MONITORING COURSE PROGRESS POLICY AND PROCEDURE (DOMESTIC)

Purpose

The purpose of this policy is to describe requirements regarding monitoring course progress and completion within the expected duration of Training Contract for all domestic students associated with Government Subsidised Training or Fee for service place.

This policy and procedure is designed to ensure ACE complies with the 2023 Standard VET Funding Contract – Skills First Program, 2023 Guidelines about Apprenticeship / Traineeship Training Delivery - Skills First Program; VET Quality Framework and the Standards for Registered Training Organisations (RTOs) 2015 which states:

- "Provide accurate and accessible information to prospective and current students" Clause 4.1
- "Informing and protecting students" Clause 5.1 to 5.3
- "Supporting students" Clause 1.7

This policy is to be read in conjunction with the following:

- Formalisation of Enrolment Policy and Procedure
- Pre-Training Review Policy and Procedure
- Fees and Charges Policy and Procedure
- Refund Policy and Procedure
- Withdrawal or Cancellation of Enrolment Policy and Procedure

Scope

This policy applies to all potential Domestic learners (also referred as students or applicant) enrolled at ACE.

Definitions

At Risk	An 'At Risk' student is a student who for any reason, is considered as not, or potentially not, meeting course progression requirements.
Course	Program of study for the attainment of a testamur or certificate.
Course Progression/Progress	The measure of advancement through academic merit or skill based competencies towards the completion of a course as per unit/module guidelines.
'Compassionate or compelling' circumstances	Are generally those beyond the control of the student and which have an impact upon student's course progress or well-being. These include, but are not limited to: - serious illness or injury, where a medical certificate states that the student was unable to attend training - bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided) - a traumatic experience, which could include: - involvement in, or witnessing of a serious accident; or - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)

Intervention Management Tool	A method, tool or process that allows the following processes: • Recording of submission of assessment tasks and the grade awarded, • Identifies if the student is above or below the designated 'At Risk' level, • Recording of communication with student.
Intervention Strategy	Any documented action targeted at addressing the needs of an 'at risk' student.
Satisfactory Progress	Satisfactory completion of the academic merit or skill based competency requirements as per unit / module guidelines.
Study Period (or Term)	A period of study within a course which ACE has defined as a term. A term is normally 13 weeks dependent on the course and time of year.
Unsatisfactory Progress	At a minimum where student has failed or is not deemed competent in 50% or more of units attempted in a study period as per the student's training plan.

Policy

1.1 ACE will 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 this policy and procedures.

1.2 ACE ensures its training and assessment strategies and practices, including the amount of training they provide, are consistent with the requirements of training packages and VET accredited courses and enable each learner to meet the requirements for each unit of competency or module in which they are enrolled within the expected duration or their Training Contract.

1.3 ACE implements appropriate documented course progress policies and procedures for each course, which are provided to staff and students, that specify the:
- requirements for achieving satisfactory course progress
- process for assessing satisfactory course progress
- procedure for intervention for students at risk of failing to achieve satisfactory course progress
- process for determining the point at which the student has failed to meet satisfactory course progress; and
- procedure for notifying students that they have failed to meet satisfactory course progress requirements.

1.4 ACE shall inform students about the requirements to achieve satisfactory course progress before they commence training.

1.4.1 Active participation in training and assessment activities

1.4.1.1 ACE reasons that course progress is closely linked to students' active participation in learning and assessment activities, and timely completion of assessments.

1.4.1.2 At the beginning of unit of competency, trainers will provide students information on the assessment requirements of the unit and a copy of their training plan with the assessment due dates.

1.4.1.3 Students who regularly attend training, complete learning tasks and actively participate in their learning activities achieve positive outcomes in their assessments.

1.4.1.4 Attendance in work-based training programs, self-directed learning activities shall require a physical presence by the student.

1.4.1.5 Active participation in learning requires the student's commitment to the learning tasks and activities, which can be demonstrated through the degree of preparation the

student gives to a presentation, project, research, the timely completion of workbook tasks, willingness to participate in team activities and discussions.

1.4.1.6 Active participation in assessment activities may be demonstrated by the student's efforts in preparing, presenting or submitting evidence for assessment as per due dates and in the correct format as per instructions.

1.4.2   Demonstration of competence

1.4.2.1 Students must demonstrate that they have gained the required skills and knowledge through the satisfactory completion of assessment tasks.

1.4.3   Achieving satisfactory course progress

1.4.3.1 Students achieve satisfactory course progress by attending scheduled training, participating in learning activities and satisfactorily completing and demonstrating competency in at least 50% of the course requirements in each study period. The number of units per study period varies for each qualification and is reflected in the training plan.

1.4.3.2 Satisfactory completion means the academic outcome of the unit is 'Competent'. The outcome of 'competent' is achieved for a unit of competency when the student has received a result of 'satisfactory' on all assessment tasks within that unit of competency.

1.5   ACE shall collect evidence from student's assessment tasks, participation in scheduled training activities, or other indicators of academic progress, to indicate the student is at risk of not satisfying these requirements.

1.6   ACE will assess the course progress of the student at the end point of every study period. ACE uses VETtrak student management system to monitor a student's enrolment and course progress.

1.7   ACE shall request the relevant department for an extension to the duration of the student's study by where it is clear that the student will not complete the course within the expected duration, as a result of:

- compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend training);
- ACE implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- an approved leave of absence has been granted under the Withdrawal or Cancellation of Enrolment Policy and Procedure (Domestic).

1.8   ACE implements an intervention strategy, which is 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 will specify:

a.   procedures for contacting and counselling identified student

b.   strategies to assist identified students to achieve satisfactory course progress; and

c.   the process by which the intervention strategy is activated

Procedures

1.0   Monitoring, Recording and Assessing Course Progress and Attendance

1.1 The trainer will visit the workplace once the Training Contract is reflected on Epsilon and confirmation of the date and time of the visit by the employer and student.

1.2   The trainer will use the Contact sheet form – Workplace delivery when he visits the student at the start of the training. At the beginning of each unit of competency, trainers will provide students information on the assessment requirements of the unit and the learning activities to be completed. The Trainer, workplace supervisor and the student will sign the Contact sheet form – Workplace delivery to confirm student's participation in the training. The student's attendance and academic performance for each unit gets activated once the Administration Officer receives this Evidence of Participation from the trainer.

1.3   For each unit of competency the students are provided with the Learning resource, Assessment tool which outlines the context and conditions of assessment and re-assessment, required evidence of assessment, assessment decision rules, and instructions. The students will then complete the assessment tasks and submit the outcomes to the trainers for assessment on the due date.

1.4   The student will receive on going feedback from the trainers about their course progress through these assessment tasks.

1.5   The trainer will assess the assessment tasks and record all assessment results for each unit of competency (within the course they are enrolled) on the Assessment Cover Sheet and on the Record of Assessment form.

1.6   Each assessment task within a unit will be marked as either 'Satisfactory (S)' or 'Not Satisfactory (NS)'. If all assessment tasks within the unit are marked as 'S', the student will be deemed 'Competent (C)' for the unit. If the student has one or more assessment tasks marked as 'NS', the student will be deemed 'Not Yet Competent (NYC)' for the unit. (Please refer to Assessment Policy and Procedures for more details.)

1.7   The trainers will submit Contact sheet form – Workplace delivery and assessment results to the Administration office at the end of every unit and on every contact made with the student and employer.

1.8   The Administration staff will record the assessment results into the Student Management System (SMS) to ensure that records are up to date before the end of each calendar month. Furthermore, this data will be uploaded to SVTS as part of the monthly data submission requirements. This data is collected by SVTS on behalf of NCVER / DET and student results are subsequently reflected against the student's USI record.

2.0   Implementation of Intervention Strategy

2.1   The Intervention Strategy is implemented when a student is identified as being 'at risk' of not achieving satisfactory course progress. The Trainer activates the intervention strategy by:

a.   Arranging an appointment with the student and the employer. Should contact not be made and the student is unable to contact the Trainer and/or attend follow up two attempts, the student will be deemed to be in risk of not competing their course within the training contract duration and may be reported to Australian Apprenticeship Support Network (AASN).

b.   Administration Officer will record all contact made to the student in the student management system.

c.   Meeting with the student to discuss reasons underpinning unsatisfactory course progress, offer counselling/support/advice with a view to improving the student's academic progress.

d.   Making an intervention strategy agreement to document the agreements reached during this meeting which is to be signed by the student and the employer.

2.2   An intervention strategy agreement must include, but not limited to:

a.   The goals of the intervention strategy

b.   The barriers and strategies to achieving the identified goals.

c.   Recommending, if necessary, the student's application for an extension of course duration setting reasonable boundaries and or timeframes on a case-by-case basis (if so required) to which the student must adhere.

d.   Timeframe for the identified goals

e.   Responsibilities of the student and ACE in support of the student

f.   Schedule of review meetings to monitor the progress of the student

g.   A section to record achievements made throughout the intervention strategy process.

h.   The signatures of the Student, employer and Trainer.

2.3   A signed copy of the intervention strategy agreement will be provided to the student and the original placed in the student's file by the Administration Officer.

2.4   The trainer and the employer will continue to monitor the student's course progress for the remainder of the term and review the results again at the end of each term.

2.4.1   A successful intervention is indicated by a marked and continuous improvement in academic course progress.

2.4.2   An intervention is deemed unsuccessful if a student has not adhered to timeframes and/or requirements as set out in the intervention strategy agreement and will, as a result, be at an increased risk of not meeting course progress requirements.

3.0   Request for Course Extension

3.1   ACE will only put in a request to extend a student's course duration to the Australian Apprenticeship Support Network (AASN) in the following limited circumstances:

3.1.1   ACE has assessed that there are compassionate and compelling circumstances and there is evidence to support this assessment; or

3.1.2   ACE has implemented, or is in the process of implementing, an intervention strategy for the student who is at risk of not meeting course progress requirements; or

3.1.3   An approved suspension of the student's enrolment has occurred on the training contract as reflected on Epsilon.

3.2   A request to extend the current course will be submitted by Administration Office at least three months prior to the end date of the training contract.

3.3   The Administration Officer will request to the Australian Apprenticeship Support Network (AASN) for the extension and submit the documentation required through ACE.

3.4   The employer and student will submit the necessary paperwork directly to the AASN.

3.5   If the extension is approved, the Administration Officer will extend the contract end date to reflect the new finish date and place a copy of the Extended Epsilon Training Contract record in the student's file.

Legislative Context

•   Standards for RTOs 2015

- 2023 Standard VET Funding Contract - Skills First Program
- 2023 Guidelines About Apprenticeship / Traineeship Training Delivery - Skills First Program

Related Forms

- Intervention Strategy Agreement

Responsible Parties

The CEO, Trainer & Assessor, Administration staff and employers involved in the recording, monitoring and reporting of students' course progress are responsible for the control and implementation of this policy.

Version History

Version	Date	Description of changes
3.1	20.02.2023	Updated document to reflect contract reference document.
3.0	17.01.2022	Updated document to reflect contract changes, add Version History section, and other minor changes.
2.0	01.05.2021	Currently released version