



## ***MONITORING PROGRESS POLICY***

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## Contents

PURPOSE .....	3
SCOPE .....	3
POLICY STATEMENT .....	3
PROCEDURE .....	4
1.    COURSE PROGRESS .....	4
1.1    Notification and Appeal .....	5
1.2    Withdrawal from a course .....	5
1.3    Deferral .....	5
2.    ACADEMIC MONITORING .....	6
2.1    Academic Monitoring occurs: .....	6
2.2    Intervention .....	7
3.    MONITORING/AUDITING ACADEMIC PROGRESS .....	8
4.    DEADLINES FOR SUBMISSION OF ASSESSMENTS .....	8
4.1    Extensions .....	9
4.2    Re-assessments .....	9
5.    INTERNATIONAL STUDENTS .....	9
6.    DOMESTIC STUDENTS .....	10
7.    RESPONSIBILITY .....	11
7.1    Managing Director .....	11
7.2    VET Operations Manager .....	11
The Manager VET Operations will ensure that: .....	11
7.3    Course Coordinators .....	12
7.4    Student Services Team .....	12
7.5    Trainer/Assessors .....	12
7.6    Academic Support Officer .....	13
7.7    Students .....	13
8.    DEFINITIONS .....	14
Academic Progress: .....	14
Suspension: .....	14
Cancellation: .....	14
Withdrawal from a course: .....	14
Intervention: .....	15
Intervention & Support Services: .....	15
Appeal or Complaint Process: .....	15

## **PURPOSE**

This document provides guidance and direction as to legislative and Adelaide Institute of Business and Technology (AIBT) requirements in the management of the progression of student throughout their study journey.

## **SCOPE**

This policy and procedure apply to all student that have enrolled and commenced the study of choice with AIBT.

This policy applies to Domestic, International, School aged and Traineeship Students.

## **POLICY STATEMENT**

It is the policy of AIBT to provide a safe and effective learning environment with practical support mechanisms to ensure all Students successfully achieve their qualifications in compliance with VET Quality Framework and other funding and regulatory bodies.

Student progression is the process by which a student advances in their program of study by incrementally meeting the academic, attendance, financial and administrative requirements for the program.

Maintaining satisfactory student progression 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 within the nominated duration.

AIBT will notify and as necessary intervene with students who are at risk of failing to meet course requirements.

AIBT monitors:

- Academic progress – practical and theoretical.
- Attendance levels
- Tuition Fees and Payments – refer to Enrolment Terms and Conditions.

## **PROCEDURE**

### **1. COURSE PROGRESS**

AIBT will monitor the student progression of each student by term of enrolment.

Students are expected to achieve the following requirements to meet the satisfactory course progression:

- A satisfactory achieved for at least 50% of competency towards overall unit enrolled by term of enrolment
  - Satisfactory class participation and engagement;
  - No outstanding fees.

Failure to meet one or more requirements will result to:

- Failure to achieve "Satisfactory Achieved" of 50% of competency overall by the end of each term will result in the student being placed on an intervention strategy for an agreed period of time.

This will require the student to discuss and participate in monitoring meetings at agreed times with the Trainer/Student Services Officer and provide support as required. It is the student's responsibility to maintain contact with the Trainer/Student Services Officer.

Student who continues to meet the requirements of the intervention strategy will be able to proceed attending the normal course delivery in addition to the support classes provided.

Exclusion of a student from AIBT is determined for the duration of term by the VET Operations Manager in consultation with the Course coordinators who will consider each case on its merits, taking into consideration compassionate or compelling circumstances.

### **1.1 Notification and Appeal**

Students have the right to appeal assessment decision and the results of any interventions placed on the student in accordance with AIBT *POL 018 Appeals Policy*.

Appeals must be lodged in writing and addressed to the VET Operations Manager within twenty days of the date of the student being notified of any learning and assessment decision. The appeal process will commence 5 days from the date of receipt of the student's appeal.

### **1.2 Withdrawal from a course**

Withdrawal from a course can happen at any given time during the term. Withdrawal from a course without academic penalty, can only occur for applications due to compassionate or compelling circumstances.

A medical certificate must be provided by the student as evidence that the illness is of sufficient severity that it interrupts the student's ability to study effectively 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 disrupts the student's academic progress. Students should meet with the Student Services Team if they require help in evidencing cases of compassionate and compelling circumstances.

Withdrawal from a course with reasons aside from the above-mentioned will incur the fees already paid, as all units are deemed to start at beginning of each term (please refer to AIBT Terms & Conditions).

### **1.3 Deferral**

A deferral of commencement is treated as a commencement with postponed study attendance.

Deferment can only be undertaken by valid students who have paid fees. Fees are not refundable on deferred or suspended study including for compelling and compassionate reasons and reasons outside of the control of AEG or the Student (including Government Actions, Natural Disasters and Civil Unrest).

Application to amend enrolments after the end of week 3 of the term will not be subject to refund of fees.

## **2. ACADEMIC MONITORING**

### **2.1 Academic Monitoring occurs:**

- at each assessment entry point as data is recorded on the student record by the course coordinators in consultation with the trainers.
- as Trainer/Assessors and Host Employers (Work Placement) monitor student participation during course contact hours and on-the-job training.
- each term to ensure the student's capacity to perform at a competent level at each stage of their course.

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 participating in classes that are found to be at risk of failure to meet academic progress will be placed on an intervention program.

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

There are 3 scheduled academic progress monitoring in weeks 3, 7 and 9 of each academic term for attendance, participation, and academic progress.

## **2.2 Intervention**

Intervention strategies can happen at any time not just for Academic. A student may come to their trainers or student services team and ask for support may it be well-being, social or personal support, in that case an intervention strategy will be undertaken.

Students will be required to participate in a negotiated support plan endorsed by their Trainer/Assessor. The student will report to their Trainer/Assessor at agreed periods where monitoring of progress and review of the support plan will be conducted.

If a student has demonstrated active participation in AIBT interventions and is still not meeting the course minimum requirements, the interventions will be reviewed to include external support mechanisms.

However, if the student who has not attended classes and has not passed any assessments OR is unable to participate in the interventions, at the end of the term student will receive an initial Warning Letter stating the student's lack of academic progress and may lead to student being terminated or reported to relevant authorities.

- The Department of Home Affairs;
- The Department of Industry;
- Employers, parents and schools;
- Contractors or agents of the above organisation; and/or
- State training authorities, where applicable.

Student will be given 20 business days to appeal after the date the Warning letter has been provided to Student Services Team to engage in academic support sessions.

A Letter of Intention to Report will be sent to students who continuously lack academic progress by the end of second term. Student will be given 20 business days to appeal after the date the Warning Letter has been provided to Student Services Team to engage in academic support sessions.

After 20 business days and student has not made any further contact with AIBT staff, the enrolment and CoE(s) at AIBT will be cancelled due to unsatisfactory course progress.

### **3. MONITORING/AUDITING ACADEMIC PROGRESS**

Monitoring or auditing of student's academic progress will take place on a regular basis, at a minimum of once per term within each course/qualification. Course Coordinators will conduct ad-hoc monitoring/auditing of student progress in addition to those monitoring undertaken by Trainers/Assessors and as part of AIBT Quality Assurance framework.

### **4. DEADLINES FOR SUBMISSION OF ASSESSMENTS**

Assessments must be submitted by the due date depending on the unit content and study load.

There are minimum of two assessments per unit with due dates reflected on the Learning Management System and timetables. Timetables will be provided to the student and can be viewed via the student portal.

Students are given 3 attempts to submit an assessment. Failure to submit an assessment due on the first attempt will automatically forfeit that attempt which leaves the student with 2 attempts remaining to submit and re-submit the assessment.

Failure to pass the assessment after the third attempt will trigger an intervention plan for the student with the help of their Trainer/Assessor which will allow the student to submit the assessment in a given due date. This will only be provided to students who actively engages and communicates with their Trainer/Assessor.

Failure to submit an assessment by the due date (after the third attempt) and without any communication to Trainer/Assessor or Student Services Team for extension detailing extenuating circumstances will result in NYC (Not Yet Competent) result and the student will be required to re-enrol in that unit.

If the student is unsatisfied with this outcome, they can request re-assessment by another trainer. The second trainer's assessment decision is final (students have access to the complaints and appeals process if they remain unsatisfied). If a student result remains unsatisfactory, the student is required to re-enrol the unit.



#### **4.1 Extensions**

Submission of extensions to assessment deadlines must be communicated and coordinated with 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 may 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.

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 extension request.

Note: Annual Leave from employment, or taking personal holiday or vacation is not an acceptable circumstance for late submission of an assessment.

All late submissions without any valid reasons will automatically incur re-assessment fee (please refer to the Non-Tuition Fee Schedule).

#### **4.2 Re-assessments**

Students are permitted to re-sit assessments at a maximum of half of the units for the whole duration of the course. Re-assessments will incur a fee (please refer to the Non-Tuition Fee Schedule).

The 3 attempts rule is applicable in this case. Inability to achieve competency after the third attempt will result to Not Yet Competent (NYC) or unit re-enrolment.

### **5. INTERNATIONAL STUDENTS**

It is a condition of international students' visa that they must progress satisfactorily through the qualification in which they are enrolled.

AIBT may report the student to the Department of Home Affairs with a view to cancelling the Student's CoE (confirmation of Enrolment) when the following has occurred:



- An international student does not meet satisfactory academic progress following support and participation in any interventions, or the international student refuses or fails to participate in the interventions, and
- after the Appeal Process period has been completed and is found in favour of AIBT, or has expired without the student engaging in the process

The international student will be sent Warning Letters (maximum of 3 before enrolment cancellation) in relation to lack of academic progress or non-payment of fees 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 Warning 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 progress, AIBT will within:

- 5 business days notify the Department of Home Affairs 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's 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.

## **6. DOMESTIC STUDENTS**

It is a condition of domestic full fee-paying student, VET for Schools and under subsidised courses like traineeships that they must progress satisfactory through the qualification in which they are enrolled.

AIBT may report the student directly to their schools, employers, and Department of Innovation and Skills with a view of cancelling the student's enrolment when the following has occurred:

- A domestic student does not meet satisfactory academic progress following support and participation in any interventions, or the student refuses or fails to participate in the interventions, and

- After the Appeal Process period has been completed and is found in favour of AIBT or has expired without the student engaging in the process, AIBT may cancel the student's enrolment notifying all related parties.

The student will be sent Warning Letters (maximum of 3 before enrolment cancellation) of which will explain that after the 20-day Appeal Process timeframe, AIBT will take action of the breach of unsatisfactory achievement of the course the student is enrolled in.

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

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

- 5 business days notify all relevant parties (school, employer, DIS) of the student's unsatisfactory progress.
- 14 days cancel the student's enrolment.

## **7. RESPONSIBILITY**

### **7.1 Managing Director**

The Managing Director 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.

### **7.2 VET Operations Manager**

The Manager VET Operations 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 Cancellation.

### **7.3 Course Coordinators**

Course Coordinators will:

- supervise and manage Trainer/Assessors delivering courses within their portfolio.
- report to the VET Operations Manager and closely monitoring student performance and taking action on underperforming students in a timely manner and in line with organisational policy in coordination with the Trainer/Assessors.

### **7.4 Student Services Team**

The Student Services Team will:

- support all parties in any administrative tasks required for the student's successful completion.
- use the PRISMS system to report breaches of student visa conditions to the Department of Home Affairs.

### **7.5 Trainer/Assessors**

Trainer/Assessors will:

- actively monitor student progress.
- report to the Course Coordinator immediately when a student is showing unsatisfactory achievement.
- provide mentoring and intervention to students experiencing difficulties or refer students to such services as appropriate.

## **7.6 Academic Support Officer**

Academic Support Officer will:

- actively monitor student progress who are endorsed by the Trainer/Assessors and under intervention plans.
- support and report to individual Trainer/Assessor regarding the student's progress
- provide mentoring and intervention to students experiencing difficulties.

## **7.7 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.

## 8. DEFINITIONS

### **Academic Progress:**

Satisfactory Academic Progress is defined as the expected achievement of the following requirements:

- An average” 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 term.

Satisfactory attendance at scheduled classes of not less than 80% for the duration of the course unless there are special circumstances supported by appropriate evidence.

### **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 requirements or the Student Code of Conduct, they may be suspended for a period.

### **Cancellation:**

- Domestic Students - Cancellation means the immediate release/removal from all further studies with AIBT.
- International Students – Cancellation means the immediate release/removal from all further studies with AIBT supported by a report to the Department of Home Affairs.
- Cancellation 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, and continues to demonstrate behaviours consistent with further risk of suspension, or their behaviour is unacceptable or of illegal nature.

### **Withdrawal from a course:**

A process by which a student permanently stops the course or qualification before the course completion date.

Withdrawal request can happen at any given time during a term and will depend per student's case to case basis.

**Deferral:**

A process by which a student postpones his/her study commencement and enrolls after a given timeframe or set in the deferral request.

AIBT usually allows up to one term of deferral depending on the student's case.

**Intervention:**

- The active participation of a student in a negotiated strategy to increase a student's satisfactory progress in the course.
- Any intervention will be negotiated and is compulsory once a student is identified as being at risk of unsatisfactory progress.

**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. *Please refer to: POL18 Appeals process and POL 019 Complaint process.*