

MONITORING PROGRESSION AND SUPPORT POLICY

It is our intent to clearly define the process in which we will monitor the progression of each student and support them to complete the training they have enrolled in.

ATTENDANCE

ATTENDANCE RECORDS

Records will systematically be recorded for students on registered courses which are reported on weekly for non-attendance.

Non-attendance due to illness evidenced by a medical certificate, or other exceptional personal leave must also be recorded, monitored and reported weekly.

Records will systematically be maintained for learners on a registered course. Non-attendance due to illness evidenced by a medical certificate, or other exceptional personal leave must also be recorded, monitored and reported weekly.

ATTENDANCE REQUIREMENTS

You are expected to be punctual when attending training courses; late arrival or non-attendance will affect your progress in achieving the course outcomes.

Students, who due to circumstances beyond their control, cannot complete all units may attend future courses to complete their competencies.

As the course is designed for you, we require you to notify us as soon as possible if you are unable to attend any scheduled lesson.

You are expected to attend all of the structured training, however completion of 80% of your structured training and successful completion all assessments tasks is the minimum attendance requirement.

Students must present a medical certificate issued by a Legally Qualified Medical Practitioner (LQMP) or a sickness certificate issued by a pharmacy.

FAILURE TO ATTEND

Failure to attend without reason may be reported where appropriate and may jeopardise successful completion of the course.

Failure to attend on numerous occasions may mean an incomplete being recorded and no refund of monies paid.

LATENESS TO CLASS

Lateness to class on any day is not acceptable;

1. When you are delayed from arriving on time, you must notify the trainer by text or phone to inform of delay; and
2. We expect that all Learners will be in the room on time after breaks throughout the day.

MONITORING ATTENDANCE

To monitor attendance:

1. Attendance records must be accurate and detailed maintained and monitored (weekly) for students in all courses.
2. Trainers are required to record attendance for students in registered courses on a daily basis.
3. All documentation and evidence relating to non-attendance issues must be forwarded to the Academic Manager.

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The Academic Manager will monitor students' attendance and counsel students who have missed 2 consecutive days or are at risk of breaching the 80 per cent attendance requirement.

ACTIONS

When a student can no longer achieve 80 per cent attendance, the Academic Manager will notify the student of our intention to instigate an intervention strategy for the student due to unsatisfactory attendance.

Contempo College may decide not to instigate an intervention strategy for the student for breaching the 80 per cent attendance requirements where:

1. the student produces documentary evidence clearly demonstrating that compassionate or compelling circumstances apply;
2. that the decision is consistent with our documented attendance policies and procedures; and
3. we have confirmed that the student has attended at least 80 per cent of the scheduled course contact hours for the course in which the student is enrolled.

NOTICES

A written notice (of intention to instigate an intervention strategy for unsatisfactory attendance) must be issued as soon as we are aware a student is not meeting the attendance requirements.

A written notice will inform the student that he or she is able to access our complaints and appeals process and that the student has 20 working days in which to do so.

APPEALS

A student may appeal on the following grounds:

1. Our failure to record or calculate a student's attendance accurately; or
2. Compassionate or compelling circumstances.

This could include but is not limited to:

- a. serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- b. bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided);
- c. major political upheaval or natural disaster has impacted on the student's studies; or
 - i. a traumatic experience which could include:
 - ii. involvement in, or witnessing of a serious accident; or
 - iii. witnessing or being the victim of a serious crime,
 - iv. and this has impacted on the student (these cases should be supported by police or psychologists' reports),
- e. where we were unable to offer a pre-requisite unit; or
- f. inability to begin studying on the course commencement date due to delay in receiving a student visa.
- g. inability to study for a portion of a study period due to cultural reasons e.g. Arranged marriage.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

1. If the appeal shows that there was an error in calculation, and the student actually had satisfactory attendance (attended at least 80 per cent for the Semester), we will not report the student.
2. If the appeals process shows that the student has not had satisfactory attendance, but there are compassionate or compelling reasons for the lack of attendance, we will not report the student.

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COURSE PROGRESS

Definitions

Academic Progress

A consistent pattern of successful completion of subjects in a program(s) in which the student is enrolled.

Enrolment

Registration (register) in a subject on the Student Information Management System.

Subject

A subject or national unit of competency, or national module. Subjects make up a program.

Program

A collection of subjects that must be completed according to a set of program rules. When completed a program leads to a qualification.

Unsatisfactory academic progress

Unsatisfactory academic progress is defined by:

- a) Failing fifty per cent (50%) or more of subjects attempted in any study period;
- b) Failing a subject more than twice;
- c) Having more than five (5) fail results on their entire record

In order to demonstrate good academic progress, we also expect a minimum of eighty percent (80%) attendance at all scheduled classes unless under conditions of special consideration apply.

COURSE CALENDARS

Courses shall be scheduled to commence and complete with sufficient time to have elapsed, so that the Volume of Learning requirements are met.

Each calendar shall demonstrate:

1. Number of weeks per semester;
2. Holiday periods; and
3. Assessment periods.

Each calendar shall give proper consideration to the declared public holidays for Victoria.

ENROLMENTS

Under normal circumstances, a student is only permitted to enrol in a subject or unit of competency twice. The second attempt may involve counselling and monitoring.

To be permitted to enrol more than twice, the student must provide satisfactory evidence to the Academic Manager that there is a reasonable chance of successful completion of the subject/unit of competency if a future enrolment is permitted.

This could include evidence that they have participated in counselling sessions or that their studies have been interrupted by circumstances beyond their control. If approval is not granted, a student may re-apply, with additional evidence, in subsequent semesters.

Third and subsequent attempts will normally be charged on a cost recovery basis.

If a student has a substantial record of unsatisfactory academic progress in one or more programs, he/she will only be permitted to re-enrol in a previously attempted program or enrol in a different program of study if he/she provides the

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Academic Manager with satisfactory evidence that there is a reasonable chance of successful completion of subjects in the program.

MONITORING, RECORDING AND ASSESSING THE COURSE PROGRESS

Responsibility for monitoring student progress

The trainer is responsible for:

- a) monitoring course progress,
- b) identifying any student who may, be in need of support or intervention, and
- c) working with the student and relevant staff to provide appropriate intervention.

Any agreed intervention strategy is recorded in student file.

The trainer is also responsible for referring any issues pertaining to a student who is not making satisfactory progress to the Academic Manager.

When dealing with a student who is not progressing effectively in their course we will:

1. Ensure all students are treated fairly and openly;
2. Aim to maintain student confidentiality and privacy except as required by law;
3. Ensure appropriate information will be made available to students identified as at risk of not achieving satisfactory course progress;
4. Ensure ease of access to learning and other support to students at risk of not achieving satisfactory course progress.
5. Ensure equity, consistency, transparency and natural justice principles are observed.
6. Ensure privacy laws are respected.

MONITORING ACADEMIC PROGRESS STEPS

To ensure the effective monitoring of a student's progress, we will:

1. At the end of each study period the student management system will identify those students who have not demonstrated competency in at least 50% of the course requirements in the compulsory study period, i.e. students who have not made satisfactory course progress at the end of the compulsory study period.
2. We also monitor the progress of students during each study period to ensure at all times, students are in a position to complete the course in the time as specified.
3. Trainers contact students who have failed to achieve satisfactory course progress. A meeting is arranged between the student and relevant staff to discuss any concerns with students and offer assistance.
4. Trainers continue to monitor the progress of students and report any concerns to the Academic Manager as required.
5. Continue to monitor and record student's academic progress on completion of each study period.

INTERVENTION STRATEGY

Reviews of the progress of all students at the completion of each semester will be conducted.

Additionally, the Academic Manager will consider any student who has displayed unsatisfactory progress at the end of any 10 week study period.

For students at the end of each study period, a staff meeting will be held, led by the Academic Manager, to discuss student progress and levels of achievement.

Trainers will bring their class files which include all assessment tasks completed during the teaching session and the recorded outcomes and notes on student progress.

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When a student is identified as being at risk of failing to demonstrate satisfactory course progress, the Trainer(s) must have documentary evidence of this (e.g. poor attendance records, samples of the student's work, written reports on participation levels, etc.).

Intervention strategies we may use include the following:

1. Move the student to a class behind
2. Counsel the student to identify any personal issues affecting course progress.
3. Develop a learning contract in cooperation with the student.
4. Withdrawn the student from the class, so that we can provide 1:1 sessions with a Trainer.
5. Set additional tasks for the student to work on a particular area of weakness; or
6. Appoint a student mentor to assist during classes.

Trainers are asked to recommend to the Academic Manager a strategy or strategies which will benefit students at risk in their class.

A written report will be kept of the procedures undertaken with the student and their outcomes.

Progress will be monitored weekly by the responsible Trainer and reported to the Academic Manager and Learning Support Officer.

Regular meetings will be held with the student to monitor progress on the agreed learning contract.

REPORTING

After the implementation of the intervention strategy has been undertaken and the student is not achieving satisfactory course progress, we will notify the student in writing of our intent to report them for not achieving satisfactory course progress.

This written notice will advise the student of our intent to report and the actions they may take including the complaints and appeals process and their enrolment is ongoing during the process.

NOTIFICATION OF UNSATISFACTORY PROGRESS

Students are notified in writing as soon as it is identified they are 'at risk' of not achieving satisfactory academic progress.

The first warning will be given after failing a first assessment. Students will be required to meet with the Academic Manager to discuss what action/intervention strategies are to be taken.

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period, the Academic Manager will advise the student in writing of its intention to report, **where appropriate**, the student for not meeting course progress, and that he/she has 20 working days to initiate the internal complaints and appeals process

ALLOWABLE EXTENSIONS OF COURSE DURATION

We must not extend the duration of the student's enrolment if the student is unable to complete the course within the expected duration, unless:

1. there are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or
2. we have implemented, or is in the process of implementing, an intervention strategy for the student because the student is at risk of not meeting course progress requirements, or
3. an approved deferral or suspension of the student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

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If we extend the duration of the student's enrolment, we must advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

COMPASSIONATE AND COMPELLING CIRCUMSTANCES

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon student's course progress or wellbeing and include:

1. serious illness or injury, where a medical certificate states that the student was unable to attend classes
2. bereavement of close family members such as parents or grandparents
3. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
4. a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; and
 - witnessing or being the victim of a serious crime.