

## 17. Student Support and Retention Policy

Policy Name		Student Support and Retention Policy	
Document Reference		P_A_17.1_V3	
Document Version		3	
Authorising Officer		Chief Executive Officer	
Document Location		PolicyDoc (cloud based document management system)	
Publish Date		18/05/2016	
Formal Review Date		13/08/2019	
Related Legislation & Guidelines		Standards for Registered Training Organisations (RTOs) 2015	
Scope	Course Type	All	
Version Updates	Version 1	Policy implemented	September 2014
	Version 2	Amended to meet current business practices	18/05/2016
	Version 3	Minor updates to wording	13/08/2018
<p>Communication</p> <p>AOT's policies, procedures and guidelines are saved in a PolicyDoc (cloud based document management system) which is accessible by all relevant staff. Updates are communicated to staff through our knowledge management system. Updates are communicated to students via announcements in our Learning Management System.</p>			

## 1. Purpose

To provide student support services throughout the learning experience. Understanding and effectively managing student engagement, enhancing the learning process and outcomes through successful student contact, which will build rapport and aid in student retention.

## 2. Policy

AOT commits to providing each student with the support they require to achieve their desired learning outcome, which includes:

- a) Telephone/Email:
  - i. offering each new enrolment a personal induction
  - ii. continuing enrolments receiving personal contact from AOT via telephone calls or emails on a monthly basis
  - iii. sent emails to students monitored daily, and any found to be returned or failed must then be telephoned and confirmation of email address sought
  - iv. a minimum of three reconnection attempts if no successful contact is made with the student over a one week period, to be escalated after three failed attempts
  - v. upon receiving voicemails when calling, a verbal message must be left
  - vi. disconnected, wrong numbers, or following three unsuccessful attempts via telephone or SMS must be escalated
- b) File Notes:
  - i. prior to connecting with a student or responding to a student query, all file notes must be read
- c) Tickets and Contact Us Form
  - i. All tickets and 'Contact Us Forms' must be responded to within one (1) work day
- d) Predictive Analysis
  - i. compile monthly reports to conduct predictive analysis on student participation with immediate follow-up on students that have not progressed during the previous three months
  - ii. assign nominated trainer/s to provide mentoring and support to the student for course progression and completion

### **3. Related Forms and Documents**

AOT's Document Register outlines all the forms and documents that relate to this policy. The Document Register is saved within PolicyDoc and is accessible by all relevant staff.

### **4. Quality and Continuous Improvement**

All policies, procedures and processes are reviewed on an annual basis. This policy will be formally reviewed on the date set out in the version control table at the beginning of this document.

AOT reserves the right to review and update policies, procedures and processes at any time outside of the formal review cycle, as required by:

- a) changes in regulatory, statutory, or contractual obligations,
- b) results of internal quality assurance processes,
- c) feedback received from staff.

Any recommendations to improve this document must be submitted to [ceo@aot.edu.au](mailto:ceo@aot.edu.au).