



RTO No.: 45472 | CRICOS Provider No.: 03747K

3.1.10 STUDENT PROGRESS AND COURSE PROGRESS POLICY & PROCEDURE

No. 3.1.10: Student Progress and Course Progress Policy & Procedure

Policy Context

This policy relates to:	
Registration Manager	Australian Skills Quality Authority (ASQA)
Conditions of Registration	VET Quality Framework (VQF)
Codes and Standards	ESOS National Code 2018 – Standard: 6.1.7; 7.2.2.1; 8.1; 8.3; 8.4; 8.5; 8.7; 8.7.1; 8.7.2; 8.7.3; 8.7.4; 8.8; 8.9; 8.13; 8.14; 8.16.2; 9.3.3; Standards for RTOs 2015 – Standard: 1.3(b); 1.3(c); 1.3(d);
Legislation or other requirements	National Vocational Education and Training Regulator Act 2012

Purpose

The purpose of this policy is to establish the circumstances under which monitoring of student progress and strategic interventions must be implemented to support student progress and to meet obligations under the related legislations. This policy and procedure relate to the monitoring of student's academic performance as part of Student Learning, Engagement and Success.

Australian National Academy of Education (ANAE) has a duty of care to assist each student in achieving their learning goals and making satisfactory progress to ensure completion of their course within the expected duration. RIDGE INTERNATIONAL COLLEGE is proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. Each student's academic performance is monitored, and any student deemed to be 'at risk' is to be referred to the RTO Manager to discuss possible intervention strategies.

Objective

The objective of this policy and procedure is to ensure that RIDGE INTERNATIONAL COLLEGE has:

- Suitable and appropriate mechanisms in place to monitor student and course progress.
- A policy framework for managing student progress

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- Personnel that understand and know their responsibilities and obligations to managing student progress

Scope

This policy and procedure are applicable to the following stakeholders;

- RIDGE INTERNATIONAL COLLEGE Staff
- RIDGE INTERNATIONAL COLLEGE Students

General Processes

Policy aspect	RTO Implementation
Compliance requirements	<p>Overseas students are required to be enrolled in a full-time registered course to undertake study. For VET courses, a full-time course is a minimum of 20 scheduled course contact hours per week, unless otherwise specified by ASQA.</p> <p>Please refer to the training and assessment strategy and timetable for more information regarding how we meet the requirements of 20 scheduled course contact hours.</p>
Explanation from the regulatory body regarding the 20 scheduled contact hours	<ul style="list-style-type: none"> • The scheduled 20 contact hours includes all scheduled classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training, practical placements, assessments and examinations. • At least two-thirds of the VET units of competency being delivered to an international student need to be face to face • Each study period, at least one unit of competency needs to be offered face to face
Proactive approach	<p>RIDGE INTERNATIONAL COLLEGE will adopt a proactive approach in monitoring student course progress and notifying and counselling of students who are at risk of failing to meet the accepted course progress requirements.</p> <ul style="list-style-type: none"> • For international students, the expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration • For international students, RIDGE INTERNATIONAL COLLEGE

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must monitor the progress of each overseas student to ensure the student is in a position to complete the course within the expected duration specified on the overseas student's CoE.

This policy and procedure will be made available to students through the student orientation program, website and Student Handbook.

- RIDGE INTERNATIONAL COLLEGE must have and implement documented policies and procedures to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.

RIDGE INTERNATIONAL COLLEGE determines the support needs of the students and provides access to the educational and support services necessary for the individual learner to meet the requirements of the training product.

RIDGE INTERNATIONAL COLLEGE reasons that course progress is closely linked to students' active participation in in-class learning and assessment activities, and timely completion of major assessments.

Where there are any changes to agreed services, RIDGE INTERNATIONAL COLLEGE advises the learner as soon as practicable, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangements.

At the beginning of each unit of competency, Trainers will provide information on assessment requirements, conditions, assessment due dates and other relevant competency requirements. Also, RIDGE INTERNATIONAL COLLEGE must clearly outline and inform the student (both domestic and international) before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.

RIDGE INTERNATIONAL COLLEGE will:

- monitor record and assess the course progress of each student for the course in which the student is currently enrolled against in accordance with SRTOs 2015 and National code 2018
- have a process for developing support strategies for any student who is not making satisfactory course progress.
- have an intervention strategy for any student who is identified as not meeting the satisfactory course progress
- inform students of monitoring course progress via student

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	<p>handbook and website.</p>
<p>Vocational education and training (VET): course progress and attendance requirements</p>	<p>The registered provider of a VET course as defined in the NVETR Act must have and implement a documented policy and process for assessing course progress that includes:</p> <ul style="list-style-type: none"> • requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and processes to address misconduct and allegations of misconduct • processes for recording and assessing course progress requirements • processes to identify overseas students at risk of unsatisfactory course progress • details of the registered provider’s intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress • processes for determining the point at which the overseas student has failed to meet satisfactory course progress. <p>RIDGE INTERNATIONAL COLLEGE must have and implement a documented policy and process for monitoring the attendance of overseas students if the requirement to implement and maintain minimum attendance requirements for overseas students is set as a condition of the provider’s registration by an ESOS agency.</p> <p>If an ESOS agency requires a VET provider to monitor overseas student attendance as a condition of registration, the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.</p> <p>If an ESOS agency requires a VET provider to monitor overseas student attendance, the registered provider must have and implement a documented policy and process for monitoring and recording attendance of the overseas student, specifying:</p> <ul style="list-style-type: none"> • the method for working out minimum attendance

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	<ul style="list-style-type: none"> • processes for recording course attendance • details of the RIDGE INTERNATIONAL COLLEGE’s intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student’s attendance drops below 80 percent. • processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.
<p>Reporting unsatisfactory course progress or unsatisfactory course attendance</p>	<p>Where RIDGE INTERNATIONAL COLLEGE has assessed the overseas student as not meeting course progress or attendance requirements, the registered provider must give the overseas student a written notice as soon as practicable which:</p> <ul style="list-style-type: none"> • notifies the overseas student that RIDGE INTERNATIONAL COLLEGE intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance • informs the overseas student of the reasons for the intention to report • advises the overseas student of their right to access RIDGE INTERNATIONAL COLLEGE’s complaints and appeals process within 20 working days. • \$250 fines to be implemented for students not able to submit assessments within submission deadline. <p>RIDGE INTERNATIONAL COLLEGE must only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:</p> <ul style="list-style-type: none"> • the internal and external complaints processes have been completed and the decision or recommendation supports the RIDGE INTERNATIONAL COLLEGE, or • the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or • the overseas student has chosen not to access the external complaints and appeals process, or • the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing. <p>The registered provider may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 percent of the scheduled course contact hours and:</p>

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	<ul style="list-style-type: none"> • the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply; or • for VET courses, the student is maintaining satisfactory course progress.
<p>Allowable extensions of course duration</p>	<p>RIDGE INTERNATIONAL COLLEGE must not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:</p> <ul style="list-style-type: none"> • there are compassionate or compelling circumstances, as assessed by RIDGE INTERNATIONAL COLLEGE on the basis of demonstrable evidence, or • RIDGE INTERNATIONAL COLLEGE has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or • an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment). <p>If RIDGE INTERNATIONAL COLLEGE extends the duration of the student's enrolment, the provider must advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.</p> <p>RIDGE INTERNATIONAL COLLEGE must not deliver a course exclusively by online or distance learning to an overseas student.</p> <p>RIDGE INTERNATIONAL COLLEGE must not deliver more than one-third of the units (or equivalent) of a VET course by online or distance learning to an overseas student.</p> <p>RIDGE INTERNATIONAL COLLEGE must ensure that in each compulsory study period for a course, the overseas student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.</p> <p>RIDGE INTERNATIONAL COLLEGE must take all reasonable steps to support overseas students who may be disadvantaged by:</p> <ul style="list-style-type: none"> • additional costs or other requirements, including for overseas students with special needs, from undertaking online or distance learning

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	<ul style="list-style-type: none"> inability to access the resources and community offered by the education institution, or opportunities for engaging with other overseas students while undertaking online or distance learning.
Student Academic Records	<p>Each student's academic record shall be recorded on the Student Management System where reports will be extracted regarding all students' course progress.</p> <p>Administration must record all results on student management system.</p>
Competency for units	All students shall be assessed as 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled and complete.
Assessments	Assessments shall be conducted by qualified trainers /assessors using RIDGE INTERNATIONAL COLLEGE's assessment tools/methods and recording processes as required.
Roles and Responsibilities	It is the responsibility of Student Administration to enter all students' results into the Student Management System (aXcelerate).
Intervention meeting and strategies	It is the responsibility of the RTO Manager to enter all details of intervention meetings, strategies and interventions into the Student Management System.
Early intervention model	Academic course progress is monitored regularly as part of RIDGE INTERNATIONAL COLLEGE's early intervention model of identifying students deemed to be at risk.
Academic progress	Academic progress is monitored on a weekly basis by the RTO Manager, Lead RTO Trainer/Assessor.

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Poor attendance or course engagement	Any student with poor attendance or course engagement (that has not contacted either their Trainer, or the Student Support Officer) will be contacted by phone/email to ascertain if they are experiencing any difficulties/issues which may be impacting on their ability to study and if this is the case then relevant support will be offered e.g. referral to the Student Support officer or – RTO Manager.
Intention to withdraw from the course	If a student has not attended more than 2 classes or submitted assessment work within 45 days Student Administration Support Team must send them an intention to withdraw them from studies notice by email or post.
Written notice of intention to withdraw student from studies	The written notice (of intention to withdraw them from studies) must inform the student that he or she is able to access RIDGE INTERNATIONAL COLLEGE’s complaints and appeals process.
Course continuation	If the student advises that they want to continue the course with RIDGE INTERNATIONAL COLLEGE, they will be provided an opportunity to submit work in an agreed timeframe
Student not continuing their studies	If the student advises that they do not wish to continue with their studies at RIDGE INTERNATIONAL COLLEGE, they will be asked to complete a Course Withdrawal Form, so their enrolment can be cancelled.
Reconsideration decision	<p>A student may appeal for reconsideration of decision on the following grounds:</p> <ul style="list-style-type: none"> • provider’s failure to record or calculate a student’s marks accurately, • compassionate or compelling circumstances, or • 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.

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Student with NYC result	Any student with a result of NYC in a unit of competency will be deemed to be 'at risk' and the Student Support Officer will contact students via email/telephone/SMS for an informal discussion regarding their course progress.
Academic course progress meeting	In the Academic Course Progress Meetings, printed results from the Student Management System will be provided to the Student Support Officer and RTO Manager for course progress review. Any student with a result of NYC in any unit of competency will be deemed to be 'at risk' and will be contacted in via email/telephone/SMS to attend a meeting with the Student Support regarding their course progress.
Students 'at risk'	Students with 'at risk' status may not be allowed to undertake new units of competency until the course progress matter is resolved or addressed through appropriate intervention strategies/procedures. Student can select the opportunities available through the Support and Intervention Strategies.
Students failing to attend the intervention meeting of insufficient course engagement	Students failing to attend the intervention meeting or insufficient course engagement without a reasonable excuse may have their enrolment terminated, suspended or cancelled by the RIDGE INTERNATIONAL COLLEGE. If a student's enrolment is terminated, suspended or cancelled by the RIDGE INTERNATIONAL COLLEGE, the student has 20 working days to access the RTO's internal complaints and appeals process. The student's enrolment status will not be affected during the internal complaints and appeals process except in extenuating circumstances.

Procedures

	Procedure Steps	Responsibility	Reference
(1)	Each student's academic record shall be recorded on the Student Management System (aXcelerate) where reports will be extracted regarding all students' course progress.	Student Support RTO Manager	RTO Organisational Chart

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(2)	All students shall be assessed as 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled and complete.	Student Support RTO Manager	
(3)	Assessments shall be conducted by qualified trainers /assessors using RIDGE INTERNATIONAL COLLEGE's assessment tools/methods and recording processes as required.	RTO Manager Trainers/Assessors	
(4)	It is the responsibility of Student Support Officer to enter all students' results into the Student Management System.	Student Support Officer SSO/ Administration officer	
(5)	It is the responsibility of the RTO Manager to enter all details of intervention meetings, strategies and interventions into the Student Management System.	RTO Manager/ SSO	
(6)	Academic course progress is monitored regularly as part of RIDGE INTERNATIONAL COLLEGE's early intervention model of identifying students deemed to be at risk.	Student Support Officer RTO Manager	
(7)	Academic progress is monitored on a term basis by the RTO Manager.	Student Support RTO Manager	
(8)	Any student with poor attendance or course engagement (that has not contacted either their Trainer, Lead Trainer or the Student Support) will be contacted by phone/email to ascertain if they are experiencing any difficulties/issues which may be impacting on their ability to study and if this is the case then relevant support will be offered e.g. referral to the Student Support Officer or	Student Support Team RTO Manager	IT Manager Student Support Team RTO Manager

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	Manager – Compliance		
(9)	If a student has not submitted assessment work within 45 days, Student Administration Support Team must send them a warning letter to them from studies notice by email or post.	Student Support Team RTO Manager	
(10)	The written notice (of intention to withdraw them from studies) must inform the student that he or she is able to access RIDGE INTERNATIONAL COLLEGE's complaints and appeals process.	Student Support Team RTO Manager	
(11)	If the student advises that they want to continue the course with RIDGE INTERNATIONAL COLLEGE, they will be provided an opportunity to submit work in an agreed timeframe	Student Support Team RTO Manager	
(12)	If a student is unable to submit the work in an agreed timeframe, student must be withdrawn from the student management system	Student Support Team RTO Manager	
(13)	If the student advises that they do not wish to continue with their studies at RIDGE INTERNATIONAL COLLEGE, they will be asked to complete a Withdrawal Form, so their enrolment can be cancelled.	Student Support Team RTO Manager	

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<p>(14)</p>	<p>A student may appeal for reconsideration of decision on the following grounds:</p> <ul style="list-style-type: none"> · RIDGE INTERNATIONAL COLLEGE's failure to record or calculate a student's marks accurately, · compassionate or compelling circumstances, or <p>RIDGE INTERNATIONAL COLLEGE has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.</p>	<p>Student Support Team RTO Manager</p>	
<p>(15)</p>	<p>Any student with a result of NYC in a unit of competency will be deemed to be 'at risk' and the Student Support Officer or Student Administration Support Team will contact students via email/telephone/SMS for an informal discussion regarding their course progress.</p>	<p>Student Support Team RTO Manager</p>	
<p>(16)</p>	<p>In the Academic Course Progress Meetings, printed results from the Student Management System will be provided to the Student Support and RTO Manager for course progress review.</p> <p>Any student with a result of NYC in any unit of competency will be deemed to be 'at risk' and will be contacted in via email/telephone/SMS to attend a meeting with the Student Support regarding their course progress.</p>	<p>Student Support Team RTO Manager</p>	

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(17)	<p>Students with 'at risk' status may not be allowed to undertake new units of competency or attend Work Placement until the course progress matter is resolved or addressed through appropriate intervention strategies/procedures.</p> <p>Student can select the opportunities available through the Support and Intervention Strategies.</p>	<p>Student Support Team RTO Manager</p>	
(18)	<p>Students failing to attend the intervention meeting or insufficient course engagement without a reasonable excuse may have their enrolment terminated, suspended or cancelled by the RIDGE INTERNATIONAL COLLEGE.</p> <p>If a student's enrolment is terminated, suspended or cancelled by the RIDGE INTERNATIONAL COLLEGE, the student has 20 working days to access the RIDGE INTERNATIONAL COLLEGE's internal complaints and appeals process. The student's enrolment status will not be affected during the internal complaints and appeals process except in extenuating circumstances.</p>	<p>Student Support Team RTO Manager</p>	

Continuous Improvement

A summary of all critical incidents and related matter/ concerns will be presented as a part of the Continuous Improvement Policy and Procedure at the Management Meeting for review. The purpose of this is to ensure management become aware of;

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- Common threads relating to the compliance and quality assurance
- Repeat issues
- Any general adverse trends that needs correcting

Confidentiality and Privacy Statement

For more Information, please refer to our Privacy and Confidentiality Policy of RIDGE INTERNATIONAL COLLEGE.

Publication

This policy once approved, will be available to all students and staff by accessing RTO Intranet or on request. This policy will also be available through RTO's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

Review processes

The policy and procedure will be reviewed annually. The RTO Manager will be the responsible person for this.