



## Student Progression Policy – CRICOS # 03975J

### Purpose

The policy defines course progression requirements for enrolled students and specifies the way in which Alpha Beta College Australia (ABCA) will measure training to plan and intervene to support students at risk of not making satisfactory course progression. The policy also identifies the consequences for the student of not making satisfactory course progression.

The policy also enables compliance against Standard 5, Each learner is properly informed and protected of Standards for Registered Training Organisations (RTOs) 2015, specifically Clause 5.2.e.ii, 'any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product'.

### Responsibility

Responsibility (R)	Accountability (A)	Consult (C)	Inform (I)
Student Support Officer	RTO Academic Manager	CEO	Required staff
Trainer/Assessor	RTO Academic Manager	CEO	Required staff
RTO Academic Manager	CEO	Shareholders/Director	Required staff
CEO	Shareholders/Director	-	Required staff

### Applicable Legislation/Contracts

- Standards for RTO's 2015: Clauses 1.7, 1.8, 1.9, 1.10, 1.11, 1.12, 5.2
- New South Wales – Smart and Skilled

### Definitions

**Course completion period** refers to the designated period of study as defined by ABCA for a qualification.

**At risk** refers to students who as a result of failing to maintain their progress or attendance, will have their enrolment status monitored for potential intervention or administrative action.

**AQF** refers to the Australian Qualifications Framework.

**Competent** refers to the result that is reported when a student has demonstrated competency in a Unit of Competency from a national training package.

**Unit** refers to a training package unit of competency in a VET program of learning.

**Not Yet Competent** refers to the result that is reported when a student has not demonstrated competency in a Unit of Competency from a national training package.

**Practicum** collectively refers to the specific assessment activities that must be completed during work experience, or in a workplace.

**Program Outline** refers to a course, qualification, or structured workplace learning program that leads to the award of a qualification. It provides a summary of important information relating to the course, such as:

- Entry requirements
- Delivery methods
- Learning and assessment requirements
- Scheduling of all activities (learning and assessment)
- Student rights and responsibilities

**VET Program** includes all training and assessment services provided where a nationally recognised vocational qualification, or part qualification is the end result.

# Student Progression Policy – CRICOS # 03975J



## Principles

The following principles underpin the student progression policy and relevant study decisions:

- Students may benchmark their progress at any time, against the relevant ABCA course outline, which includes all required learning and assessment milestones and expectations. Judgements relevant to this policy will be reflective of these milestones and expectations.
- Trainers/Assessors will be responsible for student progression, by conducting regular progress monitoring.
- Placement Readiness (where applicable), students must be placement ready before they attend their work placement.
- Duty of care toward the student.
- Providing support for students in order that they may achieve their study goals and course completion
  - Trainers/Assessors will document and report student contact, commencement of units, assessment of units on a weekly basis, utilising the trainer portal in TRUSS RTO, or by retaining records of contact i.e. emails, messages.
  - Administration staff will record all student contact with regard to at risk students or student progress in TRUSS RTO where applicable or by retaining records of contact i.e. emails, messages.
  - Identification, reporting and notification, to all relevant stakeholders of at-risk statuses, to unsatisfactory course progression will occur as soon as possible, and no less frequently than monthly.
- Without disadvantage, this policy applies on the basis of course results in relation to student progress and professional practice in relation to work placement/work experience.

## Policy

### 1. Overview

The Student Progression policy will enable team members directly involved in, and indirectly supporting activities within the student life cycle to provide measured and appropriate support to students, to assist them to reach their qualification completion goals, and ensure both compliance with regulatory expectations surrounding student information provision, and progression, and facilitating at all times, good business practise and viable use of resources. The policy is relevant across all VET programs offered by ABCA.

### 2. Accountability

The CEO is accountable for this policy.

### 3. Monitoring course progress

The course progress of students will be monitored by the Trainers/Assessors allocated to the Student, and the RTO Academic Manager.

The course progress of students will be reported via TRUSS RTO. Training staff and Student Support Officers will process student activity where required. Students will be considered to be making unsatisfactory course progression if they:

- have not engaged in any learning or assessment activities in the three months preceding the identification date, and/or
- fail to achieve competency in the same unit three times; or
- do not complete their program of learning within the maximum course duration as specified in the course information provided in the relevant course outline and/or on the website; or
- are deemed to be an unsafe practitioner at any point during or following work placement/work experience.

### Summary of activities and related actions within the policy:

Stage	Activities	Action	When
1, 2	Surveying	Review student submission and contact records via TRUSS RTO and/or email/messaging, detailing student progress.	By the third week of each month
1, 2	Identification	Review of report to identify at risk students.	By the end of each month



# Student Progression Policy – CRICOS # 03975J

1, 2	Reporting	Report at risk students to RTO Academic Manager and CEO for follow up.	Within one week of Identification deadline
1, 2	Notification	Students notified in writing of status.	Within one week of Reporting deadline

## Intervention

If a student is at risk of not making satisfactory course progression, they may be offered extra support through the implementation of an intervention strategy. The extra support may include one or more of the following:

- Learning support / academic skilling
- Strategies identified by the LLN instrument completed by the student for the qualification they are enrolled in
- Counselling
- Disability support
- IT support
- Academic program support
- Referral support (external support agencies: welfare, financial)

Support will be provided for their period of study where the student's progress will be monitored. The staff providing support may recommend an extension of this stage for an extra study period if deemed appropriate by the RTO Academic Manager.

## 4. Procedure

### Stage 1: At risk students

Students identified with the status of at risk, are those deemed to not be making satisfactory course progression. Students will be identified as being of making unsatisfactory course progress if they:

- have not engaged in any learning or assessment activities in the three months preceding the identification date, or
- have not engaged in the learning activity requirements (verified class attendance, commencement of online learning activities, or other stipulated learning requirements) in at least 50% of units of competency enrolled (monitored on a monthly basis and benchmarked against the defined course progression requirements), and/or
- have not completed all non-practicum dependent assessment activities, in units where learning activities have commenced, in accordance with the learning and assessment expectations set out in the relevant course outline.
- Fail or are deemed Not Yet Competent in more than 50% of the units in which they are enrolled; or
- Fail to achieve competency in the same unit of competency two times as identified by the Student Support Officers and endorsed by the RTO Academic Manager; or
- Do not complete their program of learning within the maximum course duration as specified in the course information provided on the website; or
- has failed to successfully rectify their progress, or
- has not engaged in any communication in response to ABCA personnel requests, i.e. attempts to correspond by phone or email or postage to the last known address; or
- Are deemed to be an unsafe practitioner following work placement/work experience

Students identified as being at risk of unsatisfactory course progression will be referred to the RTO Academic Manager by the Student Support Officers and a note placed on the students file in TRUSS RTO, that the student has been referred up the chain for further administrative action.

### Identification

Students will be identified as being at risk of making unsatisfactory course progression by:

- Trainer/assessors
- Student Support Officers

By the end of each month the TRUSS RTO and communication notes, will be analysed by the trainers/assessors and student support officers to identify students at risk for reporting to the RTO Academic Manager and CEO for follow up.



# Student Progression Policy – CRICOS # 03975J

## Notification

Students who are identified as making unsatisfactory course progression due to the reasons outlined above, will be notified in writing by sending the unsatisfactory progress or attendance letter within one week of the Reporting deadline.

## Course results and consequences for the student

If the student is assessed as competent or completes all required, non-practicum-based assessment activities of more than 50% of the units in which they are enrolled, their status will not normally progress to at risk. This is to cater for the difficulty in obtaining access in some cases, to scheduled practicum activities and sites. A personalised plan may be put in place to ensure ongoing monitoring activities take place and provide a planned progression toward completion. If a student fails or is deemed Not Yet Competent in more than 50% of the units in which they are enrolled, they will also be designated as at risk. In both situations mentioned, students will be notified in accordance with notification deadlines and procedure.

## Monitoring course results during intervention

If the student achieves competency in the unit(s) in which they are enrolled as an at-risk student and re-engages, they will cease to be at risk.

If the student, whose status is at risk, fails or is deemed Not Yet Competent in the unit in which they are enrolled (or continues to fail more than 50% of units attempted in the case of enrolment in more than one unit) the student's enrolment will normally be discussed with them to determine the future enrolment of the student in the course being undertaken.

Students who fail or are deemed Not Yet Competent in the unit in which they are enrolled and who have been deemed unsafe in a work placement/work experience program may be excluded from the program of study completely.

## Notification

Students who are identified as continuing to be at risk during the intervention period outlined above, will be notified in writing by generating and sending the warning to cancel enrolment letter, within one week of the reporting deadline.

## Stage 2: Withdrawal of students

Students may be withdrawn from their units of competency immediately where one or more of the following circumstances (s) are satisfied:

- Student has not engaged in any learning activities in the three months preceding the date they were designated as at risk.
- Student has failed to rectify their progress satisfactorily, from when they were initially designated as at risk.
- Student is deemed unsafe in a work placement/work experience program as outlined in Stage 1 above.
- Student has failed to reciprocate communication attempts from ABCA, following designation as an at-risk student within 14 days of designation.
- Student has not provided sufficient information in their show cause submission and ABCA is excluding them from further study.

Effect is given to the students' withdrawal upon completion of the appropriate withdrawal documentation, to be completed by the RTO Academic Manager or CEO, and completion of the appropriate actions within the student management system. The ABCA withdrawal procedure is followed in all cases.

## Identification

Students will be identified as candidates for withdrawal by:

- the RTO Academic Manager
- the CEO

At the end of each month, reports will be analysed by the RTO Academic Manager and CEO, to identify at risk students who in the last 60 days, have failed to meet the requirements to remain a progressing student.

## Notification

ABCA will notify the student in writing within 10 business days of withdrawing the student from their course of study, by generating and sending the cancellation letter. Both e-mail and a letter will be sent through the Australia Post service as acceptable modes of delivery for a withdrawal notification. The initiation of this process will not prohibit the student from exercising their right of appeal in accordance with our Student Complaints and Appeals Policy.



# Student Progression Policy – CRICOS # 03975J

## 5. Appeals

Students are able to appeal any decision under this policy through the Student Complaints and Appeals Policy.

## 6. Publication

This *Student Progression Policy* will be made available to students and those seeking to enrol with ABCA through hard copy and summarised in the Student Handbook.

## 7. Related Procedures

- Student Fee Policy
- Student Complaints and Appeals Policy