

Policy Name:	Learner Communication, Attendance, and Support Policy
Policy No.	E11.0
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Purpose

Learners must maintain regular communication with HITsa, meet attendance requirements and have suitable support available.

This policy describes how this is achieved. It outlines the responsibilities of Learners and HITsa in fostering Learner success and compliance with training requirements.

Areas Affected

All Learners who are enrolled in accredited and non-accredited training courses at HITsa.

General

1. Learner Responsibility

- Learners must:
 - Respond to all communications from HITsa (ie. emails, phone calls, SMS) within 2 business days.
 - Notify HITsa in advance if they anticipate being unavailable for a scheduled event (eg. unavailable due to illness or travel).
 - Advise HITsa if they will be absent from scheduled classes or activities.
 - Demonstrate commitment to their studies and remain engaged and responsive to all communications.

HITsa phone number and email address contact details are readily available in enrolment documentation and HITsa website

2. Attendance and Progress

- Consistent attendance is critical for Learner progress and success.
- Frequent or prolonged absences, even if advised, may impact:
 - Course progress and completion.
 - Eligibility for work placements.
- Learners are encouraged to discuss any challenges affecting their attendance with HITsa as early as possible. Learners should reach out to RTO Coordinators in the first instance. They will refer to Wellbeing Support Team if required.

3. Learner Support and Commitments

- HITsa is committed to supporting Learners throughout their learning journey:
 - RTO Coordinators will assist Learners during enrolment and scheduling.
 - If ongoing challenges are identified, Learners will be referred to the Wellbeing Support Team for additional assistance.
- Learners receiving support are expected to:
 - Actively engage with the support process.
 - Respond to all communications from the Wellbeing Support Team.
 - Demonstrate commitment to resolving challenges.
- If the Wellbeing Support Team determines that a Learner is not meeting their commitments, the matter will be escalated to a Business Manager. At this stage, Learners may face suspension from their course.

4. Unsuccessful Contact Attempts

- If HITsa is unable to reach a Learner after 3 unsuccessful contact attempts, this may result in suspension of enrolment until communication is re-established.
- If a Learner responds to an initial contact attempt but subsequently fails to follow up or respond to further communications, the same process will apply, and the Learner may face suspension if communication is not re-established.
- Suspension may impact the Learner's ability to continue their studies, access resources, or meet course requirements.

5. Communication Channels

- Learners are required to:
 - Keep their contact details (email, phone number, address) up to date.
 - Notify HITsa immediately of any changes to their contact information. This may be done by email or face-to-face with an RTO Coordinator.

Procedure

1. HITsa Initiated Contact

- HITsa will contact Learners via their registered contact details.
- Learners must respond promptly within 2 business days.

2. Follow-Up Attempts

- If no response is received, HITsa will make 2 additional attempts to contact the Learner.
- Contact attempts will include a combination of email, phone calls, and SMS.

3. Escalation

- On the 3rd unsuccessful attempt, HITsa will issue a formal notification to the Learner via email advising of potential suspension.
- If no response is received within 5 business days of the formal notification, the Learner's enrolment will be suspended.

4. Reinstatement

- Suspended Learners must contact HITsa to discuss their situation and request reinstatement.
- The Business Manager is responsible for deciding on the suitability of reinstatement.
- Reinstatement is subject to HITsa's discretion and may require a formal meeting and/or additional conditions.

Communication of Policy to Learners

1. Learner Handbook

- The policy will be clearly outlined in the Learner Handbook, provided at enrolment.

2. Orientation Sessions

- The policy will be explained during Learner orientation sessions, ensuring all Learners understand their responsibilities.

3. Acknowledgement

- Learners will be required to sign and agree to the communication, attendance and support policy in the enrolment form confirming they have read and understood the policy.

Key Notes for Learners

- Consistent attendance and communication is essential for your success.
- Failure to respond to communication attempts and/or demonstrated commitment to support processes may delay your study progress or result in suspension.
- Always ensure your contact details are up to date.
- Notify HITsa in advance if you anticipate being unavailable or absent for a scheduled event.

END

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