

## PP51 MONITORING DOMESTIC STUDENT ACADEMIC PROGRESS

### PURPOSE

The purpose of this policy and procedure is to outline Southern Cross Education Institute's processes for monitoring and recording domestic students' academic progress towards course completion.

### SCOPE

This policy applies to all staff of Southern Cross Education Institute who are responsible for recording and monitoring domestic student academic progress.

### DEFINITIONS

At Risk	A student who does not achieve at least 50% competency in a compulsory study period, is deemed Not Yet Competent or Fail in a unit of competency or module or there is only one or no evidence of participation in a unit of competency or module.
Compassionate or compelling	Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include: <ul style="list-style-type: none"> <li>serious illness or injury, where a medical certificate states that the student was unable to attend classes</li> <li>bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)</li> <li>a traumatic experience which could include but is not limited to: <ul style="list-style-type: none"> <li>involvement in or witnessing of an accident; or</li> <li>a crime committed against the student; or</li> <li>the student has been a witness to a crime and this has impacted the student (these cases should be supported by police or psychologists' reports).</li> </ul> </li> </ul>
Date of Result	The date in which the trainer/assessor provides the final results of a unit of competency to the administration staff.
Intervention	A procedure where student welfare assists students to ensure satisfactory academic progress and general wellbeing by providing specific support services to the student or referral to an external support service.
Satisfactory Progress	Successfully completing or demonstrating competency in at least 50% of the course requirements in a given study period
SCEI	Southern Cross Education Institute
Student	Active, on-campus student, with a current course of enrolment with Southern Cross Education Institute
Unsatisfactory Progress	A student does not successfully demonstrate competency or a graded pass in a unit of competency or module on two consecutive occasions.

### POLICY

- Southern Cross Education Institute assesses each student's academic progress at the end of each study period.
- Southern Cross Education Institute has an intervention strategy for any student who is not making satisfactory course progress or where there is only one or no evidence of participation in a unit of competency or module. It is made available to staff and students and it specifies:
  - procedures for contacting and counselling students;
  - strategies to assist identified students to achieve satisfactory course progress; and
  - the process by which the intervention strategy is activated.
- Southern Cross Education Institute's intervention strategy includes provision for:
  - where appropriate, advising students on the suitability of the course in which they are enrolled;
  - assisting students by advising of opportunities for the students to be reassessed for tasks in units or modules they had previously been unsatisfactory or demonstrate the necessary competency in areas in which they had not been

- previously able to demonstrate competency; and
- 3.3. advising students that unsatisfactory course progress in two units of competency for a course could lead to the student having their enrolment cancelled.
  4. Southern Cross Education Institute assesses students against this policy and procedure at the end of each study period. If a student is identified of unsatisfactory progress, the intervention strategy is implemented.
  5. If Southern Cross Education Institute identifies a student as not achieving at least 50% competency for two consecutive study periods, the student will be deemed as having made unsatisfactory course progress.
  6. A student who has been deemed as Not Yet Competent in the same unit or module on two occasions will be notified of Southern Cross Education Institute's intention to withdraw them from the course using FOR80 Notification to Defer, Suspend or Cancel Enrolment.
  7. Written notification of a withdrawal from a course will inform the student the reasons and the student is able to access the Southern Cross Education Institute's PP11 Complaints and Appeals Policy and Procedure and that the student has 10 working days in which to do so. A student may appeal on the following grounds:
    - 7.1. provider's failure to record or calculate a student's marks accurately,
    - 7.2. compassionate or compelling circumstances, or
    - 7.3. provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
  8. Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress, Southern Cross Education Institute will withdraw the student from the course and there is no requirement for intervention.
  9. If the appeals process shows that the student has made unsatisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support is provided to the student through the Southern Cross Education Institute's intervention strategy and Student Welfare and Southern Cross Education Institute.

## **PROCEDURE**

### **1. Recording Academic Progress**

- 1.1. A Training Plan is provided students at the time of enrolment and signed by both the student and the Course Coordinator or Trainer. Any amendments to the signed Training Plan will need to be discussed with the student as soon as practicable and signed by both the student and the Course Coordinator or Trainer.
- 1.2. The student's academic progress shall be recorded using the Compliance Checklist and entered on the Training Plan. All students shall be deemed either 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit of competency or module within the qualification they are enrolled or be provided with a graded result for courses with graded assessment in accordance with PP77 Assessment Policy and Procedure.
- 1.3. It is the responsibility of trainers to ensure all Compliance Checklists are passed to the Administration staff in accordance with PP25 Effective Records Management Policy and Procedure.
- 1.4. The assessment outcomes from the Compliance Checklist will be entered into the Student Management System by an administration officer. This system calculates the projected academic progress for the study period, based on the total number of units that are required to be assessed and the outcome of these assessments.

### **2. Monitoring Academic Progress**

- 2.1. The Trainer has the responsibility to identify students at risk of not being able to complete the course satisfactorily and notify the Welfare Department through the completion of a Student at Risk Form.

- 2.2. Unsatisfactory progress may include but is not limited to;
- 2.2.1. Achieving an “Not Yet Competent” or ‘F’ – Fail result for a unit of competency or module
  - 2.2.2. Only one form or no evidence of participation for a unit of competency or module
  - 2.2.3. Completing assessments unsatisfactorily or being graded a fail for each assessment tasks

Student's Academic Progress	Outcome	Action
A unit of compete is deemed 'Not Yet Competent' in a study period.	At risk of not making satisfactory progress	<ul style="list-style-type: none"> <li>• Send 1<sup>st</sup> Academic Warning Letter and activate Intervention Strategy within four weeks of next study period.</li> <li>• If student under intervention, trainer to notify Student Welfare Officer of student's progress update.</li> </ul>
When the students' academic progress falls below 50% in the current study period.	At risk of not making satisfactory progress	<ul style="list-style-type: none"> <li>• Send 1<sup>st</sup> Academic Warning Letter and activate Intervention Strategy within four weeks of next study period.</li> <li>• Inform student that if in two consecutive study periods their academic progress falls below 50% they may be withdrawn from the course.</li> </ul>
Students' academic progress and outcome of intervention strategy is reviewed five weeks into the study period.	Unsatisfactory course progress for the compulsory study period	<ul style="list-style-type: none"> <li>• Send 2<sup>nd</sup> Academic Warning Letter if unsatisfactory course progress in current compulsory study period</li> <li>• Inform student that if in two consecutive study periods they are deemed competent in less than 50% of units attempted they may be withdrawn from the course.</li> </ul>
Students' academic progress and outcome of intervention strategy is reviewed at the end of the study period. If the student's academic progress falls below 50% in two consecutive study periods.	Unsatisfactory course progress for the study period	<ul style="list-style-type: none"> <li>• Send the student FOR80 Notification to Defer, Suspend or Cancel Enrolment notice informing them of the intention to withdraw them from the course.</li> </ul>

- 2.3. Each warning letter will be sent to the student only once.
- 2.4. Every student will receive the three warning letters before receiving the intention to be withdrawn from the course
- 2.5. If a student does not contact Student Welfare Officer within seven days of the letter being sent, the Student Welfare Officer to contact the student via email and phone.

### 3. Intervention Strategy

- 3.1. The Intervention Strategy is implemented when a student is identified as being “At risk of not making satisfactory progress” or making “Unsatisfactory course progress for the study period” and activated within the first four (4) weeks on the following study period.
- 3.2. Once Southern Cross Education Institute identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, it will implement its intervention strategy as early as practicable.
- 3.3. Southern Cross Education Institute's intervention strategy includes provision, for where appropriate:
  - 3.3.1. advising students on the suitability of the course in which they are enrolled;
  - 3.3.2. advising students that they can only enrol in the same unit of competency twice for a qualification or accredited course, if accessing Government funding.
  - 3.3.3. assisting students by advising of opportunities for the students to be reassessed for tasks in units of competency or modules they had previously been deemed unsatisfactory or received a graded result of (F) Fail, or

demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and

3.3.4. advising students that unsatisfactory course progress in two consecutive study periods for a course may lead to the student being withdrawn from the course depending on the outcome of any appeals process.

3.4. The Student Welfare Officer will activate the intervention strategy by:

3.4.1. Contacting the student by telephone and email to arrange for an appointment.

3.4.2. Should contact not be made and the student fails to attend at the beginning of the next study period, he/she will may be at risk of being withdrawn from the course.

3.4.3. All attempted and successful contact with the student must be recorded in the Student Management System.

3.4.4. Meeting the student to discuss reasons underpinning unsatisfactory course progress

3.4.5. Offering counselling/support/advice with a view to improving the student's academic progress.

3.4.6. Setting reasonable boundaries and or timeframes on a case by case basis (if so required) to which the student must adhere. Reasonable boundaries and or deadlines include:

3.4.6.1. Time frames set by the Student Welfare Officer by which assessments must be submitted ensuring all evidence of constraints and impediments are considered; or

3.4.6.2. Time frames by which documented evidence such as valid medical certificates must be submitted; or

3.4.6.3. Time frames indicative of good intent with regard to academic progress.

3.4.7. Communicating timeframes and outcomes with trainers via progress logs (and in person if so required).

3.4.8. Informing the Training or Campus Manager and/or delegate and relevant trainer/assessor about intervention outcomes.

3.4.9. By discussing further options on how to progress in the event intervention has been unsuccessful

3.4.10. Documenting all outcomes of student contact including discussions, actions and outcomes in the Student Management System.

#### **4. Outcome of Intervention Strategy**

4.1. Successful intervention is indicative of a marked and lasting improvement in academic progress.

4.2. For intervention to be deemed unsuccessful, a student typically has not adhered to timeframes and or requirements as set out in the intervention strategy and will, as a result, be at an increased risk of not meeting course progress requirements.

4.3. If Southern Cross Education Institute identifies a student as not making satisfactory course progress in a second consecutive compulsory study period in a course, SCEI will notify the student of its intention to withdraw them from the course using FOR80 Notification to Defer, Suspend or Cancel Enrolment.

4.4. The written letter must inform the student that he or she is able to access Southern Cross Education Institute's PP11 Complaints and Appeals policy and procedure and that the student has 10 working days in which to do so. A student may appeal on the following grounds:

4.4.1. Southern Cross Education Institute's failure to record or calculate a student's marks accurately; or

4.4.2. compassionate or compelling circumstances; or

4.4.3. Southern Cross Education Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

4.5. If a student chooses not to appeal, then they shall be withdrawn from the program.

4.6. A copy of all letters, details of phone calls made, emails and any other reports and correspondence will be retained in the student's administration file and recorded in the Student Management System.

### RELATED DOCUMENTS

FOR80 Notification to Defer, Suspend or Cancel Enrolment  
PP11 Complaints and Appeals Policy and Procedure  
PP25 Records Management Policy and Procedure  
PP77 Assessment Policy and Procedure

### LEGISLATIVE CONTEXT

Standards for Registered Training Organisations (RTOs) 2015: Standard 1, Clause 1.7 and Standard 6  
2014-16 VET Funding Contract (Version 3.0); Sections 3.4  
2014-16 VET Funding Contract – Schedule 1 Victorian Training Guarantee Program Specifications (Version 3.0); Schedule 10

### RESPONSIBILITIES

Campus Manager and Training Manager

Responsible for the development, compliance monitoring and review of this policy and any associated procedures and forms.

Student Welfare Officers

Responsible for the implementation and compliance of this policy and procedure.

Course Coordinators, Trainers and Assessors

Responsible for the implementation and compliance of this policy and procedure.

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