

National Code Standard 10

MONITORING COURSE PROGRESS POLICY AND PROCEDURE

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Overview

1. The College is required by the National Code 2007 to monitor, record and assess student course progress for each course in which a student is currently enrolled. The following is the course progress policy and process for each course which the College offers.

Definitions

2. **Study period:** means a semester of compulsory study (which will not at any time exceed a period of 24 weeks) or, where the duration of a course is less than a semester, it means that lesser period.
3. **Competency:** All training conducted by the College is competency-based and has vocational outcomes. Competency-based training requires that students achieve the level of understanding, knowledge and skill expected by industry. Competency-based assessment is defined as demonstrating:

“whether a person has the skills, knowledge and experience required to perform specific tasks in the workplace, or to gain credit towards a vocational education and training qualification or course . Assessment is based on industry determined competency standards.”
4. **DOE:** means the Department of Education.
5. **Grades:** This grading system is applied to most units of competency within every qualification delivered and assessed for the purpose of reflecting real work tasks that meet industry requirements.

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| Not yet competent (0% - 50%) | Work not yet demonstrating achievement to the specified standard of one or more elements of the unit of competency. |
| Pass (Competent) (51% - 70%) | Work demonstrating achievement to the specified standard of all the elements of the unit of competency. |
| Credit (71% - 80%) | Work demonstrating achievement to the specified standard of all the elements of the unit of competency as well as demonstrating a level of performance that meets the additional criteria for Competency with Credit. |
| Distinction (81% - 95%) | Work demonstrating achievement to the specified standard of all the elements of the unit of competency as well as demonstrating a level of performance that meets the additional criteria for Competency with Distinction. |
| High Distinction (96% - 100%) | Work demonstrating achievement to the specified standard of all the elements of the unit of competency as well as demonstrating a level of performance that meets the additional criteria for Competency with High Distinction |

N.B. Units such as Apply first aid; Responsible Service of Alcohol and Responsible Conduct of Gambling requires a higher level than “Pass” Grade.

Monitoring

6. The Training Co-ordinator monitors students' course progress on a monthly basis.
7. Student Assessment Results are recorded on the College's Student Management System fortnightly by the Training Co-ordinator. The assessment result reports are generated automatically on the online e-learning portal or via hardcopy reports for practical assessments.
8. At the end of the month, the Training Co-ordinator prepares a Course Progress report and submits to the National Manager. The report also considers the student's attendance pattern, as this can have a profound impact on a student's course progress.
9. The Training Co-ordinator checks course progress at the end of each study period. Students who are identified as being 'at risk' (as defined below) of not meeting the minimum course progress requirements are counselled in accordance with the College's intervention strategy.

Satisfactory course progress

10. To achieve satisfactory course progress at the end of each semester, students need to be deemed Competent or better (that is, a 'pass' ranking in the grading system set out above) in at least 50% of the modules within the semester that they are enrolled in.

Unsatisfactory course progress

11. Progress of a student enrolled in any vocational program in a particular study period (i.e. semester, or where the duration of a course is less than a semester, the lesser period) is regarded to be at risk of being unsatisfactory if the student is deemed "Not Yet Competent" (based on the grading system listed above) in 50% or more of the modules within the semester that they are enrolled in.

At risk students

12. If a student fails (or is deemed not yet competent) in 50% or more of units attempted in the previous semester, the student is identified as being At Risk.
13. When a student is identified as being At Risk, he or she will receive an Unsatisfactory Course Progress Caution Letter from the College advising them that they are "at risk" of being reported to the Secretary of the Department of Education through PRISMS and advising them to contact the Training Co-ordinator to arrange a meeting in which an appropriate intervention strategy will be developed.
14. When an At Risk student fails more than 50% of units attempted in a second consecutive study period (i.e. semester), the student will be sent a Notification of Intention to Report letter warning them of the College's intention to report them to the relevant government authorities via PRISMS for unsatisfactory course progress.
15. When an At Risk student passes more than 50% of units attempted in a second consecutive study period the student is not reported.

Process for assessing satisfactory Course Progress (refer Flowchart Attached)

16. Course progress is monitored at the end of each semester (i.e. week 18) by the Training Co-ordinator who will consider the following items for each student to determine whether satisfactory course progress has been achieved:
 - 16.1. student results (by reviewing assessment summaries provided by trainers for each unit studied in a particular study period);
 - 16.2. intervention records (where the College's intervention strategy has already been implemented).
17. The Training Co-ordinator may hold a meeting with trainers at the end of each semester to assist the Training Co-ordinator to identify At Risk students and discuss student progress and achievement. Trainers are to bring their class files which should include all assessment tasks completed during the module and the recorded outcomes and notes on student progress.
18. If a student has been identified as being At Risk, the trainer/s must have documentary evidence of this (e.g. samples of the student's work, written reports on participation levels, etc.).
19. If exceptional circumstances arise before the end of a study period which indicate to the Training Co-ordinator that a student is At Risk, then the College's Intervention Strategy will be activated at that earlier point (refer Intervention Strategy Policy). Examples of such exceptional circumstances include where the student approaches a trainer to advise that they are having trouble coping with the academic workload or where a trainer forms a strong view based on supporting evidence that a student will be at risk of meeting satisfactory course progress requirements.

Intervention strategy

20. Reference should be made to the College's intervention strategy policy. In instances where a student is identified as being At Risk, a student will receive a letter or email from the College asking them to contact the Training Co-ordinator and/or National Manager to make an appointment to develop an intervention strategy to assist the student.
21. To ensure that an appropriate intervention strategy is developed, recommendations are sought from trainers who may make suggestions which they believe will benefit students at risk in their classes.
22. The meeting between the student and the Training Co-ordinator and/or National Manager and development of an Intervention Strategy will occur within the first four weeks of the following semester.

Right of appeal

23. The student will be advised in the Notification of Intention to Report letter that they have 20 working days to make an appeal in accordance with the College's complaints and appeals process. See Student Complaints and Appeals Policy.
24. A student may only appeal in the following circumstances:
 - 24.1. The students marks have been calculated incorrectly;
 - 24.2. Compassionate or compelling circumstances apply (see Compassionate and Compelling Circumstances Policy).
 - 24.3. An intervention strategy or other policies were not implemented according to the College's documented policies and procedures that have been made available to students through their trainers and/or assessors.

Successful appeal by student

25. Where the student's appeal is successful because:
 - 25.1. there was an error in the calculation of student marks and the student has made satisfactory course progress, the College will not report the student;
 - 25.2. there are compassionate or compelling circumstances which explain the lack of progress, the College will not report the student and will offer ongoing support services to the student.

Reporting requirements

26. Where a student has:
 - 26.1. chosen not to access the complaints and appeals process within the 20 working day period;
 - 26.2. withdrawn from the appeals process; or
 - 26.3. appealed the notification of intention to report but this process has resulted in a decision supporting the College,

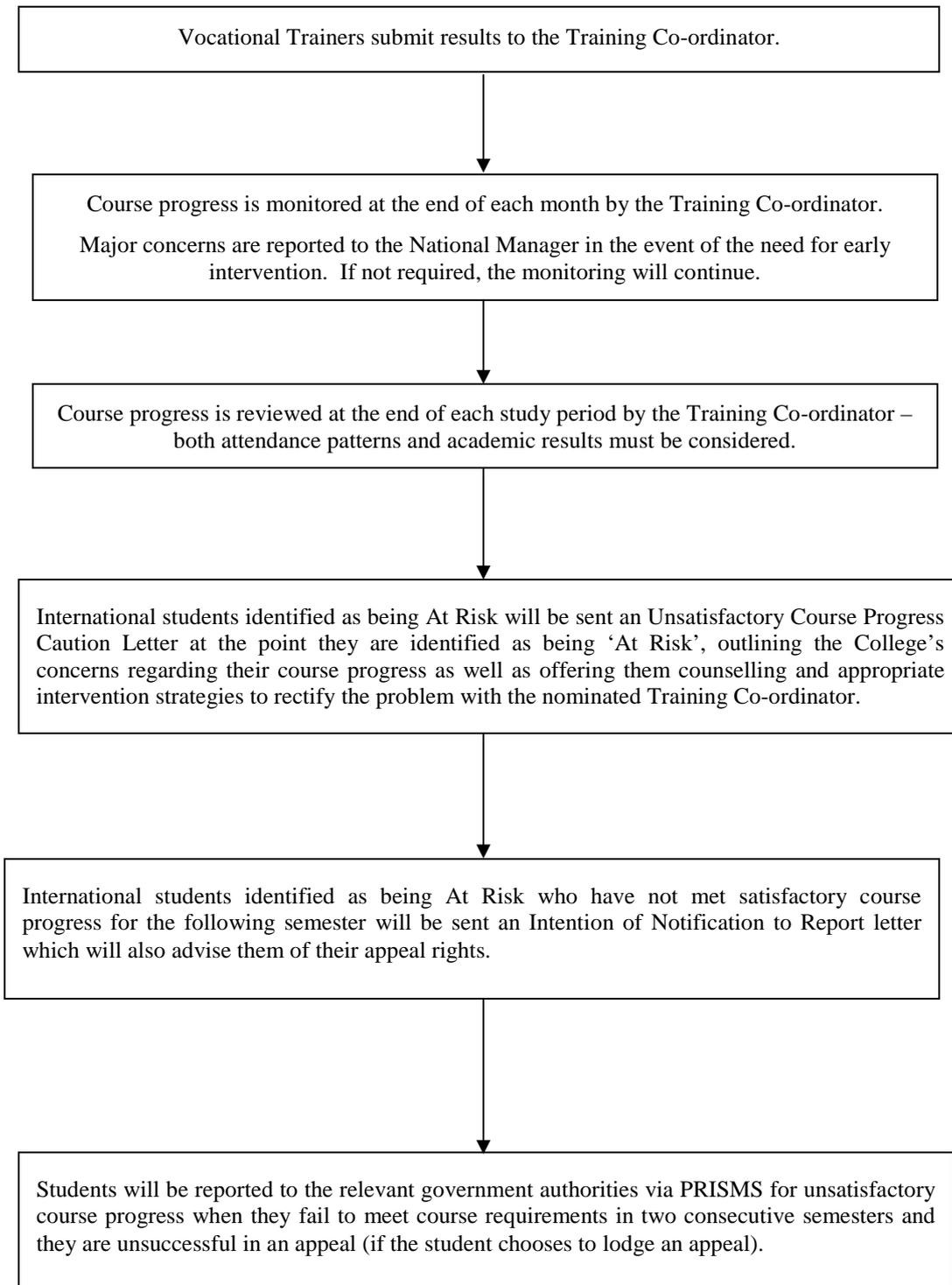
the College must notify the Secretary of the Department of Education through PRISMS of the student not achieving satisfactory course progress as soon as practicable. All reasonable attempts will be made by the College to make this notification within 5 working days.

Student access to academic results

27. Students may request to view their results at any stage during their studies by contacting their Trainer and/or Assessor.

Diagram 1

Vocational Course Progress Flow Chart



Procedure for Implementing Course Progress Policy

| Step | Person responsible | Timing | Implementation |
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| Assessment marks submitted | Trainers | Upon completion of marking | Each trainer must submit student marks to the Training Co-ordinator on completion of each assessment |
| Assessment of at risk students | Training Co-ordinator | End of each study period (or earlier if exceptional circumstances) | Training Co-ordinator identifies students who have failed 50% or more of units within a semester |
| Notification of at risk students | Training Co-ordinator | End of each study period (or earlier if exceptional circumstances) | Training Co-ordinator sends letter to At Risk students |
| Intervention strategy developed | Training Co-ordinator in conjunction with At Risk student and if necessary, other trainers | Within 4 weeks of the start of the following semester | Meeting of relevant parties to develop intervention strategy |
| Review of intervention strategy progress | Training Co-ordinator, Student | Regular timeframe as agreed between the parties | Face to face meetings or other mode as agreed between the parties |
| Review of assessments for next semester | Training Co-ordinator | End of following semester (or earlier if exceptional circumstances) | Training Co-ordinator to review as for initial review but also to consider intervention strategy progress |
| Notification of Intention to Report | Training Co-ordinator | End of following semester after review of assessments | Training Co-ordinator to arrange for pro forma letter to be sent |
| Appeal process | Refer Assessment Appeals Policy Refer Complaints and Appeals Policy | Refer Assessment Appeals Policy Refer Complaints and Appeals Policy | Refer Assessment Appeals Policy Refer Complaints and Appeals Policy |
| Reporting requirements | Training Co-ordinator | Following exhaustion of appeal or lapse of 20 days and then as soon as practicable | Reported online via PRISMS within 5 working days or as soon as practicable |