



SINCE 2015
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**STUDENT PROGRESS AND COURSE PROGRESS POLICY
VERSION 1.2|AUG 2023**

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Location: 6/34 Old Cleveland Rd, Stones Corner QLD 4120

Purpose

This policy is established to monitor student progress and develop strategic interventions to support the progress and to fulfill obligations under the related legislation. This policy also monitors student's academic performance as a part of student's ongoing learning progress, engagement, and finally overall success.

RTO has the responsibility to help every student to accomplish their learning objective and completion of the course within the deadline. RTO provide regular student counselling and notify the students who are not meeting the course requirements. The students who are at risk referred to Compliance Manager to offer interventional strategies.

Objective

The objective of this policy and procedure is to ensure that RTO:

- Possess the appropriate mechanisms to monitor student and their course progress.
- Established policy framework for managing student progress.
- Trained personal to ensure student progress.

Scope

This policy and procedure are applicable to the following stakeholders.

- RTO Staff
- RTO Students

Terms and Definitions

ASQA- means Australian Skills Quality Authority, the national VET regulator and the RTO's registering body.

Standards- means the Standards for Registered Training Organizations (RTOs) 2015 from the VET Quality Framework which can be accessed at www.asqa.gov.au

Academic- assessment of competency as the student progresses through the qualification.

Early intervention strategies- effective and appropriate student support services, such as counselling, academic skills development program for students who at risk of not fulfilling reasonable course progress.

Reasonable adjustment- Adjustments that can be made to the way in which evidence of student performance can be collected to ensure that learners receive training, assessment and support services that meet their individual needs irrespective of ability/disability.

Satisfactory course progress: attending scheduled classes and successfully completing all assessments and obtaining at least a Pass grade in all the units in the prescribed study period.

Unsatisfactory course progress: Where the student has failed or is deemed Not Yet Competent (NYC) in 50% or more of the units attempted in any study period.

General Processes

Policy aspect	RTO Implementation
<p>Initiative approach</p>	<p>RTO will take an initiative approach to observe student’s progress and regularly alert the students who are failing to meet satisfactory course progress. This policy will be handed over to students through the student orientation program, RTO website and Student Handbook.</p> <p>The RTO identifies the support needed for the individual learner to meet their course requirements. RTO ensures each student have the equal access to those educational and support resources to fulfill their learning objective.</p> <p>RTO ensures that course progress is always linked with the student’s in-class participation, attendance, course tutorial, assessment activities and on time completion of assessments.</p> <p>In case of any changes to agreed services, that may include any new third-party agreement, or changes to existing third-party agreement or a change in ownership, RTO should notify the students as soon as possible.</p> <p>The trainer should provide information regarding course outlines, necessary course requirements, number and type assessments, assessment due dates at the starting of delivering each course.</p> <p>RTO will:</p> <ul style="list-style-type: none"> · Monitor, record and access the progress of each student enrolled in offered courses in accordance with SRTOs 2015. · Ensure support strategies for students who are not making reasonable course progress. · Develop intervention strategies for students who are not complying with course deadline. · Develop process to notify students to check their course progress though RTO website.
<p>Student Academic Records</p>	<p>Each student’s academic record must be preserved on the Student Management System. Student Management System can be accessed to monitor student’s course progress.</p> <p>It is the responsibility of the administration team to record all results on student management system.</p>

Competency for units	All students shall be assessed as ‘Competent (C)’ or ‘Not Yet Competent (NYC)’ for each unit within the qualification they are enrolled and complete.
Assessments	Assessments shall be conducted by qualified trainers /assessors using RTO’s assessment tools/methods and recording practice must ensure required standard.
Roles and Responsibilities	It is the responsibility of Student Administration to enter all students’ results are compiled in the Student Management System.
Intervention meeting and strategies	It is the responsibility of the Compliance Manager to record the details of intervention meetings, strategies, and interventions into the Student Management System.
Early intervention model	Academic course progress is monitored regularly as part of RTO’s early intervention model for identifying students believed to be at risk.
Academic progress	Academic progress is monitored on a weekly basis by the Compliance Manager, Lead RTO Trainer/Assessor.
Poor attendance or course engagement	Any student with poor attendance or course engagement (that has not contacted either their Trainer, or the Student Support Officer) will be contacted by phone/email to determine if they are experiencing any difficulties/issues which affecting their ability to study. If the student experiencing any difficulty, then relevant service can be offered, that includes, student service officer, compliance officer or counsellor.
Intention to withdraw from the course	If a student has not attended more than 2 classes or has not submitted assessment work within 45 days, Student Administration Support Team must send them an intention to withdraw them from course notice by email or post.

Written notice of intention to withdraw student from studies	The written notice (of intention to withdraw them from studies) must inform the recipient that he or she is able to access RTO's complaints and appeals process.
Course continuation	If the student informs that they want to continue the course with RTO, they will be granted an opportunity to submit work in an agreed timeframe.
Student not continuing their studies	If the student advises that they do not want to continue with their course at RTO, they will be asked to complete a Course Withdrawal Form, so their enrolment can be cancelled.
Reconsideration decision	<p>A student may appeal for reconsideration of decision on the following grounds:</p> <ul style="list-style-type: none"> • RTO's failure to record or calculate a student's progress accurately, • compassionate or compelling circumstances, • RTO has not pursued its intervention strategy according to its documented policies and procedures that have been made available to the student.
Student with NYC result	Any student with a result of NYC in a unit of competency will be marked as 'at risk' and the Student Support Officer should contact the student via email/telephone/SMS for an informal discussion regarding their course progress.
Academic course progress meeting	<p>In the Academic Course Progress Meetings, Student Support Officer and Compliance Manager will review the printed results generated from the Student Management System.</p> <p>Any student with a result of NYC in any unit of competency will be deemed to be 'at risk' and will be contacted in via email/telephone/SMS to attend a meeting with the Student Support regarding their course progress</p>
Students 'at risk'	<p>Students with 'at risk' status may not be allowed to commence new units of competency until the course progress matter is resolved or addressed through appropriate intervention strategies/procedures.</p> <p>Student should have equal access to the Support and Intervention Strategies.</p>

Students failing to attend the intervention meeting of insufficient course engagement

Students failing to attend the intervention meeting regarding insufficient course engagement without a reasonable excuse may have their enrolment terminated, suspended or cancelled by the RTO.

If a student's enrolment is terminated, suspended or cancelled by the RTO, the student has 20 working days to access the RTO's internal complaints and appeals process. The student's enrolment status will not be affected during the internal complaints and appeals process except in extenuating circumstances.

Procedures

	Procedure Steps	Responsibility	Reference
(1)	Each student's academic record shall be recorded on the Student Management System where reports will be extracted regarding all students' course progress.	Student Support Compliance Manager	RTO Organisational Chart
(2)	All students shall be assessed as 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled and complete.	Student Support Compliance Manager	
(3)	Assessments shall be conducted by qualified trainers /assessors using RTO's assessment tools/methods and recording processes as required.	Compliance Manager Trainers/Assessors	
(4)	It is the responsibility of Student Support Officer to enter all students' results into the Student Management System.	Student Support Officer	
(5)	It is the responsibility of the Compliance Manager to enter all details of intervention meetings, strategies, and interventions into the Student Management System.	Compliance Manager	
(6)	Academic course progress is monitored regularly as part of RTO's early intervention model of identifying students deemed to be at risk.	Student Support Officer Compliance Manager	

(7)	Academic progress is monitored on a weekly basis by the Compliance Manager.	Student Support Compliance Manager	
(8)	Any student with poor attendance or course engagement (that has not contacted either their Trainer, Lead Trainer or the Student Support) will be contacted by phone/email to ascertain if they are experiencing any difficulties/issues which may be affecting on their ability to study and on that situation, support will be offered e.g. referral to the Student Support Officer or Manager – Compliance	Student Support Team Compliance Manager	IT Manager Student Support Team Compliance Manager
(9)	If a student has not submitted assessment work within 45 days, Student Administration Support Team must send them a warning letter to them from studies notice by email or post.	Student Support Team Compliance Manager	
(10)	The written notice (of intention to withdraw them from studies) must inform the student that he or she is able to access RTO's complaints and appeals process.	Student Support Team Compliance Manager	
(11)	If the student advises that they want to continue the course with us, they will be provided an opportunity to submit work in an agreed timeframe	Student Support Team Compliance Manager	
(12)	If a student is unable to submit the work in an agreed timeframe, student must be withdrawn from the student management system	Student Support Team Compliance Manager	

(13)	<p>If the student advises that they do not wish to continue with their studies at RTO, they will be asked to complete a Withdrawal Form, so their enrolment can be cancelled.</p>	<p>Student Support Team Compliance Manager</p>	
(14)	<p>A student may appeal for reconsideration of decision on the following grounds:</p> <ul style="list-style-type: none"> • RTO’s failure to record or calculate student’s progress accurately, • compassionate or compelling circumstances, • RTO has not pursued its intervention strategy according to its documented policies and procedures that have been made available to the student. 	<p>Student Support Team Compliance Manager</p>	
(15)	<p>Any student with a result of NYC in a unit of competency will be deemed to be ‘at risk’ and the Student Support Officer or Student Administration Support Team will contact students via email/telephone/SMS for an informal discussion regarding their course progress.</p>	<p>Student Support Team Compliance Manager</p>	
(16)	<p>In the Academic Course Progress Meetings, printed results from the Student Management System will be provided to the Student Support and Compliance Manager for course progress review.</p> <p>Any student with a result of NYC in any unit of competency will be deemed to be ‘at risk’ and will be contacted in via email/telephone/SMS to attend a meeting with the Student Support regarding their course progress.</p>	<p>Student Support Team Compliance Manager</p>	

(17)	<p>Students with ‘at risk’ status may not be allowed to undertake new units of competency or attend Work Placement until the course progress matter is resolved or addressed through appropriate intervention strategies/procedures.</p> <p>Student can select the opportunities available through the Support and Intervention Strategies.</p>	<p>Student Support Team Compliance Manager</p>	
(18)	<p>Students failing to attend the intervention meeting or insufficient course engagement without a reasonable excuse may have their enrolment terminated, suspended or cancelled by the RTO.</p> <p>If a student’s enrolment is terminated, suspended or cancelled by the RTO, the student has 20 working days to access the RTO’s internal complaints and appeals process. The student’s enrolment status will not be affected during the internal complaints and appeals process except in extenuating circumstances.</p>	<p>Student Support Team Compliance Manager</p>	

Continuous Improvement

A summary of all critical incidents and related matter/ concerns will be presented as a part of the Continuous Improvement Policy and Procedure at the Management Meeting for review.

The purpose of this is to ensure the management are aware of

- Common threads relating to the compliance and quality assurance
- Repeat issues
- Any general adverse trends that need correcting

Confidentiality and Privacy Statement

For more Information, please refer to our Privacy and Confidentiality Policy.

Publication

This policy and procedure once approved, will be available to all students and staff by accessing it from the RTO website.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

Review processes

The policy and procedure will be reviewed annually. The Compliance Manager will be the responsible person for this.