

National Code Standard 10

SATISFACTORY COURSE PROGRESS POLICY AND PROCEDURE

ISSUE	PAGE
Overview	1
Definitions	1
Reassessments	2
Monitoring	2
Initial Contact with Students	2
Further Action	2
Maintenance of Student Enrolment	3
Reporting a Student	3
Grounds for Internal Appeal	3
Reporting to PRISMS	3
Related Policies	3
Related Forms	3
Course Progress Procedure	4

Overview

1. This policy applies to all non-ELICOS courses.
2. The vocational training conducted by the College is competency based. Students are assessed as either competent or not yet competent.
3. The College monitors the course progress of students regularly to ensure that they are progressively achieving the competencies necessary to complete their qualification.
4. Students who are identified as experiencing difficulties with their course progress are contacted and appropriate intervention strategies are implemented.
5. Students who fail to achieve competency in a unit may undertake reassessments.

Definitions

6. **At risk of unsatisfactory course progress** occurs where a student has failed to complete or has been deemed not yet competent in 50% or more of the units of competency undertaken in that study period.
7. **Competent** means that a student has demonstrated that they have the skills and knowledge to the standard specified in the unit of competency in the Training Package.
8. **Not Yet Competent** means that a student has failed to demonstrate that they have the required skills and knowledge to the standard specified in the unit of competency in the Training Package. A student may be deemed not yet competent where the student has been deemed not yet satisfactory in assessment tasks, has been guilty of plagiarism or cheating or has failed to attend (without approval and in the absence of compassionate or compelling circumstance explaining the absence) a scheduled assessment.
9. **Study period** means a term (10 weeks).
10. **Satisfactory course progress** is the achievement of competency in more than 50% of the units of competency undertaken in a study period.
11. **Unsatisfactory course progress** occurs where a student fails to make satisfactory course progress in two consecutive study periods.

Reassessments

12. Students who are deemed not yet competent in a unit of competency may participate in reassessments. A student may undertake a reassessment for the unit of competency at no charge once only. Subsequent reassessments attract the following fees:
 - 12.1. Re-sitting assessments for any units of competency at AQF Level IV or below for the student has been deemed not yet competent (an additional fee of \$350 per unit of competency);
 - 12.2. Re-sitting assessments for any units of competency at AQF Diploma level or above for which the student has been deemed not yet competent (an additional fee of \$500 per unit of competency).
 - 12.3. Failure by a student to attend a scheduled initial reassessment will mean that subsequent reassessments will be subject to the reassessment fee.
13. The College retains the discretion not to impose the fee under paragraph 3.2 where the student has failed to attend the reassessment as a result of the medical emergency of the student or the medical emergency or death of a member of their immediate family. Documentary evidence of the emergency or death must be provided to the National Manager.

Monitoring Purpose and Procedure

14. The Group Training Co-ordinator monitors the course progress of students monthly. The purpose of this monitoring is to:
 - 14.1. identify any students for whom a study period has passed. The GTC checks the electronic Record of Progress for each student from the database to determine whether a study period has passed for a particular student;
 - 14.2. identify any of those students who are at risk of not completing their course within the expected duration;
 - 14.3. identify any students who have not made satisfactory course progress for the relevant study period; and
 - 14.4. review the progress of students subject to an intervention strategy.
15. At the end of the study period, the Group Training Co-ordinator advises the National Manager in writing of any students who:
 - 15.1. have made unsatisfactory course progress for their study period;
 - 15.2. are at risk of not completing their studies within the expected duration; and
 - 15.3. are under an interventions strategy (see below) and notes their progress.
16. The determination of who is at risk or failed to meet course progress requirements is made by the GTC after reviewing PRISMS data and a Record of Progress for each student (run from the College's database). The Record of Progress contains the planned start and end dates for each unit and the results for each unit. This report allows the GTC to determine whether students are at risk for failing to meet course progress requirements.
17. The National Manager will undertake a review of the student's course progress and initiate contact with the student (as per below).

Initial Contact with Students

18. Students identified as being at risk of unsatisfactory course progress are contacted in writing by the College.
19. The National Manager is responsible for issuing the Unsatisfactory Course Progress Warning Letter to students requesting that students make an appointment with the National Manager for an intervention strategy to be implemented. Refer Intervention Strategy Policy.
20. A copy of the letter issued to students is kept on the student's file.
21. The intervention strategy developed with the student (and other relevant trainer if appropriate) is noted by the National Manager in the Intervention Strategy Register and a note of the intervention is made on the student's file and a copy given to the student. The National Manager advises the Group Training Co-ordinator of the agreed intervention strategy.
22. The student is monitored on the intervention strategy at the end of each study period by the Group Training Co-ordinator.

Further Action

23. Where a student is identified as not making satisfactory course progress in a second consecutive study period, the College reports the student on PRISMS for unsatisfactory course progress.
24. Prior to reporting, the National Manager issues a second and final warning letter (Notice of intention to report for unsatisfactory course progress) notifying the student of the College's intention to report the student on PRISMS for unsatisfactory course progress. The notice advises the student that they have a 20 working day appeal period in which to lodge an appeal.
25. A copy of the letter issued to students is kept on the student's file.

Maintenance of Student Enrolment

26. The student's enrolment is maintained throughout any appeal process.

Reporting a Student

27. The College will not report any student until the full 20 working day appeal period has expired and the student has not lodged an appeal.
28. Where a student lodges an appeal, the College will not report the student until the appeals process is finished and only where the student has not been successful in their appeal/s.

Grounds for Internal Appeal

29. The College will not report a student for unsatisfactory course progress where the student lodges an appeal and demonstrates, during that appeal, that:
 - 29.1. the student's results were recorded incorrectly; or
 - 29.2. compassionate and compelling circumstances apply; or
 - 29.3. an intervention strategy or other policies were not implemented according to the College's documented policies.

Reporting to PRISMS

30. The National Manager is responsible for reporting students on PRISMS for failure to achieve satisfactory course progress. A copy of the cancellation is kept on the student's file.
31. The National Manager is responsible for ensuring that the student's 'studying status' on the database is updated to reflect their cancellation.

Related Policies

- Intervention strategy policy
- Course duration policy
- Complaints and appeals policy
- Compassionate and compelling circumstances policy
- Assessment policy

Related Forms

- Appeals form

Course Progress Procedures

