RTO POLICY MANUAL

SRTOs 2015 and ESOS National Code 2018

Royal International College
RTO Code: 46036| CRICOS Code: 04153F
ABN: 94 656 983 121 ACN: 656 983 121
Suite 2, Level 6, 341 Queen Street Melbourne VIC 3000
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Email: info@royalinternational.edu.au; Website: www.royalinternational.edu.au

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 ensure that the Institute adopts a proactive approach in monitoring students' course progress and notifying and counselling students who are at risk of failing to meet the accepted course progress requirements. International students, who persist in failing to meet course progress requirements, even after attempts by the Institute to notify and counsel them, shall be reported to Department of Education and Department of Home Affairs in accordance with the ESOS Act 2000.

Institute has a duty of care to assist each student to achieve their learning goals and make satisfactory progress to ensure completion of their course within the expected duration. Institute 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 for both domestic and international students, and any student deemed to be 'at risk' is to be referred to Academic Manager to discuss possible intervention strategies.

Objective

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The objective of this policy and procedure is to ensure that RTO has:

- Suitable and appropriate mechanisms in place to monitor student and course progress.
- A policy framework for managing student progress
- Personnel that understand and know their responsibilities and obligations in relation to managing student progress

Scope

This policy and procedure is applicable to the following stakeholders;

- RTO Staff
- RTO Students

Policy

- Satisfactory Course Progress

Every effort will be made to proactively assist students to achieve satisfactory course progress and complete the course within expected duration. All students are expected to adhere to the requirements of course progress. The satisfactory course progress is deemed to be 50% or more competence in the number of units of study attempted within a study period of 6 months.

- Monitoring Course Progress

  Requirements for monitoring and progress

  - Formal monitoring, recording and assessment of student performance
  - Develop an intervention strategy
  - Determining the points at which the student has failed to meet satisfactory course progress

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

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- Student performance and course progress will be monitored by trainers, assessors and student support officer. Trainers are required to keep appropriate records and to undertake assessments in a timely fashion to enable effective monitoring of student academic performance and the implementation of all procedures.

- The Institute must identify, notify and assist an international 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 student is at risk of not meeting those requirements.

- All students are expected to study at least one unit (not by distance or online learning) during each study period. International students may not study more than one third of their course online or by distance learning.

- The Institute may only extend the duration of the student's study as a result of compassionate and compelling circumstances, where an intervention strategy is being implemented or where an approved deferment has been granted. For International Students, except in these circumstances, the student's course duration will not exceed the CRICOS registered duration. Any variations are recorded on the student file and reported correctly in PRISMS.

- The Institute must ensure that in each compulsory study period for a course, the international 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.

- Where the registered provider 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:
  o notifies the overseas student that the registered provider intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance
  o informs the overseas student of the reasons for the intention to report

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- o advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- If the registered provider 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.

Procedures

Procedure	Responsibility
At the end of each unit, trainers and assessors must submit the Unit Competency file which details the results of each student.	Trainer/Assessor
Record Unit Competency results on SMS (Student management system).	Admin
During the semester – Early detection process, student Support Officer to identify the students who are likely to be at risk and arrange a meeting with them.	Student Support Officer
During the semester – Discuss the course progress issues with the students and identify any support required to complete the remaining unit/s. Complete an Intervention Strategy Form document and store on SMS.	Student Support Officer ACADEMIC MANAGER
SSO/ACADEMIC MANAGER implement the agreed intervention strategy	Student Support Officer ACADEMIC MANAGER

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At the end of the semester – Issue *First Warning Letter for Unsatisfactory Course Progress* for each student with a NYC (Not Yet Competent) result in 50% or more units on competency will be deemed "At Risk" and ask them to attend a meeting to identify an appropriate intervention strategy.	Student Support Officer ACADEMIC MANAGER
Conduct the meeting to: ▪ Identify any reasons for the unsatisfactory course progress ▪ Discuss possible solutions to assist in rectifying the problem (i.e. possible referral to external counselling services, improve time management strategies, arrange for additional training or English language tuition, temporarily reduce study load, etc.) ▪ Complete Intervention strategy Form in consultation with the student to assist them to improve their performance. ACADEMIC MANAGER may propose the following options: • Ask to attain catchup classes • Submit all the remaining assessment by the deadline • Provide additional trainer/assessor support • Refer other counselling support as required	ACADEMIC MANAGER /Student Support Officer
Implement the intervention strategy on the agreed start date and closely monitor students on an intervention strategy on a regular basis.	Student Support Officer/ Trainers and Assessors
Review student progress in the next semester.	Student support Officer and Trainer/assessor

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Where the student has been identified as not making satisfactory course progress for the second consecutive compulsory study period/semester, notify the student in writing using *Notice of Intention to Report for Unsatisfactory Course Progress*. Refer to *Deferral, Suspension and Cancellation Policy and Procedure* for further information.	ACADEMIC MANAGER /Student Support Officer
If student has not appealed by the expiry date or chosen not to access the external complaints and appeals process or withdraws from the internal or external appeals processes by notifying Institute in writing, begin process for reporting and cancellation of student's enrolment as per Deferral, Suspension and Cancellation Policy and Procedure.	Student Support Officer
Reporting of student's breach of visa conditions via PRISMS – after 20 working days after the letter of intention to report; and after any appeal process has been exercised and exhausted	Student Support Officer

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;
- 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.

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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 Academic Manager will be the responsible person for this.