



Australian Institute of
Technology Transfer



AITT Student Engagement Procedure

AITT RTO [50834](#)

This procedure describes how AITT facilitators engage with students, document contact, and respond to disengagement or risk to support learner participation and completion.

December 2025

V3.0

Table of Contents

1. Purpose.....	3
2. Scope.....	3
2.1 Initial Contact.....	3
2.2 Agreeing Contact Frequency.....	3
3. Ongoing Engagement Methods.....	3
4. Example Engagement Process.....	3
5. Managing Missed Contact and Disengagement.....	4
5.1 Missed Contact.....	4
5.2 High-Risk Students.....	4
6. Recordkeeping.....	4
7. Facilitator Compliance.....	4
8. Review and Continuous Improvement.....	5
9. Approval.....	5

Policy Title: AITT Student Engagement Procedure**Policy Owner:** Director of Industry Engagement**Policy Version:** 3**Approval Date:** December 2025**Review Date:** December 2027**1. Purpose**

This procedure supports the Student Engagement Policy by outlining the processes facilitators must follow to engage with students, record contact, and manage disengagement or high-risk situations.

2. Scope**2.1 Initial Contact**

- Upon enrolment, each student is assigned a facilitator.
- Prior to course commencement, facilitators may contact students via phone or email.
- Following course commencement and enrolment, the first formal contact must be made via Canvas video message to encourage participation and establish engagement.

2.2 Agreeing Contact Frequency

- Facilitators and students must agree on a contact frequency at the beginning of the learning journey.
- The agreed frequency must be documented in Canvas.
- The period between contacts must not exceed four (4) weeks.

Students may request changes to the contact frequency at any time. Any changes must be acknowledged and recorded by the facilitator in Canvas.

3. Ongoing Engagement Methods

Engagement may occur via:

- Canvas video messages
- Phone contact
- Face-to-face contact

Where engagement occurs via phone or face-to-face, facilitators must record a summary of the interaction in Canvas to maintain an accurate engagement record.

4. Example Engagement Process

An example of a compliant engagement process includes:

- Student completes enrolment and is assigned a facilitator

- Facilitator contacts student to discuss study arrangements and engagement expectations
- Facilitator confirms agreed contact frequency via Canvas video message
- Facilitator maintains ongoing contact using the agreed method

5. Managing Missed Contact and Disengagement

5.1 Missed Contact

If a student misses a planned contact point:

- The facilitator must attempt to contact the student by phone
- The missed contact and follow-up attempts must be recorded in Canvas

5.2 High-Risk Students

If a student:

- Fails to respond to contact attempts, and
- Shows no learning activity for four (4) weeks

The facilitator must:

- Flag the student as high-risk
- Raise the issue in team meetings to discuss re-engagement strategies
- Maintain detailed records of all contact attempts and engagement actions in Canvas

6. Recordkeeping

Facilitators must ensure that all engagement activities are documented, including:

- Contact dates
- Method of contact
- Summary of interaction or attempted contact
- Changes to engagement arrangements

Records must be maintained in AITT's learning management system to support compliance, monitoring, and continuous improvement.

7. Facilitator Compliance

Facilitators are required to comply with this procedure.

Failure to comply with AITT's Student Engagement Policy and Procedure may result in:

- Performance review discussions
- Additional support or corrective actions
- Further management action where required

8. Review and Continuous Improvement

Student engagement practices are reviewed through:

- Team meetings
- Compliance monitoring
- Continuous Improvement processes

Improvements are implemented where engagement risks or trends are identified.

9. Approval

Policy Title **AITT Student Engagement Procedure**

Policy Owner Director of Industry Engagement

Policy Version 3

Approval Date December 2025

Review Date December 2027

Approved By CEO – Australian Institute of Technology Transfer (AITT)

Signature 

Hanif Kuthubutheen

Chief Executive Officer

AITT