up Task is for the allocated admin chase up in 7x days. Steps Below: ▪ Add a Contact Note 'Follow Up – 7x Days'	**Student** **Admin TL** **Administrator**	**7x Calendar Days**

▪ To Do On = Set Calendar Date to 7x Days ▪ Tick Set Reminder = This will send out an email to the allocated admin on the allocated date (7 day) and you set the time. ▪ Priority = High ▪ Legacy Follow up For = Owner of Task ▪ To Do On = Day 8	**Admin TL** **Administrator**	**8x Calendar Days**
Please advise student <mark>Send SMS template Follow Up 7x Days.</mark> *AIVD – Final Reminder - Your course will be cancelled as we have not heard from you regarding "Your End of Course Letter". Please contact Head Office 03 9310 5980. Thank you.* 7. IF the Student DOES not respond within **14x Calendar Days,** the following comms to be sent: Follow Up Task is for the allocated admin chase up in 14x days. Steps Below: ▪ Add a Contact Note 'Follow Up – 14x Days'	**Student** **Admin TL** **Administrator**	**14x Calendar Days**
	Admin TL **Administrator**	**15x Calendar Days**

- To Do On = Set Calendar Date to 14x Days - Tick Set Reminder = This will send out an email to the allocated admin on the allocated date (14x days) and you set the time. - Priority = High - Legacy Follow up For = Owner of Task To Do On = Day 15 Please advise student <mark>Send SMS template Follow Up 14x Days.</mark> *AIVD- This is to advise you that your course has ended as we have not heard from you regarding "Your End of Course Letter". Please contact Head Office 03 9310 5980. Thank you.*		
[Contact Note Type template to be sent by Admin to the Trainer] *Hi [Trainer]* *This student has now been flagged to pending cancellation. Please come and see [Admin TL] & submit all outstanding paperwork incl any incomplete units, resources within 7x days so we can finalise. Thank you!* *cc: [Admin] & [Initials of all relevant parties]* 8. The Student's Enrolment Status is Changed from In Progress to Pending Cancellation 9. Refer to Steps under 1. Job Seeker or 2. Private Student to complete cancellation/withdrawal process.	**Admin TL** **Administrator** **Trainer**	**7x Calendar Days**

Extension Requests Process (Admin)

When you receive a CI Support Ticket from Compliance Team, use the following contact note types:

Step 1 - Extension – Request

Attach the CI Support Ticket

CI Support Ticket received, fwd to relevant trainer and staff to review.

Step 2 - Extension – Currently Under Review

Hi [Trainer and any relevant staff, ie , Ops Manager, PP Coordinator]
Please see attached request for extn from student for *[Date requested by Student]*

Course End Date: [dd/mm/yyyy]

Feedback required before we can proceed please.
cc: [Initials of all relevant parties]

Please advise student Send SMS template Extension – Currently Under Review

Hi [Student Name]

Your extension request has been received and is currently under review.

We will contact you to advise of status or if we require further info.

Kind regards

AIVD Student Support - DO NOT REPLY

Step 3 - Once Feedback is received, you will then use the relevant templates using **ONE (1)** of the **THREE (3)** contact note types:

Option 1: Extension – Conditional Approval

Extension has been reviewed and has been given conditional approval due to feedback received.

New Conditional Extension Date: [dd/mm/yyyy]

Conditions of Approval:

[**Conditions 1 –** Must attend Placement as per PPA terms and conditions]

[**Conditions 2 –** Must attend all Student Intensive Support Sessions]

[**Conditions 3 –** Must complete all outstanding assessments as advised by your Trainer]

If these conditions are not met, then the new extended date becomes null and void, and your enrolment will be cancelled.

[Allocated Admin] Please advise student of new date and conditions.

Please push out any CA units and the Expected Completion Date.

Thanks Team!

cc: [Initials of all relevant parties]

Allocated Administrator to then do the steps below:

[Send SMS template and also Axxx – Extension Request – Conditional Approval]

Please advise student Send SMS template Extension – Conditional Approval

Hi [Student Name]

Your extension request has been conditionally approved.

Please check your email for further information.

Kind regards

AIVD Student Support - DO NOT REPLY

Please send student A-786.1 Extension Request - Conditional Approval Letter - AIVD

Option 2: Extension - Approval

Extension has been approved due to feedback received.

New Extension Date: [dd/mm/yyyy]

[Allocated Admin] Please advise student of new date.

Please push out any CA units and also the Expected Completion Date.

Thanks Team!

cc: [Initials of all relevant parties]

Allocated Administrator to then do the steps below:

[Send SMS template and also Axxx – Extension Request – Approval]

Please advise student Send SMS template Extension – Approval

Hi [Student Name]

Your extension request has been approved.

Your new end date is: dd/mm/yyyy

Kind regards

AIVD Student Support - DO NOT REPLY

Please send student A-787.1 Extension Request - Approval Letter - AIVD

Option 3: Extension - Declined

Extension has been reviewed and declined and will move to pending cancellation.

If applicable - Advise JSA and student that we have reviewed student request and unfortunately their request has been declined.

SOA will be issued for any successfully completed units.

Reason – *STAFF REFERENCE ONLY - DONT RELAY TO STUDENT –

[Reason from trainer/staff member here – for eg No response, lack of commitment to complete, non-commitment to placement]

Should the student wish to discuss further? Please ask them to send a support ticket directly to studentenquiries@aivd.com.au

Allocated Administrator to then do the steps below:

[Send SMS template and also Axxx – Extension Request – Declined]

Please advise student Send SMS template Extension – Declined

Hi [Student Name]

Your extension request has been declined.

Please check your email for further information.

Kind regards

AIVD Student Support - DO NOT REPLY

Please send student A-788.1 Extension Request - Decline Letter - AIVD

Controlled Document

P-052.1

RTO ID: 40596

Version: 4.1

Effective: Oct 2022

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Review: Oct 2023

SMS Templates – (Admin)

Extension – Currently Under Review

Hi [Student Name]

Your extension request has been received and is currently under review.

We will contact you to advise of status or if we require further info.

Kind regards

AIVD Student Support - DO NOT REPLY

Extension – Conditional Approval

Hi [Student Name]

Your extension request has been conditionally approved.

Please check your email for further information.

Kind regards

AIVD Student Support - DO NOT REPLY

Extension – Approval

Hi [Student Name]

Your extension request has been approved.

Your new end date is: dd/mm/yyyy

Kind regards

AIVD Student Support - DO NOT REPLY

Extension – Declined

Hi [Student Name]

Your extension request has been declined.

Please check your email for further information.

Kind regards

AIVD Student Support - DO NOT REPLY

DO NOT REPLY – Final Reminder - Your course will be cancelled as we have not heard from you regarding "Your End of Course Letter". Please contact Head Office 03 9310 5980. Thank you.

DO NOT REPLY - This is to advise you that your course has ended as we have not heard from you regarding "Your End of Course Letter". Please contact Head Office 03 9310 5980. Thank you.

Contact Note Type Templates – (Trainer)

Trainer Engagement – Follow Up with Student

RE: [*List all Open Units here for eg:* CHCAGE001, CHCAGE002 etc.]

I called and sent an email to [Student Name] and discussed with student their progress with the above units, and to offer assistance/support if required.
[Attach all email correspondence to/from the student to the contact note]

Trainer Engagement – Follow Up with Student Left Message (LVM) or No Answer

RE: [*List all Open Units here for eg*: CHCAGE001, CHCAGE002 etc.]

I sent an email and called [Student Name] and left message to call back to discuss their progress with the above units, and to offer assistance/support if required.
[Attach all email correspondence to/from the student to the contact note]

Contact Note Type Templates – (Admin)

Cancellation - Trainer Notification 7 Days

Hi [Trainer]

This student has now been flagged to pending cancellation. Please come and see [Admin TL] & submit all outstanding paperwork incl any incomplete units, resources within 7x days so we can finalise. Thank you!

cc: [Admin] & [Initials of all relevant parties]

Extension – Request

(Attach the CI Support Ticket)

CI Support Ticket received, fwd to relevant trainer and staff to review.

Extension – Currently Under Review

Hi [Trainer and any relevant staff, ie Practical Placement Coordinator]
Please see attached request for extn from student for *[Date requested by Student or TBC]*

Course End Date: [dd/mm/yyyy]

Feedback required before we can proceed please.
cc: [Initials of all relevant parties]

Extension – Conditional Approval

Extension has been reviewed and has been given conditional approval due to feedback received.

New Conditional Extension Date: [dd/mm/yyyy]

Conditions of Approval:

[**Conditions 1 –** Must attend Placement as per PPA terms and conditions]

[**Conditions 2 –** Must attend all Student Intensive Support Sessions]

[**Conditions 3 –** Must complete all outstanding assessments as advised by your Trainer]

If these conditions are not met, then the new extended date becomes null and void, and your enrolment will be cancelled.

[Allocated Admin] Please advise student of new date and conditions.

Please push out any CA units and the Expected Completion Date.

Thanks Team!

cc: [Initials of all relevant parties]

Extension - Approval

Extension has been approved due to feedback received.

New Extension Date: [dd/mm/yyyy]

[Allocated Admin] Please advise student of new date.

Please push out any CA units and also the Expected Completion Date.

Thanks Team!

cc: [Initials of all relevant parties]

Extension - Declined

Extension has been reviewed and declined and will move to pending cancellation.

If applicable - Advise JSA and student that we have reviewed student request and unfortunately their request has been declined.

SOA will be issued for any successfully completed units.

Reason – *STAFF REFERENCE ONLY - DONT RELAY TO STUDENT –

[Reason from trainer/staff member here – for eg No response, lack of commitment to complete, non-commitment to placement]

Should the student wish to discuss further? Please ask them to send a support ticket directly to studentenquiries@aivd.com.au

cc: [Initials of all relevant parties]

Document Revision History

Version Number	Author	Date Published	Description
3.0	Pippa Price	17/02/2020	Policy created specifically for RTO from original P-052 (V3.0)
3.1	Rebekah Faleafaga	March 2020	Updated as per state contract requirements.
3.2	Rebekah Faleafaga	19/05/2020	State contract clauses and definition for evidence of participation added & formatting updated.
3.3	Rebekah Faleafaga	March 2021	Updated as per state contract requirements.
4.0	Rebekah Faleafaga	July 2021	Updated as per state contract requirements, and improvement of processes.

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