



Progression and Intervention Policy RTO PP008

Purpose

As students work through their training and assessment activities, they often need guidance and support to complete tasks when they are due. In some cases, students get off track or disconnect from their learning.

This policy and procedure outline the various interventions and support mechanisms that are available to students to assist them in successfully completing their course.

Responsibilities

The Course Coordinator is responsible for ensuring this procedure is implemented under the direction of the National Executive Manager, Education and Safeguarding services and/or delegate appointed by the CEO.

Scope

This policy and procedure cover all of ACF's RTO training and related services.

Definitions

Competency means the consistent application of knowledge and skill to the standard of performance required in the workplace. It includes the ability to transfer and apply skills and knowledge to new situations and environments.

A contact session is any interaction where a student is required to attend either in person or using digital/virtual technology such as classroom learning, tutorials, coaching sessions etc.

Policy

This policy is based on the principle that all students enrolled with ACF are given a fair opportunity to complete the course they have enrolled in and are provided with the support required to assist with their completion.

ACF expects all students to meet the attendance and participation requirements for all structured training and assessment activities including any work placement activities where required.

The Course Coordinator will use all resources available to them to assist all students that fail to meet the attendance and participation requirements or fall behind with their assessment task requirements.

The policy is supported by ACF's commitment to:

- Provide all students with a clear outline of the course delivery and assessment schedule before the course commences
- Monitor the progression of students that are using blended learning technologies and self-paced learning options.
- Provide early intervention where a student is not progressing through the course schedule as planned.

- Provide reasonable adjustments to assessment processes where a student requires them.
- Allow additional time to complete assessments where a student has a valid reason for not completing on time
- Develop and implement a Student Progress Plan (SPP) for students that need additional support and guidance.
- Provide students with an opportunity to defer their course of study if their circumstances require it.

Students will be considered to be making unsatisfactory course progress if they:

- Have missed a scheduled contact session, without advising the Course Coordinator of their absence
- Have not completed the required online learning modules before attending scheduled contact sessions (for Blended delivery)
- Fail to achieve a satisfactory result in the same assessment task on three occasions
- Have not completed an assessment task on time, without seeking an extension
- Have received an extension for an assessment task, and still have not completed it on time
- Have failed to meet the requirements of an agreed Student Progress Plan (SPP)
- Fail to respond to a Course Coordinator or a course Facilitator following three attempts to contact them
- Are deemed to be an unsafe practitioner at any point during or following work placement/work experience.

Students will be considered to have abandoned their course of study if they:

- Do not respond to attempts to contact them on three consecutive occasions
- Fail to meet the requirements of a Student Progress Plan on two occasions i.e do not meet the original SPP or the second renegotiated SPP.

Procedure

Pre-Course

1. Support Services will provide every student with a course training and assessment schedule as part of the enrolment process.
2. The Course Coordinator will set up a monitoring schedule to track the progress of each student cohort at regular intervals, including tracking any online training requirements.

Course Commencement

During the first session of any course the Facilitator and/or Course Coordinator will:

1. Review the training and assessment schedule with all students and ensure they are adequately advised and prepared to participate in all the activities.
2. Provide students with information about what to do if they cannot meet the participation requirements, including the following:
 - Contact the Course Coordinator if unable to attend any contact sessions or complete the online learning requirements in the allotted timelines
 - Request an extension for any assessment before the due date, if there is a valid reason

- Request a Student Progression Plan, if they are unable to continue to meet the scheduled training and assessment activities

Student Monitoring

A. Online Learning Components

During the course, the Course Coordinator will:

1. Check the progress of each student in the Online Learning Management system *at least one week before* they are due to attend a contact session
2. Contact students who have not completed the required Online Learning, to ensure they will be able to complete it before the contact session
3. Develop an SPP with the student, where they are not able to complete the Online Learning before the contact session, to ensure they do not fall any further behind with the required activities
4. Update the student notes in aXcelerate

After the course, the Course Coordinator will:

1. Check that each student has completed all of the Online Learning components
2. Follow up with any students who have not completed all the requirements
3. Update the student notes in aXcelerate

B. Contact Sessions

After each scheduled contact session, the Course Coordinator will:

1. Check the attendance records
2. Contact any scheduled student that did not attend, to arrange catch-up learning activities or alternate attendance and
3. Develop an SPP if required
4. Update the student notes in aXcelerate

C. Assessment Tasks

At the due date for each assessment (assignment) task, the Course Coordinator will:

1. Check that all students due to submit assessments have completed on time
2. Contact any students that have not submitted assessments on time to discuss an extension. The Course Coordinator can approve an extension of 4 weeks.
3. Develop an SPP if required
4. Update the student notes in aXcelerate

30 days after the date for each assessment (assignment) task, the Course Coordinator will:

1. Ensure that all students that received an extension have completed within the extended timeline
2. Develop an SPP if required
3. Update the student notes in aXcelerate

4. Ensure that all submitted assessments are in the progress of being marked following the Assessment Policy and Procedure

D. Unsatisfactory Assessment Results

1. Where a student has two (2) unsatisfactory results in an assessment task the assessor will:
 - Review their assessment marking with another assessor
 - Provide feedback to the student and arrange a third assessment attempt
 - Advise the Course Coordinator
 - Update the student notes in aXcelerate
2. Where a student has three (3) unsatisfactory results in an assessment task:
 - The assessor will advise the Course Coordinator and the **National Executive Manager, Education and Safeguarding services and/or delegate appointed by the CEO**
 - The Course Coordinator and the **National Executive Manager, Education and Safeguarding services and/or delegate appointed by the CEO** will develop an action plan to support the student or recommend they discontinue their course of study following the Withdrawals, Deferral, Cancellation and Refunds Policy
 - The Course Coordinator will work with the student to implement the agreed plan.
 - The Course Coordinator will Update the student notes in aXcelerate

E. Additional Student Support

1. Where a Course Coordinator believes that a student requires additional support, beyond that provided by the ACF staff, they will refer them through to Support Services.
2. Support Services will provide the student with all the available internal and external supports following the Student Support Policy and Procedure

Student Abandonment of Study

Where a student has been deemed to have abandoned their study:

1. The Course Coordinator will advise Support Services to withdraw the student from the course
2. Support Services will withdraw the student by following the Withdrawals, Deferral, Cancellation and Refunds Policy

Forms and Records


The following forms should be used in conjunction with this procedure:

- RTO PP008 – 01 Student Progress Plan

- Request for an Extension to Submit an Assessment
- RTO PP008/02 Change in Enrolment Form
- RTO PP001 Student Handbook
- 2018 List of Student Services

The following references should be read in conjunction with this procedure:

- RTO PP026 Fair Treatment & Equal Opportunity
- RTO PP006 Student Support
- RTO PP009 Reasonable Adjustment
- RTO PP022 Withdrawal, Deferment, Cancellation or Suspensions & Refunds

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