

## Course Progress and Intervention Strategy

### 1.0 Purpose

- 1.1 The purpose of this procedure is to ensure that student course progress is monitored and reviewed, and that Training Masters (TM) takes intervention action when a student is in danger of not progressing satisfactorily or completing their course.
- 1.2 The purpose is also to ensure that the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students are met.

### 2.0 Responsibility

- 2.1 The PEO is responsible for the implementation of this procedure, to ensure that staff and students are aware of its application and that staff implement its requirements.

### 3.0 Policy

- 3.1 Training Masters (TM) has implemented the Department of Education Approved Course Progress Policy and Procedures for its vocational and technical education courses.
- 3.2 For vocational and technical education courses attendance is recorded and monitored as part of the course progress requirements and the student behaviour requirements.
- 3.3 Students are required to always adhere to Training Masters (TM) student attendance requirements applicable to their course.
- 3.4 Students are required to complete their course within the expected duration of study as recorded on the CRICOS register unless the exceptional circumstances as listed in 3.4 of the completion within expected duration of study procedure apply.
- 3.5 At the time of initial enrolment each student will be furnished with a training program schedule which will identify the units required to be completed in each study period in order to complete the qualification within the normal duration as indicated on the CRICOS register
- 3.6 Students who have unsatisfactory academic progress will be reported to the Department of Education and the Department of Home Affairs. Unsatisfactory academic performance is defined as failing more than 50% of units in two consecutive study periods.
- 3.7 Students who are “at risk” of not meeting satisfactory course progress requirements will be interviewed, counselled and will be placed on a course intervention strategy.
- 3.8 All causes of unsatisfactory progress or being “at risk” are to be considered including academic causes and not academic causes such as personal issues.
- 3.9 The progress of each student is monitored, recorded and assessed.
- 3.10 Training Masters (TM) has documented course progress policies and procedures.
- 3.11 Training Masters (TM) assesses each student at the end point of each study period

according to its course progress policy.

- 3.12 Training Masters (TM) has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.
- 3.13 Where Training Masters (TM) has assessed the student as being “at risk” Training Masters (TM) will inform the student and implement an intervention strategy where warranted.
- 3.14 Where Training Masters (TM) has assessed the student as not meeting satisfactory course progress, Training Masters (TM) will inform the student in writing of its intention to report the student and that he or she is able to access Training Masters (TM) complaints and appeals process within 20 working days.
- 3.15 Training Masters (TM) will notify the Department of Education and the Department of Department of Home Affairs through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalized and upholds Training Masters (TM)’s decision to report
- 3.16 The method section defines the procedure used for monitoring progress, taking intervention action and reporting students who breach the requirements

#### **4.0 Definitions**

- 4.1 Study period means one term of study (A duration consisting of 10 study weeks)
- 4.2 Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:
  - fails more than 50% of units in a study period; or
  - fails two or more units in a study period; or
  - fails a prerequisite unit in a study period; or
  - fails two consecutive assessments (or one if there is only two) of a prerequisite unit in a study period; or
  - during a study period falls behind the trainers expected progress and is reported by the trainer to the Academic Manager
  - is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Academic Manager in accordance with Training Masters (TM) Completion within the expected duration procedure; or
  - is absent for 5 consecutive days or in any other way has an attendance record that is detrimentally affecting the student’s capacity to complete the assessment requirements for a unit. Prior approval or a medical certificate from a registered medical practitioner does not remove the “at risk” status as prolonged absences for any reason place a student at risk of failure and is reported to the Academic Manager
- 4.3 Failing a unit means being assessed as “Not Yet Competent” for a completed unit.
- 4.4 Satisfactory progress means that students have not been identified as having failed more than 50% of units in two consecutive study periods
- 4.5 The PEOs responsible for the implementation and monitoring of the intervention strategy.

#### **5.0 Procedures**

##### **Intervention strategy – general requirements**

- 5.1 All students identified as being “at risk” (during the study period or at the end of the study period) of not meeting satisfactory course progress requirements will be sent a warning letter requiring them to attend a course counselling interview using the appropriate student course progress warning letter.
- 5.2 A copy of the warning letter and all other relevant documents will be placed in the student’s file.
- 5.3 At the meeting an intervention strategy will be negotiated with the student and will be recorded at the conclusion of the meeting and signed off by the student and the Academic Manager. A written copy of the intervention strategy will be provided to the student and placed in their file.
- 5.4 The intervention meetings will be initiated by the Academic Manager however appropriate personnel such as the Student Services & Administration Manager or a Academic Coordinator may be called on to assist with the process or to delegate for the Student Services & Administration Manager.
- 5.5 Students “at risk” of not meeting course progress requirements, who fail to participate fully in the intervention strategy developed by Training Masters (TM) in conjunction with the student will be subject to the student behaviour requirements which includes the possibility of deferral, suspension or cancellation of their enrolment.
- 5.6 At the intervention meetings, the following will be reviewed
  - Programs to address academic and non-academic issues
  - Student attendance
  - Student study timetable drawn up
  - The academic involvement report from each subject trainer.
  - Assessment outcomes
  - Any other matters relevant to progress
- 5.7 Where a student on the intervention strategy requires more time to complete their qualification the current Confirmation of Enrolment must be cancelled, and a new Confirmation of Enrolment must be completed by the Student Services & Administration Manager and lodged on PRISMS. The new Confirmation of Enrolment must indicate the revised completion date and the reasons for the revised date.
- 5.8 Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under Training Masters (TM) student behaviour requirements). The written notification will require the student to immediately contact the PEO to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. A written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the college. It will be at the discretion of the PEO (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student about intention to implement Training Masters (TM) Student behaviour procedure.

#### **Intervention strategy – during a study period**

- 5.9 During a study period student course progress and attendance will be continuously monitored by trainers.

- 5.10 Identification of students “at risk” will be accomplished by teachers completing the relevant section of Training Masters (TM) course progress record for the course each student is enrolled in where a student is identified as being “at risk” according to any of the criteria below.
- 5.11 Students will be identified as being “at risk” if during the study period they:
- fail to meet course progress assessment requirements required and communicated in writing to the students; or
  - fail two consecutive assessments (or one if there is only two) of a prerequisite unit in a study period; or
  - are absent for 5 consecutive days or in any other way have an attendance record that is detrimentally affecting their capacity to successfully complete a unit: or
  - are identified by the trainer as not progressing satisfactorily through the course material.
- 5.12 Trainers must monitor and record student attendance and progress during each study period.
- 5.13 Trainers must report, in writing (via Training Masters (TM) course progress record), to the Academic Manager the details of any student identified as being at risk during a study period without delay.
- 5.14 All students identified during a study period as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter by the student service, requiring them to attend a course counselling interview using the appropriate student course progress warning letter.
- 5.15 A copy of the warning letter and all other relevant documents will be placed in the student’s file.
- 5.16 The intervention meetings will be initiated by the Academic Manager, however appropriate personnel such as the Student Services & Administration Manager or a Trainer may be called on to assist with the process.
- 5.17 At the course counselling interview academic and non-academic issues are to be explored, solutions sought, and the following intervention strategies will be put in place where appropriate:
- Programs and counselling to address academic and non-academic issues
  - Resetting assessments during the current study period
  - Training and assessment programs conducted during non-compulsory periods to “catch up” failed units.
  - Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.
  - Student attendance timetable prepared
  - Student study timetable prepared
  - A fortnightly intervention meeting for the current study period with the Academic Manager or a delegated person will be scheduled
  - A fortnightly academic involvement report requested from each subject trainer.
- 5.18 Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under Training Masters (TM) student behaviour requirements). The written notification will require the student to immediately contact the Academic Manager to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. A

written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the college. It will be at the discretion of the Academic Manager (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student about intention to implement Training Masters (TM) Student behaviour procedure.

### **Intervention strategy – after completion of a study period**

- 5.19 Within 10 working days of the completion of a study period the college will review the academic progress of all students in their department and identify those students who are “at risk” of not meeting satisfactory course progress requirements.
- 5.20 Identification of students “at risk” will be accomplished by the Academic Manager reviewing a current transcript of student progress printed from the student database (RTOManager) and completing the relevant section of Training Masters (TM) course progress record for the course each student is enrolled in.
- 5.21 Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:
- fails more than 50% of units in a study period; or
  - fails two or more units in a study period; or
  - fails a prerequisite unit in a study period; or
  - is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Academic Manager in accordance with Training Masters (TM) Completion within the expected duration procedure.
- 5.22 All students identified at the end of a study period as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter by the Academic Manager requiring them to attend a course counselling interview using the appropriate student course progress warning letter.
- 5.23 A copy of the warning letter and all other relevant documents will be placed in the student’s file.
- 5.24 The intervention meetings will be initiated by the Academic Manager, however appropriate personnel such as the Student Services & Administration Manager or a Trainer may be called on to assist with the process.
- 5.25 At the course counselling interview academic and non-academic issues are to be explored, solutions sought, and the following intervention strategies will be put in place where appropriate:
- Programs and counselling to address academic and non-academic issues
  - Student attendance timetable prepared
  - Student study timetable prepared
  - A fortnightly intervention meeting for the current study period with the Academic Manager or a delegated person will be scheduled
  - A fortnightly academic involvement report requested from each subject trainer.
  - Resetting assessments
  - Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.
  - Training and assessment programs conducted during non-compulsory periods to “catch up” failed units.
- 5.26 Students failing to comply with the terms of the agreed intervention strategy will be

notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under Training Masters (TM) student behaviour requirements). The written notification will require the student to immediately contact the Academic Manager to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the academic manager. It will be at the discretion of the Academic Manager (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student about intention to implement Training Masters (TM) Student behaviour procedure.

### **Reporting unsatisfactory course progress to the Department of Education and the Department of Department of Home Affairs.**

- 5.27 Within 10 working days of the completion of a study period the college will review the academic progress of all students and identify those students who have failed 50% or more units in two consecutive study periods.
- 5.28 If a student fails, more than 50% of units in one study periods or otherwise fails to meet course progress requirements then Training Masters (TM) must send 1<sup>st</sup> warning letter to notify the student in writing within 5 days of not achieving satisfactory academic progress using the appropriate student course progress warning letter. Students need to contact college immediately and follow intervention strategies to resolve the issues.
- 5.29 If a student fails, more than 50% of units in two consecutive study periods or otherwise fails to meet course progress requirements then Training Masters (TM) must send 2<sup>nd</sup> warning letter to notify the student in writing within 5 days of not achieving satisfactory academic progress using the appropriate student course progress warning letter.
- 5.30 Those students who receive a 2nd warning letter must contact college within 5 working days of receiving the letter to explain and participate in intervention strategies and resolve the issues. If college does not receive any response from students within 5 working days after issue 2<sup>nd</sup> warning letter or student fail to provide reasonable evidence for failing to maintain course progress as required during intervention, will send a final intention to report letter to the student for not achieving satisfactory academic progress. The student must be informed they have 20 working days to appeal to Training Masters (TM) after receiving ITR.
- 5.31 If the appeal is not upheld or the student withdraws from the appeal process, then Training Masters (TM) will cancel their CoE & report the student to Department of Education and the Department of Home Affairs after 20 working days or as soon as practical following the appropriate PRISMS process which may impact or cancel their visa by the Department of Home Affairs.
- 5.32 Students who are not identified by this process will be deemed as having satisfactory course progress, however they may still be identified as being “at risk” of not achieving satisfactory course progress and therefore be subject to an intervention strategy.