

## Monitoring of Progress

<b>Approving Authority</b>	CEO	<b>Approval Date of Last Revision</b>	4/09/2018
<b>Approval Date</b>	07/10/2021	<b>Effective Date of Last Revision</b>	4/09/2018
<b>Access Level</b>	Staff/Internal	<b>Review Date*</b>	22/09/2021
<b>Document No</b>	POL 010	<b>Version</b>	5.0
<b>Document Category</b>	Academic		
<b>Document Type</b>	Policy and Procedure		
<b>Responsible Officer</b>	Director of VET		
<b>Related Documents</b>	FM 118 - Intervention Strategy Student Agreement FM 118a - Intervention Strategy Summary Report POL 013 - Intervention Strategy POL 016 - Attendance Monitoring POL 018 - Appeal Process POL 019 - Complaint Process		
<b>Relevant Standards</b>	Standards for Registered Training Organisations (RTOs) 2015 ELICOS National Standards 2018 Education Services for Overseas Students (ESOS) Act 2018		

\* Unless otherwise indicated, this Policy/Procedure/Form will still apply beyond the review date.

### Document Control

Version #	Date	Key changes
4.0	04/09/2018	
5.0		1. New template 2. Policy title changes from Academic Progress Monitoring to Monitoring of Progress 3. Section 3, 8 & 9 updated 4. Roles of Director of VET is changed to Principal 5. Some wordings are amended 6. Section 12, added 6.5 Academic Counsellor

## 1. PURPOSE

This document provides guidance and direction as to legislative and Adelaide Institute of Business and Technology (AIBT) requirements in the management of the academic progress of students.

## 2. SCOPE

This policy and procedure apply to on and off-job learning of all qualifications and courses delivered by AIBT.

This policy applies to Domestic and International Students.

## 3. POLICY STATEMENT

Academic progress is the process by which a student advances in their program of study by incrementally meeting the academic and administrative requirements for the program.

Maintaining satisfactory academic progress is essential as it signifies that a student is achieving the learning outcomes for each stage of their course and is on track to complete the course.

AIBT will notify and mentor students who are at risk of failing to meet course requirements.

AIBT monitors:

- Academic progress – practical and theoretical;
- Attendance levels – refer Attendance Policy.

## 4. PROCEDURE

### 4.1 Course Progress

AIBT will monitor the academic performance of each student by each unit of enrolment.

Students are expected to achieve the following requirements to meet the satisfactory achievement and academic visa requirements:

- An average mark of at least 80% combined for all the units completed from time of enrolment.

Not failing a unit more than once;

- Satisfactory attendance at scheduled classes.

The consequences of failure to meet one or more of the requirements for satisfactory achievement are:

- Failure to achieve an average mark of 80% for all the units completed to date



will result in the student being placed on probation for an agreed period of time (usually 1 term or 1 semester).

- They will also be required to discuss and participate in a support plan for which they will report to the Student Support Officer at agreed periods.
- 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.

#### **4.2 Unsatisfactory Course Progress**

Failure to meet two or more of the requirements will result in:

Students who fail to meet two or more of the requirements for satisfactory achievement in a semester may be excluded from attending any classes for a set period or expelled from studying with AIBT permanently.

Exclusion of a student from AIBT is determined at the end of each semester by the Director of VET in consultation with the CEO who will consider each case on its merits, taking into consideration compassionate or compelling circumstances.

#### **4.3 Notification and Appeal**

The Director of VET will notify students in writing of suspension from AIBT.

Students have the right to appeal.

Appeals must be lodged in writing and addressed to the Director of VET within twenty days of the date of the student being notified of the exclusion. The appeal process will commence within ten (10) working days from the date of receipt of the student's appeal.

#### **4.4 Probation**

Students whose academic achievement is unsatisfactory will undertake a period of probation in which an academic adviser who will closely monitor their progress and provide support as required. It is the student's responsibility to maintain contact with their academic adviser.

#### **4.5 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.

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 International Student Support Officer if they require help in evidencing cases of compassionate and compelling circumstances.

## 5. 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 (Work Experience) monitor student participation during course contact hours and on-job training.
- at the end of each study period to ensure the students' capacity to function at a competent level at each stage of development;
- whilst academic achievement is formally monitored in the above manner, AIBT 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.

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

## 6. MONITORING/AUDITING COURSE

Regularly, but not less than twice during the progress of each course/qualification, the Director of VET will conduct ad-hoc monitoring/auditing of student progress in addition to those undertaken by Trainer/Assessor.

## 7. DEADLINES FOR SUBMISSION OF ASSESSMENTS

### 7.1 Assessments must be submitted by the due date.

**Knowledge tasks** are discussed in class and must be submitted on the day or TWO days after class discussion.

Due dates for **Performance tasks** are set the unit has been delivered. If the unit is being delivered for two weeks, the due date must be set a week after the second class session.

e.g.

Delivery Date	Unit	Due dates	
		Knowledge	Performance
May 10 – Monday	BSBCUS301 Deliver and monitor a service to customers	May 12 (10: 00pm)	May 20 (10:00pm)
May 15 - Monday			

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

All reasons for late submissions must be supported by appropriate evidence.

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.

Note: Annual Leave from employment is not an acceptable circumstance for late submission of an assessment.

**Please note** that AIBT Trainer/Assessors are not required to accept either the reason or the suggested completion date. Decisions regarding extensions are at the discretion of individual Trainers/Assessors and will be based on the individual student's history and circumstances at the time of application for extension.

**7.2 Failure to submit an assessment by the due date** and without a written application for extension detailing extenuating circumstances will result in a NYC (Not Yet Competent) result.

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

Failure to submit a 2<sup>nd</sup> assessment by the due date and without having applied in writing detailing circumstances will result in a NYC 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.

## 8. RESUBMISSION OF ASSESSMENT

All resubmissions of assessments must be applied for in writing to the Trainer/Assessor, detailing the extenuating circumstances, with a suggested reasonable resubmission date.

Inability to achieve competency after the first resubmission attempt will trigger intervention support.

Inability to achieve competency after the intervention support will lead to:

- escalation of interventions
- 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 any interventions, the student will be precluded from a second and final re-sit.

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

- 
- re-enrolment and repeat of the unit session which will incur a fee;

## 9. APPEAL

Both Domestic and International Students will have 20 working days from date of receipt of written notification of suspension or expulsion to submit a written appeal against the notification.

## 10. INTERNATIONAL STUDENTS

It is a condition of International Students' Visa that they must progress satisfactorily through the qualification.

Where an International Student does not meet satisfactory achievement after support and participation in any interventions, or the International Student refuses to participate in the interventions, and after the Appeal Process period has completed and is found in favour of AIBT, AIBT may report the student to the Department of Home Affairs with a view to cancelling the Student's CoE.

The international student will be sent 3 warning letters the third of which will explain that after the 20-day Appeal Process timeframe, AIBT will report the breach of unsatisfactory achievement to the Department of Home Affairs.

The international student may access the Appeal Process at any time during the delivery of the 3 letters and as a maximum 20 working days from the date of receipt of the 3<sup>rd</sup> letter.

If the Appeal Process is exhausted and the student is still considered to be in breach of unsatisfactory achievement, AIBT will within:

- 5 business days notify the Secretary of the student's breach.
- 14 days report cancellation of the student's enrolment to Department of Home Affairs 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.

## **11. ROLES AND RESPONSIBILITIES**

### **11.1 CEO**

The CEO will ensure that AIBT has a current and effective policy and procedure for:

- Monitoring of Student Progress;
- Intervention Strategies;
- Student Support mechanisms;
- Compliance with legislation.

### **11.2 Director of VET**

The Director of VET will ensure that:

- all employees and students are conversant with and correctly action this policy;
- intervention options are available to students.
- all students are fully informed of the Monitoring of Student 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 Monitoring of Student Progress.
- appropriate monitoring/auditing of Trainer/Assessor responses to Monitoring of Student Progress is conducted effectively and regularly.
- intervention options are made available to students in a timely and appropriate manner.
- Fair and equitable decisions are taken in relation to student reporting and expulsion.

### **11.3 Student Services Officer**

The Student Services Officer will use the PRISMS system to report Visa breaches to the Department of Home Affairs.

### **11.4 Trainer/Assessors**

Trainer/Assessors will:

- actively monitor student progress.
- report to the Director of VET immediately when a student is showing unsatisfactory achievement.
- provide mentoring and intervention to students experiencing difficulties.

### **11.5 Academic Counsellor**

- actively monitor student behaviour and academic progress
- report to the Director of VET immediately when a student is showing unsatisfactory achievement.



- provide mentoring to students experiencing difficulties.

### 11.6 Students

It is the responsibility of students to identify and advise AIBT at the earliest possible opportunity of:

any issues that may/are affecting their ability to achieve the required levels of satisfactory achievement and/or their inability to meet assessment submission deadlines.

Students must participate fully in any negotiated interventions aimed at supporting their successful completion of qualifications.

## 12. DEFINITIONS

### Academic Progress:

- Satisfactory Academic Progress is defined as the expected achievement of the following requirements:
  - 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 there are evidenced special circumstances.

### Probation:

- A student may be placed on probation for a period if their academic progress is unsatisfactory. The student will be required to engage with an academic adviser 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 adviser.

### Suspension:

- A student may be removed from attending normal classes for a period during which they will be provided with external assignments to complete. An academic adviser will be nominated as a support during this period.
- When a student has shown continued disregard for course minimum the requirements or Student Code of Conduct, they may be suspended for a period.

### Expulsions

- Domestic Students - Expulsion means the immediate release/removal from all further studies with AIBT.
- International Students – Expulsion means the immediate release/removal from all further studies with AIBT supported by a report to the Department of Home Affairs.
- Expulsion is a ‘last resort’ consequence that will occur where a student does not demonstrate active participation in any AIBT interventions, has been suspended





once previously, or their behaviour is unacceptable or of illegal nature.

**Withdrawal from a unit:**

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

**Intervention:**

- The active participation of a student in a negotiated strategy to increase the student's satisfactory achievement in the course.
- Any intervention will be negotiated and is compulsory once a student is identified as being at risk of not achieving satisfactory achievement.

**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)

**Appeal or Complaint Process:**

- Processes by which students and other AIBT stakeholders may appeal decisions or formally register a complaint.