ACADEMIC PROGRESS MONITORING POLICY

DOCUMENTS:
- Academic Progress Breach Letter (Initial)
- Academic Progress Breach Letter (2nd)
- Academic Progress Breach Letter (3rd & Final)
- Complaint Appeal Report Form
- Complaint Appeal Register

REFERENCES:
- Intervention Strategy
- Student Support Services Policy
- Complaints Policy
- Appeals Policy
- Attendance Monitoring Policy
- Access Equity & Fairness Policy
- VET Quality Framework
- Standards for Registered Training Organisations (RTOs) 2015 Cwlth.
- National Vocational Education and Training Regulator Act 2011
- Education Services for Overseas Students Act 2000
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007
- Working with Children (Criminal Record Checking) Act 2004

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PURPOSE

This document provides guidance and direction as to legislative and 4Life requirements in the management of Students’ academic progress.

POLICY

4Life is committed to a safe and effective learning environment with support mechanisms to ensure the success of all of our students.

4Life is committed to the systematic monitoring of student academic, attendance and overall course progress. 4Life is proactive in notifying and mentoring students who are at risk of failing to meet progress requirements. Please refer to Intervention Strategy Policy.

4Life monitors:

- Academic progress – practical, theoretical and vocational placement;
- Attendance levels – refer Attendance Monitoring Policy.

SCOPE

This policy and procedure applies to all on and off-job learning and assessment of all qualifications and courses delivered by 4Life.

This policy applies to Domestic and International Students.

DEFINITIONS

Academic Progress | Satisfactory Academic Progress is defined as the expected achievement of the following requirements:

- no less than and 80% “satisfactorily achieved” of for each individual assessment;
- An average “satisfactorily achieved” assessment of at least 80% combined for all the units completed from time of enrolment;
- Not failing a unit more than once;
- Not failing more than one unit per semester;
- Satisfactory attendance at scheduled classes of not less than 80% for the duration of the course unless due to evidenced special circumstances. Please refer to Attendance Monitoring Policy.

Accountable Officer: The Accountable Officer is the senior trainer/assessor. They are responsible for the quality of training and assessment and student completion.

At the time of publication of this policy the Accountable Officer is Mr Bruce Cameron.

Appeal or Complaint Process | Processes by which students and other stakeholders may appeal decisions or formally register a complaint.
Children’s Protection Officer

The Children’s Protection Officers are the Operations Director in South Australia and General Manager in NSW and their role is to provide and/or facilitate appropriate support services and protections for minor children.

Deferment of Studies

Deferment of studies occurs when a student is unable to complete the qualification for which they are enrolled. At this time the student will withdraw from the qualification with the ability to recommence at a later date. It should be noted that:

a. during the period of deferment Training Packages may change and the student may need to either undertake gap training or undertake new units; and

b. international students may have their Visa cancelled and be required to return to their home countries.

Evidence of the reason for deferment is required.

Education Director

The Education Director is responsible for the operations of higher level decision making such as the continuance of students.

At the time of publication of this policy the Education Director is Mr Bruce Cameron.

Intervention Stage 3

Domestic Students - Intervention Stage 3 means the immediate release/removal from all further studies with 4Life.

International Students – Intervention Stage 3 means the immediate release/removal from all further studies with 4Life supported by a report to DIBP which will result in cancellation of Visa.

Intervention Stage 3 is a ‘last resort’ consequence that will occur where a student does not evidence active participation in the Intervention Strategy, and has been suspended once previously, and/or their behaviour is of a serious negative or illegal nature.

Domestic and International Students may access the Appeal or Complaint Process if they believe that Intervention Stage 3 was not appropriate. Please refer to the Appeal and Compliant Policies.

Intervention Strategy

This involves the active participation of a student in a negotiated strategy to increase the student’s opportunity for satisfactory course progress achievement.

An Intervention Strategy is negotiated and is compulsory once a student is identified as being at risk of not achieving satisfactory academic progress. Please refer Intervention Strategy Policy.
If a student refuses to participate in an intervention strategy they may be subject to Intervention Stage 3.

Intervention & Support Services

Internal or external activities and actions that assist the student to achieve a successful course outcome i.e.:

- Academic Mentor (Internal);
- Study groups (Internal);
- Language Literacy & Numeracy additional learning (external);
- Personal, financial or other counselling (external)

Please refer to Student Intervention & Support Services Policy and/or speak with 4Life staff for assistance.

Minor Children

A child under the age of 18 years of age.

Intervention Stage 1

Academic Intervention Stage 1 for students whose academic performance is unsatisfactory will mean a period of Intervention Stage 1 in which the student is engaged in the 4Life Intervention Strategy including the assignment of an academic mentor who will closely monitor the student's progress and provide support as required. It is the student's responsibility to maintain contact with their academic mentor.

The student will continue to attend classes.

Student Support Officer:

The Student Support Officer is responsible for the welfare of all students.

At the time of publication of this policy the Student Support Officers are Ms Melinda Asquith (South Australia) and Ms Pam Newell (NSW).

Student Support Services

Refer to Intervention & Support Services above.

Study Period

A study period is equal to one semester which is made up of 26 weeks.

Intervention Stage 2

Intervention Stage 2 means a student will be removed from attending normal classes for a period of time during which they will be provided with external assignments to complete and an academic mentor will be nominated as a support during this period of time.

Intervention Stage 2 will occur where a student has evidenced a continued disregard for course minimum requirements and/or the Intervention Strategy and/or the Student Code of Conduct.

Domestic and International Students may access the Appeal or Complaint Process if they believe that Intervention Stage 2 was not appropriate. Please refer to the Complaint & Appeal Policies.
Students evidencing active participation in the 4Life Intervention Strategy will not be subject to Intervention Stage 2.

Withdrawal from a unit
Withdrawal from a unit or qualification, due to illness or other compassionate or other compelling circumstance, without academic penalty will be negotiated and will be dependent upon the level of completion and achievement at the time of withdrawal.

Generally, academic penalty will apply before and up to week 4 of the qualification as assessments are not conducted before this time.

It is not 4Life policy to penalise a student for circumstances that are out of their control.

PROCEDURE

MINOR CHILDREN
Where a minor child is not achieving academic progress their parent/guardian will be informed and involved in all of the intervention stages as detailed below.

COURSE PROGRESS
4Life will monitor the academic performance of each student for each unit of enrolment.

Students are expected to achieve the following in order to meet the satisfactory course progress requirements and academic visa requirements:

- No less than 80% achievement for each individual assessment
- A combined average mark of at least 80%+ for all the units completed from time of enrolment;
- Not failing a unit more than once;
- Not failing more than one unit in a study period
- Satisfactory attendance at scheduled classes. Please refer to Course Attendance Policy.

The consequences of failure to meet one or more of the requirements for satisfactory progress are as follows:

- Failure to achieve an average mark of at least 80% for each of the units completed to date will result in the student being placed on Intervention Stage 1 for an agreed period of time (usually 1 term or 1 semester).
- The student will also be required to discuss and participate in an Intervention Strategy for which they will report to their allocated Academic Mentor and Student Support Officer at agreed periods of time.
- Failing a unit more than once will result in a student being prevented from attempting the unit a third time unless they can evidence exceptional circumstances. The student will be required to re enrol in that unit and pay the relevant cost.
INTERVENTION STAGE 1

Students who fail to meet two or more of the requirements for satisfactory course progress in a study period.

Academic Intervention Stage 1 for students whose academic performance is unsatisfactory will mean the implementation of an Intervention Strategy which will include the assignment of an academic mentor (usually a Trainer/Assessor) who will closely monitor the student’s progress and provide support, in addition to class attendance, as required. It is the student’s responsibility to maintain contact with their academic mentor.

INTERVENTION STAGE 2

Students who have been placed on Intervention Stage 1 and do not actively participate in the Intervention Strategy may face Intervention Stage 2. This means that the student does not attend any classes for a set period of time and works closely with their Academic Mentor to reach the required skills and/or knowledge levels.

INTERVENTION STAGE 3

Where a student continues to be non-participative in the Intervention Strategy they may be expelled from studying with 4Life permanently. A Statement of Attainment for the units successfully completed will be awarded.

INABILITY TO MEET COMPETENCY REQUIREMENTS

Where a student participates fully in the Intervention Strategy and is unable to meet the academic requirements of the qualification the Academic Mentor and Accountable Officer will discuss other study options with the student.

A Statement of Attainment will be awarded for units successfully completed.

DETERMINATION

Intervention Stage 1, Intervention Stage 2 or Intervention Stage 3 of a student will be determined by the Education Director at any stage where it is evidenced that the student is not progressing as they need to be and/or not participating fully in a negotiated Intervention Strategy. The Education Director will consider each case on its merits and taking into consideration compassionate or compelling circumstances.

NOTIFICATION AND APPEAL

The Education Director will notify students in writing of Intervention Stage 1, Intervention Stage 2 or Intervention Stage 3.

Any compassionate or compelling circumstances will be considered.

Students have the right to appeal all consequences imposed for failing to meet the requirements for academic progress.

Appeals must be lodged in writing and addressed to the Education Director within twenty days of the date of the student being notified of the Intervention Stage 1, Intervention Stage 2 or Intervention Stage 3. The appeal process will commence within ten (10) working days from the date of receipt of the student’s appeal. Refer to Appeal Process Policy or speak with a staff member.

WITHDRAWAL FROM A UNIT

Withdrawal from a unit, due to illness or other compassionate or compelling circumstances, without academic penalty can only occur after week four of classes.
A medical certificate must be provided as evidence that the illness is of sufficient severity that it interrupts the student’s work significantly during that period of time.

Compassionate and compelling circumstances are a defined and limited set of exceptional circumstances which are beyond the student’s control and which disrupt the student’s academic progress. Students should see the Student Support Officer if they require help in evidencing cases of compassionate and compelling circumstances.

**ACADEMIC MONITORING**

Academic Monitoring occurs:

- at each assessment entry point as data is recorded on the student record spreadsheet;
- as Trainer/Assessors and Host Employers monitor student participation during course contact hours and on-job training;
- at the end of each study period (please refer to the Learning and Assessment strategy) to ensure the student's capacity to function at a competent level at each stage of development;
- whilst course progress is formally monitored in the above manner, 4Life Trainer/Assessors, will informally monitor student progress and capacity on an individual and sessional basis;

Any student found to be at risk of failure will be placed in an intervention program. Please refer to Intervention Strategy Policy.

Every reasonable effort will be made to mentor and support a student and to identify remedial and preventative measures.

**MONITORING/AUDITING COURSE**

The Education Director will on a regular basis, but not less than twice during the progress of each course/qualification, conduct ad-hoc monitoring/auditing of student progress in addition to Trainer/Assessor Activities.

**TIMELINESS OF ASSESSMENT SUBMISSIONS**

Assessments must be submitted by the due date.

All extensions to assessment deadlines must be applied for in writing to the Trainer/Assessor detailing the extenuating circumstances and a suggested reasonable completion date.

Acceptable circumstances for late submission of an assessment include:

- Traumatic Events e.g. serious accidents, injuries;
- Death of a family member;
- Illness which is supported by a medical certificate confirming that the completion of the assessment within the timeframe was not possible;

**Please Note:**

1. Annual Leave from employment is not an acceptable circumstance for late submission of an assessment;
2. All reasons for late submissions must be supported by appropriate evidence.
3. 4Life Trainer/Assessors are not required to accept either the reason or the suggested completion date and will make a determination based on the individual student’s history and circumstances at the time of application for extension.

Failure to submit an assessment by the due date and without having applied in writing detailing extenuating circumstances will result in a CNA (Competency Not Achieved) result.

A result of CNA due to late submission of assessment will require the student to submit a 2nd alternate assessment by a new due date. A request for extension to submit a 2nd assessment must be made in writing to the Trainer/Assessor.

Failure to submit a 2nd assessment by the due date and without having applied in writing detailing circumstances will result in a CNA (Competency Not Achieved) result.

A third attempt under the current enrolment will not be permitted and the student will be required to re enrol in that unit/session. Re-enrolment in the relevant units of competency(ies) and will incur the unit(s) standard fee(s).

RE SIT OF ASSESSMENT

Please refer to Timeliness of Assessment Submission above.

Students will be permitted to re-sit assessment of one unit per semester and each unit only once before they must re enrol. Re-enrolment in the relevant units of competency(ies) and will incur the unit(s) standard fee(s).

Inability to achieve competency after the first assessment attempt will trigger the Intervention Strategy.

Inability to achieve competency in more than one unit per semester will result in:

- escalation to or of the Intervention Strategy; or
- re-enrolment and repeat of the unit session which will incur a fee; or
- re-enrolment and re-sit of assessment which will incur a fee; or
- due to the lack of participation in the Intervention Strategy the student will be prevented from attempting a third re-sit.

Inability to achieve competency after the second assessment attempt will lead to:

- escalation of the Intervention Strategy;
- re-enrolment and repeat of the unit session which will incur a fee;
- re-enrolment and re-sit of assessment which will incur a fee; or
- due to the lack of participation in the Intervention Strategy the student will be prevented from attempting a third re-sit.

The consequences of failure to meet one or more of the requirements for satisfactory course progress are as follows:

IMPLEMENTATION OF 4LIFE INTERVENTION STRATEGY

- the student will not be permitted to attempt a third re-sit of the assessment;
- if not already in place, the student will be required to enter into negotiation for and participation in an Intervention Strategy that will include as a minimum a nominated
Academic Mentor that the student will report to at agreed periods of time during which monitoring of progress and review of the Intervention Strategy will be conducted; and

- the student will be placed on Intervention Stage 1 for an agreed period of time depending on the duration of their studies and/or the support strategies implemented.

POST IMPLEMENTATION OF 4LIFE INTERVENTION STRATEGY

- If a student has been evidencing active participation in the 4Life Intervention Strategy and is still not meeting the course minimum requirements the Intervention Strategy will escalate and external support mechanisms will be further investigated.

- If the student is still unable to meet the course minimum requirements 4Life will discuss with the student their suitability to complete the course and provide options for the student.

- If a student has not been evidencing active participation in the 4Life Intervention Strategy and is not meeting the course minimum requirements they will be notified in writing that 4Life intends to suspend or expel them from the course.

INTERNATIONAL STUDENTS

It is a condition of International Students’ Visa conditions that they must progress satisfactorily through their course of study.

Where an International Student:

- does not meet this condition; and
- after support and participation in the Intervention Strategy; and
- after the Appeal Process period has completed and has found in favour of 4Life,

OR

- the International Student refuses to participate in an Intervention Strategy; and
- after the Appeal Process period has completed and has found in favour of 4Life,

4 Life may report the Student with a view to cancelling the Students CoE.

The International Student will be sent 3 warning letters the third will be advice that 4Life is reporting the breach of this condition to DIBP after the 20 day Appeal Process timeframe.

The International Student may access the Appeal Process at anytime during the delivery of the 3 letters and as a maximum 20 working days from the date of receipt of the 3rd letter.

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting 4Life,

OR

If the Appeal Process is exhausted and the student is still considered to be in breach of this condition 4Life will within:

- 5 business days notify the Secretary of the student’s breach;
14 days report cancellation of the student’s enrolment to DIBP via PRISMS using a Section 19 report;

28 days finalise the student default obligations as set out in the written agreement with the student;

a further 7 days report the outcome of the student default via PRISMS.

RESPONSIBILITY

MANAGING DIRECTOR

It is the responsibility of the Managing Director to ensure that 4Life has a current and effective policy and practices for:

- Monitoring and managing Student Academic Progress;
- Intervention Strategies;
- Student Support mechanisms;
- Compliance with legislation.

EDUCATION DIRECTOR

It is the overall responsibility of the Education Director to ensure that:

- all employees and students are conversant and correctly action this policy;
- intervention options are available to students with supportable issues;
- all students are fully informed of the Academic Progress Policy as part of the pre enrolment information and induction process;
- all employed and contracted Trainer/Assessors are fully informed and implement the correct processes for Academic Progress;
- appropriate monitoring/auditing of Trainer/Assessor activities in relation to Academic Progress Monitoring is conducted effectively and regularly;
- intervention options are made available to students with supportable issues in a timely and appropriate manner;
- fair and equitable decisions are taken in relation to Student reporting and Intervention Stage 3.

In the capacity of Compliance Officer to meet the requirements of the Compliance Officer Policy and in particular Children’s Protection in collaboration with the Children’s Protection Officers.

OPERATIONS DIRECTOR

The Operations Director is responsible for the accurate and timely reporting to DIBP of Visa breaches via PRISMS system.

STUDENT SUPPORT & CHILDREN’S PROTECTION OFFICERS

The Student Support Officers and Children’s Protection Officers are responsible for the welfare of students and Children’s Protection throughout the student’s period of study with 4Life.
At the time of publication of this policy the Student Support Officers and Children’s Protection Officers are the Operations Director in South Australia and the General Manager in NSW.

**TRAINER/ASSESSORS**

It is the responsibility of Trainer/Assessors to:

- actively monitor student progress;
- report to the Education Director immediately it becomes apparent a student is not progressing satisfactorily;
- provide mentoring and intervention to Students experiencing supportable issues.

**EMPLOYEES & STAKEHOLDERS**

4Life staff and stakeholders are responsible for;

- where they have regular contact with minor children maintaining:
  - current Working With Children Screenings; and
  - appropriate relationships with minor children.
- advising the Compliance Officer of any concerns or suggested improvements through the Continuous Improvement Recommendation; or
- success of process or accolades; and
- ensuring their compliance to all 4Life and regulatory requirements.

**STUDENTS**

It is the responsibility of Students to identify and advise 4Life at the earliest possible opportunity of:

- any issues that may/are affecting their ability to achieve the required levels of academic progress;
- their inability to meet assessment submission deadlines.

It is the responsibility of Students to participate fully in Intervention Strategies negotiated with them to assist in the successful completion of the qualification.

**APPLICABLE STANDARDS**

**STANDARDS FOR REGISTERED TRAINING ORGANISATIONS 2015 – DOMESTIC STUDENTS**

Made under the National Vocational Education and Training Regulator Act 2011:

**Standard 1: Training & Assessment Strategies**

**Clause 1.7:**

The RTO determines the support needs of individual learners and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product as specified in training packages or VET accredited courses.
STANDARDS FOR REGISTERED TRAINING ORGANISATIONS - EDUCATION SERVICES FOR OVERSEAS STUDENTS

Made under the Education Services for Overseas Students Act 2000 (the ESOS Act)

Standard 10:- Registered providers systematically monitor students’ course progress.

Registered providers are proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

Clause 10.1

The registered provider must monitor, record and assess the course progress of each student for each unit of the course for which the student is enrolled in accordance with the registered provider’s documented course progress policies and procedures.

Clause 10.2

The registered provider must have and implement appropriate documented course progress policies and procedures for each course, which must be provided to staff and students, that specify the:

a. requirements for achieving satisfactory course progress
b. process for assessing satisfactory course progress
c. procedure for intervention for students at risk of failing to achieve satisfactory course progress
d. process for determining the point at which the student has failed to meet satisfactory course progress, and
e. procedure for notifying students that they have failed to meet satisfactory course progress requirements.

Clause 10.3

The registered provider must assess the course progress of the student in accordance with the registered provider’s course progress policies and procedures at the end point of every study period.

Clause 10.4

The registered provider must have a documented intervention strategy, which must be made available to staff and students, that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy must specify:

f. procedures for contacting and counselling identified students
g. strategies to assist identified students to achieve satisfactory course progress, and
h. the process by which the intervention strategy is activated.

Clause 10.5

The registered provider must implement the intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the
intervention strategy must be activated where the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period.

Clause 10.6

Where the registered provider has assessed the student as not achieving satisfactory course progress, the registered provider must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access the registered provider's complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.

Clause 10.7

Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the registered provider must notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable.