

## Discipline Policy & Procedures

It is the policy of AVTES to work collaboratively with all stakeholders in providing training and assessment services to apprentices/trainees. Unfortunately, there are occasions where disciplinary action may be taken as a result of failure to comply with the requirements of the training process as outlined and agreed to at the commencement of training.

Instances requiring disciplinary measures by the organization can include the following:

- A student's failure to meet program timeframes
- An employer's failure to provide and record Structured Training Withdrawal (STW)
- Failure to pay enrolment fees

In summary, the following actions may be taken with respect to the above instances:

- Failure of a student to meet program assessment timeframes may result in a withdrawal from a training program if regular tardiness to complete occurs. Re-enrolment and re-invoicing may result if enrolment periods are exceeded
- No allocation of Structured Training Withdrawal (STW) by the employer may result in intervention by an Apprenticeship Field Officer and means the student's training program cannot be completed as program requirements will not be met
- Qualification certificates will not be forwarded to students where program fees remain outstanding

The nature of the training process involves participants in choosing the framework and timeframe of the training and assessment. If there are difficulties in paying fees or meeting program timeframes and requirements, it is the responsibility of the apprentice/trainee and/or employer to re-negotiate alternative arrangements with the WPTA or organisation. As the WPTA is in touch with the apprentice/trainee on a monthly basis, there are regular opportunities to identify and discuss any difficulties as they arise and seek solutions and effective strategies to address them.

The following table summarizes the measures to be taken:

### 1. Failure to meet program timeframes

Instance	Measures which can apply
Due dates for assessments/requirements on the training plan are not met	<ul style="list-style-type: none"> <li>▪ Letter of concern forwarded at 3 and 6 months overdue</li> <li>▪ Program withdrawal warning letter forwarded at 7 months overdue</li> <li>▪ Withdrawal action taken at 8 months overdue</li> </ul>
Non-completion of training program within the enrolment period	<ul style="list-style-type: none"> <li>▪ Re-enrolment required with a new round of fees</li> <li>▪ Re-enrolment not permitted if withdrawn again after the 2<sup>nd</sup> attempt</li> </ul>

### 2. Failure to provide and record Structured Training Withdrawal

Instance	Measures which can apply
Non-allocation of time for on-the-job training and program requirements	<ul style="list-style-type: none"> <li>▪ State Training Authority intervention by Apprenticeship Field Officer</li> </ul>
Non-recording of STW activities as related to the training program	<ul style="list-style-type: none"> <li>▪ Program requirements not being met. Student cannot complete training program</li> </ul>

### 3. Failure to pay enrolment fees

Instance	Measures which can apply
Non-payment of enrolment fees upon invoicing	▪ Certificates and results not issued until full payment is received. Debt recovery measures instigated

## Discipline Procedures

### Failure to Meet Program Timeframes

#### Training Plan

Timeframes for assessments are negotiated at the commencement of the training program. Success of the training plan relies on all participating parties being organised, prepared for assessment and committed to the timeframes agreed to and signed-off against.

If program requirements are not met within given and acceptable timeframes, and previous attempts at re-negotiated timeframes have failed, a series of disciplinary measures may be applied. WPTA's should discuss the seriousness of having overdue program requirements with the apprentice/trainee and employer/workplace supervisor and remind them of AVTES' **Disciplinary Policy** and practices that may be applied if necessary.

The overdue acceptable timeframes are the 3 month mark, the 6 month mark and finally the 7 month mark. Unless otherwise negotiated, the following measures are taken at these stages:

#### 1. 3 months over due

- A letter of concern of over due nature should be issued to the apprentice/trainee and employer/workplace supervisor
- A follow up phone call should be made to ensure these letters have been received

#### 2. 6 months over due

- The WPTA should discuss this with a colleague or AVTES' Directors
- A letter of warning that AVTES may have to withdraw their services unless the lost time is made up should be issued to the apprentice/trainee and employer/workplace supervisor
- A follow up phone call should be made to ensure these letters have been received

#### 3. 7 months over due

- Where the above actions have not resulted in the program requirements being met, the intention of withdrawal from the training program should be advised
- A letter of intention to withdraw the apprentice/trainee from the training program due to the extreme overdue program requirements should be issued to the apprentice/trainee and employer/workplace supervisor
- A follow up phone call should be made to ensure these letters have been received

#### 4. 8 months over due

- Where the above actions have not resulted in the training program requirements being met, withdrawal from the training program should be advised
- A letter of withdrawal of the apprentice/trainee from the training program due to the extreme overdue program requirements should be issued to the apprentice/trainee and employer/workplace supervisor
- A follow up phone call should be made to ensure these letters have been received

The letters should be used to impress the serious nature of not meeting timeframes and used when other means of motivation or persuasion have failed to produce any real improvement.

A series of proforma letters for each of the above stages are found on the AVTES Intranet for WPTA's to use - [P:\AVTES Intranet\Templates\Pro forma letters\Discipline](#)

### Exceeding Enrolment Period

Enrolment periods and fees are typically for a 12 month duration. If any units remain outstanding after this period, re-enrolment in them is required and a new round of enrolment fees will apply.

A letter advising of the impending enrolment period expiring is to be issued to the apprentice/trainee and employer/workplace supervisor at the 9 month stage of enrolment if the apprentice/trainee will not complete within time.

If an apprentice/trainee appears at the  $\frac{3}{4}$  stage unlikely to complete within the timeframe, the WPTA should remind the apprentice/trainee of the timeframe and need for re-enrolment if time expires.

A proforma letter is found on the AVTES intranet for WPTA use - <P:\AVTES Intranet\Templates\Pro forma letters\Discipline>

### Withdrawals after the 2<sup>nd</sup> Attempt of Enrolment

There may be occasion where a participant withdraws from their program prior to completion and our policy is to allow a participant a second attempt at re-enrolment and completion of their program. If, however, the participant withdraws from the program again prior to completion **a further enrolment will not be accepted.**

### Failure to Provide or Record Structured Training Withdrawal (STW)

Information on the requirement for **Structured Training Withdrawal** to be provided is decimated by the AAC at the initial sign-up stage and by AVTES prior to enrolment occurring. Where workplaces are not providing the required time allocation, WPTA's are encouraged to remind employers of their obligation and the benefits of STW. It is also very worthwhile to reinforce with AAC Officers that STW is an expectation.

The Victorian State Training Authority requests RTO's to inform the relevant Apprenticeship Field Officer (AFO) if this is not occurring. This intervention action is only to be used after discussion with AVTES' Directors.

### Failure to Pay Fees

AVTES' [Fees & Charges Policy](#) and payment arrangements are provided to the apprentice/trainee and employer prior to enrolment occurring with the method of payment of fees negotiated around the same time. Invoicing occurs and payment is due upon the commencement of the training program.

Our [Fees & Charges Policy](#) also outlines arrangements for payment options which can be accessed where difficulties in payment are experienced. These options are also offered to all students upon enrolment.

AVTES reserves the right to withhold issuing formal results relating to a student's training program if any accounts remain outstanding. **Qualification Certificates and/or Statements of Attainment will not be forwarded to students until all outstanding fees have been paid.**