

Student Engagement and Cancellation Policy

Racing Education Centre

Purpose

This policy outlines the process for managing students within Racing Education Centre's programs. It aims to ensure students receive fair warning and support while maintaining accountability for participation and progress.

Scope

This policy applies to all enrolled students and addresses attendance, coursework participation, and responsiveness to communication from trainers and assessors.

Strike 1 – Verbal Warning

Trigger:

- Failure to attend a scheduled appointment
- Forgetting coursework requirements or deadlines
- No attempt made to complete the student workbook
- Non-responsiveness to initial contact attempts (phone calls, text messages, or emails)

Action:

A verbal warning will be issued to the student by the trainer/assessor. The student will be reminded of the expectations for participation and communication. This discussion will be documented internally.

Strike 2 – Employer Involvement and Formal Warning

Trigger:

- A second occurrence of any behavior listed under Strike 1

Action:

A discussion will be held with the student and their employer. Depending on the circumstances, either a written warning will be issued or a further verbal warning will be recorded. The student will be clearly informed that continued disengagement may result in cancellation of their enrolment.

Strike 3 – Course Cancellation

Trigger:

- Ongoing non-engagement
- Complete lack of response to repeated communication attempts (texts, calls, emails) over a sustained period

- No contact from the student for a period of two months

Action:

The student's enrolment will be cancelled. All reasonable efforts will be made to contact the student before this step is taken. Workplace visits may be conducted to re-establish communication; however, they are not a formal requirement. All contact attempts and outcomes will be recorded.

Review and Appeals

Students have the right to request a review of the cancellation decision. Appeals must be submitted in writing within 10 business days of receiving notice.