

Educate. Learn. Empower. Lead

1. Purpose

This Policy governs the identification of and response to students who are struggling with course requirements. Application

2. Application

This policy

- 2.1 applies to all students enrolled in courses at ICAN Learn; and
- 2.2 supports students to maintain course training and assessment requirements whilst giving students support to manage challenges; and
- 2.3 links to the:
 - 2.3.1 Equity and Access Policy;
 - 2.3.2 Student Progress Procedure;
 - 2.3.3 Learner Support Policy and Procedure;
 - 2.3.4 Deferment and Leave of Absence Policy;
 - 2.3.5 Plagiarism Policy; and
 - 2.3.6 Course Withdrawal Policy and Procedure;

3. Review

This Policy is reviewed annually and as needed along with the Student Progress Procedure and policies and procedures outlined in clause 2 above.

4. Policy

ICAN Learn supports the student to progress through courses in which they are enrolled. Should a student fail to progress at the expected rate ICAN Learn seeks to engage with the student to explore:

- 4.1 Lack of progress
 - 4.1.1 may include but is not limited to failure to undertake and complete assessments; and / or
 - 4.1.2 failure to engage in required learning activities; and / or
 - 4.1.3 failure to engage with the program or attend classes without explanation; and / or
 - 4.1.4 more than 2 assessment resubmissions with the third submission also being Not Yet Competent [NYC],
- 4.2 Ways in which ICAN Learn can provide support to the student to rectify lack of progress.
- 4.3 Reasonable adjustment to course delivery and assessment to assist success.
- 4.4 Directions for course success or course ending.
- 4.5 Lack of response to progression report request in eCAF [applies only to students with a VSL].

5. Definitions

Term	ICAN Learn Definition
Student progress	refers to progress expected from a student under normal conditions and according to the course timetable
Student requirements	Requirements as outlined in the Student Handbook
Assessment	Course assessments related to individual units of competency
Attendance	Class attendance requirements as per course timetable
Support	Teaching and learning support and reasonable adjustment for student success
Student progress meeting level 1	First formal meeting to discuss lack of progress
Follow up progress meeting	Follow up meeting to student progress meeting – level 1 or level 2
Student progress meeting level 2	Second formal student progress meeting after agreed Key Performance Indicators in student progress level 1 workplan are not met
Deferment	Refers to deferment of initial course commencement
Leave of absence	Postponement of course attendance due to illness or other substantial reason [depends on course availability and progress etc.]. This requires completion of an application and supporting evidence to be provided by the student ¹ .
Course termination/ withdrawal	The course enrolment is terminated due to student withdrawal from the course in which that student is enrolled
Course withdrawal	Withdrawing from course enrolment; can be initiated by student or an ICAN Learn representative and could be the outcome of a student progress process
Termination letter	Letter sent by ICAN Learn to indicate to the student that their enrolment has been ended [terminated]
eCAF progression	Report that must be completed in eCAF by the student who has a VET Student Loan
VSL	VET Student Loan
Plagiarism	Plagiarism is the act of the presenting a body/section of works of another person or group of persons, as one's own work. Plagiarism is defined at 3 levels as per Plagiarism Policy and Procedure

6. Conditions of course withdrawal as a result of student progress

ICAN Learn ensures that:

- 6.1 the student is given at least 28 days' notice when ICAN Learn intends to withdraw that student from a course²
- 6.2 advice is provided to the student to complete a progression [withdrawal] report in eCAF
- 6.3 the student is provided information about how to lodge a complaint. Complaints are acknowledged, responded to and resolved before course withdrawal³
- 6.4 any student complaint is noted in the complaints register

¹ Deferment and Leave of Absence policy and procedure

² VET Student Loan legislation 2016

³ Complaints & Appeals Policy and Procedure



Student Progress Policy

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- 6.5 The student is provided with information about external dispute resolution as that relates to VET Student Loans if relevant⁴.

⁴ Course Withdrawal Policy and Procedure