

# “Check Your Progress” – Guide for 3<sup>rd</sup> Contact

## Teachers:

- Using the [weekly ENCHYPRM mail merge report](#), identify those students that need to receive a 3<sup>rd</sup> contact that week – see column titled “Phone Call Due Date”

As a **GENERAL RULE**, the table below summarises who you need to contact (highlighted in “green”), in what order priority and why...

Who needs to be contacted and in what order of priority?	Offer Type Code	Excluded Fund Source Code	3rd Contact "Withdrawal Warning"	Deferral Option
<b>a. Smart &amp; Skilled non VSL students</b> (i.e. in Certificate IV or below qualifications & statement of attainments/non VSL offerings, and who are paying a subsidised fee)	SMARTNVH	841 (representing non-eligible/interstate students)	YES	YES
<b>b. Smart &amp; Skilled VSL students</b> (i.e. in Diploma or above qualifications/VSL offerings, and who have actually taken out a Vet Student Loan)	SMARTVSL	-	YES	YES
<b>Non Smart &amp; Skilled VSL students</b> (i.e. full-fee/commercial students who are not entitled to a subsidised fee and have taken out a Vet Student Loan)  <b>These students will now also form part of the “Excluded” group below</b>	VSL	8411	Do Not Call	NO
These students form part of the "Excluded" group and should not be contacted as part of the 3rd "Withdrawal Warning" contact within SAM.	COMM	N/A	Do Not Call	N/A
	MAIN		Do Not Call	
	SPO		Do Not Call	
	RENH		Do Not Call	
	SMART		Do Not Call	
	VFH		Do Not Call	

- Call each student – **the purpose of this phone call is to relay the following:**
  - Acknowledge the student still hasn’t responded to our prior communication and how long it’s been since they submitted their last assessment.**
    - Whilst you can use the [weekly ENCHYPRM mail merge report](#) to confirm:
      - The dates of when we sent the first email/letter contact and second SMS contact; and
      - When they last submitted an assessment (i.e. 2 months and 14 days or longer!).
    - You will still need to check SAM to ensure that the information contained within the mail merge report is up-to-date. **You can quickly do this by seeing if the new “Withdrawal Warning” contact category appears in the SAM client contact screen** (e.g. if the student has since submitted an assessment, the “Withdrawal Warning” option will not appear! See point 3 below).
  - Reconfirm the requirement to participate in their studies and the options available to them now, i.e. that they must within the next 4 weeks either:**
    - Submit an assessment; or**
    - Defer their studies (only available to Smart & Skilled enrolments, see table above); or**
    - Withdraw from their course.**

**Otherwise we will be required to proceed with a “staff” initiated withdrawal (a compliance requirement).**

*NOTE: Any proposed exceptions to the above requirement must be immediately forwarded to your Head Teacher (HT) for consideration. Only your HT can put forward a case for exemption, which must then be approved by the ME.*

- Discuss strategies on how the student can reengage in their studies and submit an assessment within the next 4 weeks, addressing any concerns/circumstances that may prevent them from doing so. Consider referring the student to the Equity Unit should an equity issue arise.
3. Record the outcome of the phone call against the new “Withdrawal Warning” client contact category within SAM as this will automatically trigger the email to be sent to the student confirming the purpose of your phone call.

NOTE: If you are not able to see this new client contact category, this maybe because:

- the student does not fall within the abovementioned priority cohorts (i.e. of SMARTNVH or SMARTVSL); or
- the student has either subsequently submitted an assessment, deferred their studies or has withdrawn from their course; or
- the student no longer has 6 months remaining on their enrolment.

Consider using one of the following illustrative examples:

<b>Unsuccessful phone call</b>			<b>Successful phone call</b>
Check Your Progress (3 <sup>rd</sup> contact) – <b>unable to leave voice message.</b>	Check Your Progress (3 <sup>rd</sup> contact) – <b>10 second voice message:</b> Hi <students name>, please urgently call your teaching section on <teaching section phone number>.	Check Your Progress (3 <sup>rd</sup> contact) – <b>detailed voice message:</b> Hi <students name>, you have not submitted any assessment for over 2 months and have not respond to our previous communications, please urgently respond to this phone call and the email we’re about to send you regarding your participation in your course, our number is <teaching section phone number>.	Check Your Progress (3 <sup>rd</sup> contact) – <b>detailed discussion with student</b> confirming: that they have not submitted any assessment for over 2 months and have not responded to our previous communications, that there is a requirement to actively participate in their studies and that they must either submit an assessment; OR defer their studies; OR withdraw from their course. Otherwise we will be forced to take action and withdrawn the student if they do not respond by DD/MM/YYYY.

# “Check Your Progress” – Guide for Staff Initiated Withdrawal

## Teachers:

- Using the [weekly ENCHYPRM mail merge report](#), identify those students that need to be put forward for a staff initiated withdrawal that week – see column titled **“Withdrawal Warning\_Withdrawal date per Email/Letter”**  
These are the students that:
  - have received a 3rd Contact (both phone call and Withdrawal Warning email/letter contacts); and
  - have still not responded after 4 weeks of receiving their 3<sup>rd</sup> Withdrawal Warning email/letter; and
  - have not had their case for non-withdrawal approved by the ME.
- For each student identified in Step 1 above:
  - Review the students training plan and update if necessary
  - Complete the appropriate “Withdrawal/Refund Application Form”:
    - For VSL students: [VET Student Loans - TAFE NSW](#)
    - For non- VSL students: [Withdrawals and refunds - TAFE NSW](#)
- Where the student identifies as either a disability or Aboriginal / Torres Strait Islander, in the first instance refer your case for a staff initiated withdrawal to:
  - The Equity unit (copy in the disability consultant if one is identified); AND/OR
  - The Aboriginal unit (including those who have also been identified as a disability student).

*NOTE: For this purpose a student identifies as a disability student if a “Y” appears in either the “Disability Flag”, “Disability Help” or “Requires Specialised Help” columns.*
- In all other instances, refer your case for a staff initiated withdrawal directly to your Head Teacher.
- To refer your case for a staff initiated withdrawal, forward an email to either your Head Teacher / Equity Unit, [oten.equityhelp@tafensw.edu.au](mailto:oten.equityhelp@tafensw.edu.au) / Aboriginal Unit, [Aboriginal.Services@tafensw.edu.au](mailto:Aboriginal.Services@tafensw.edu.au); ensuring the following information is included/attached:
  - Email Subject Header: <student TAFE ID>, <course number> - Due date of Staff Initiated Withdrawal DD/MM/YYYY
  - your completed “Withdrawal/Refund Application Form”, together with the below summary:
    - 3<sup>rd</sup> Contact (teacher phone call and email/letter) date:
    - Last LA submission date:
    - Any other relevant information/notes:

## Head Teacher / Equity Unit Consultant / Aboriginal Unit Consultant:

- For each student referred as part of Step 5 above, either:
  - Approve; OR
  - Prepare a case for non-withdrawal for ME approval.
- For all ME approved non-withdrawals:
  - Equity Unit Consultant / Aboriginal Unit Consultant to advise the Head Teacher of outcome; and
  - Head Teacher to maintain a listing/register of all these students.
- For all approved withdrawals or ME declined non-withdrawals:
  - Equity Unit / Aboriginal Unit Consultant to respond within 48 hours to the email prepared by the Teacher in Step 5 above; and
  - Head Teacher to print “staff initiated” in the student signature field of the form and proceed with the standard withdrawal procedure.
- Head Teachers to record the outcome of Steps 7 and 8 above, as a client contact in SAM.