

Monitoring Course Progress Policy and Procedure

Purpose

This policy/procedure aims at supporting learners to complete their qualification by keeping them informed about their academic progress (SRTO 2015, Clause 1.7) and Standard 8 of the National Code.

All staff members are made aware of the requirements of this policy through induction, regular meetings and updates and continuous improvement practices. Students are made aware of the academic progress requirements through enrolment processes and throughout the program.

Key Policy requirement

- Maintaining satisfactory course progress is a requirement of a student's visa Peach Institute has elected to adopt the Department of Education - DHA Course Progress Policy in relation to Standard 8 of the National Code.
- students are required to be competent in a minimum of 50% of units in a study period in order to maintain satisfactory course progress.
- A study period at Peach Institute is defined as one term (equivalent to 10 weeks for all qualifications on scope, unless otherwise specified).
- A student who does not achieve the required 50% competency rate for two consecutive study periods shall be considered in breach of this academic progress requirement and must then be reported to DHA through PRISMS.

Procedures outlined in this policy ensure that the student is made aware and given opportunities to rectify the situation at following stages of academic non-progression:

- Notified when close to falling below the required academic performance for a single study period
- 1st warning when falling below the required academic performance for a single study period
- 2nd warning when close to not achieving the required academic performance for a consecutive study period.

The procedures are designed to ensure that all students' academic performance is monitored and students are given every opportunity to achieve the required academic progress for each course they are enrolled in. Procedures include details of an intervention strategy to assist those students identified as being at risk of failing to achieve satisfactory course progress.

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PROCEDURES MONITORING AND ASSESSING COURSE PROGRESS

Each student's achievement is recorded for every assessment item using the 'Student Academic Record'. This record calculates the projected academic progress for the study period, based on the total number of units that are required to be assessed and the outcome of these assessments.

All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit (if that unit has been delivered according to the timetable) within the qualification they are enrolled. The assessment shall be conducted by qualified trainers and assessors using the Peach Institute's assessment tools/methods and recording processes as required.

All academic results are entered in to the Students Records Management System by the Student Admin officer or any other authorized officer.

It is the responsibility of the Student Admin staff to ensure that the 'Student Academic Record' is also updated after each assessment is completed and recorded. These records are checked on regular basis by the Training Manager for currency and accuracy.

The Training Manager will monitor student academic performance via 'Student Academic Record' (Excel spread sheet) and report any issues to the CEO. This monitoring will occur regularly and will be supported by the CEO who will also monitor the student's academic progress regularly and will be involved in the counselling and reporting process.

At the end of each study period, Training Manager assesses the academic performance of each student. Those students who have failed to achieve 50% competency in the study period are asked to meet with Training Manager in order to determine an appropriate intervention strategy to assist the student in the next study period.

If the student does not respond within 7 working days, Training Manager will attempt to contact the student via telephone or in any other communication form e.g. email, etc. If this method of contact fails, the matter shall be forwarded to the CEO.

INTERVENTION STRATEGY

The objective of the intervention strategy is to identify any necessary action that might be needed to assist the student to achieve or regain satisfactory course progress. This may include internal or external support for the student depending on the individual needs and circumstances of the student. Examples of potential external support include but are not limited to external professional counselling, English language tuition, short courses in time management.

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As mentioned above, students at risk are asked to attend a special meeting with the Training Manager and the CEO to determine an appropriate intervention strategy. The student is welcome to bring a friend or support person if they wish to the intervention meeting.

The meeting is conducted at a mutually convenient time and in a dialogue that allows the student to fully participate in identifying the most appropriate strategy to assist them in improving their academic performance.

The purpose of the meeting is to:

- (a) identify reasons for unsatisfactory course progress
- (b) discuss possible solutions to assist in rectifying the problem identified (i.e. possible referral to external counselling services, time management strategies, arrange for additional academic or English language tuition, temporarily reduce study load, etc.)
- (c) Develop and document a plan in consultation with the student to assist them to improve their academic performance.

The intervention strategy must include a proposed date of commencement and a review date which should be approximately half way through the next study period. This is to allow an adjustment to the strategy should it need to be modified in case of a student still struggling to meet satisfactory academic performance.

Once an intervention strategy has been developed, it is documented and the student is provided with a copy of an intervention strategy planned. The intervention strategy can only be implemented once the student has signed the strategy and returned it to the Training Manager.

Once the signed plan is received, the intervention strategy can be implemented on the agreed start date. Students on an intervention strategy must be carefully and regularly monitored by Trainers and Assessors and the Training Manager.

If a student on an intervention strategy demonstrates a significant improvement in the second study period and makes satisfactory course progress but has outstanding units to complete at the end of the course, Training Manager, with the approval of the CEO, can approve an extension to that student's CoE.

Training Manager indicate via a shared worksheet to the CEO names of those students who are eligible for an extension as per point above.

Following receipt of approval by the CEO, the PI will extend the CoE through PRISMS.

EXTENDING THE CoE TO ALLOW STUDENTS TO FINISH THE COURSE

For those cases where the intervention strategy has been effective, and the student has shown considerable improvement in the second study period, Peach Institute will extend the CoE through PRISMS to allow students an additional study period (if required) to complete all of the course requirements.

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For those cases where the intervention strategy has NOT been effective, and the student has failed to make satisfactory course progress for a second consecutive study period, Peach Institute reports those students to DHA through PRISMS.

REPORTING 'BREACH OF STUDENT ACADEMIC PROGRESS'

At the end of the second study period for a course, Training Manager provides the CEO with two reports: one which details the results of all students for that study period; and a second report which details the results of students who are undertaking an intervention strategy.

The first report is treated in accordance with the normal monitoring and assessment strategies for the course progress policy.

The second report is used to identify students who have failed to make satisfactory course progress for a second consecutive study period. The formal reporting process must be initiated for these students.

The Training Manager prepares the formal notification of Peach Institute's intention to report the student via PRISMS for unsatisfactory course progress. A copy of Peach Institute complaints and appeals process must be attached to the letter.

Students have 20 working days from the date specified in the letter in which to access Peach Institute's Complaints and Appeals process.

The students are required to specify the reasons for unsatisfactory progress together with any evidence of compassionate or compelling circumstances where relevant. These could include:

- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- A traumatic experience which could include but is not limited to:
 - involvement in or witnessing of an accident or
 - a crime committed against the student or
 - the student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Documentary evidence must be provided by the student to support the claims made Peach Institute keeps copies of these documents, together with a record of why the decision was made, in the student's file.

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If the student accesses Peach Institute's complaints and appeals process and their explanation is accepted continuing support, counselling and monitoring will be provided. The student will also be required to commit to complying with any conditions or intervention strategies attached to the decision. This means the matter will not be referred to DHA.

If the student chooses to access the complaints and appeals process, they may continue to attend classes until a decision is made in relation to their case. The CEO will exercise professional judgment and assess each case on its merits. When determining whether compassionate or compelling circumstances exist, all documentary evidence provided to support the claim must be considered.

If the student chooses not to access the complaints and appeals process within the 20 working day period, withdraws from the process or the outcome is unsuccessful, the student will be reported to DHA for unsatisfactory course progress via PRISMS.