

Educate. Learn. Empower. Lead

1. Purpose

This Policy governs the identification of and response to students who are struggling with course requirements; to maintain course training and assessment requirements whilst giving students support to manage challenges.

This Policy links to the Equity and Access Policy, Student Progress Procedure and Learner Support Policy and Procedure.

2. Application

This Policy applies to all students enrolled in courses at ICAN Learn.

3. Review

This Policy is reviewed annually and as needed along with the Student Progress Procedure.

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, which may include but is not limited to failure to undertake and complete assessments, and / or failure to engage in required learning activities and / or failure to engage with the program without explanation, ICAN Learn seeks to engage with the student to explore:

- 4.1 Lack of progress
- 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

5. Definitions

Term	ICAN Learn Definition
Student progress	Student is progressing through course requirements at the anticipated rate
Student requirements	Requirements as outlined in the student handbook
Assessment	Course assessments related to individual units
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 (only held after student non-engagement; non-attendance; non-completion of assessments)
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 KPIs in student progress level 1 workplan are not met
Deferment	Refers to deferment of course commencement or commencement of a new period of study the latter of which may be a result of student progress management
Leave of absence	Postponement of course attendance due to illness or other substantial reason [depends on course availability and progress etc.]. This requires evidence to be provided by the student.

Course termination/ withdrawal	Ending of the course enrolment
Course withdrawal	Withdrawing from course enrolment which can be initiated by student/ ICAN Learn representative and could be the outcome of student progress process
Termination letter	Letter sent by ICAN Learn to indicate to the student that their enrolment has been ended [terminated]

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

ICAN Learn ensures that:

- (a) the student is given 28 days' notice of course withdrawal¹
- (b) the student is able to lodge a complaint if they so desire
- (c) there is a response to any student complaint, should the student make a complaint as outlined in the Complaints Policy
- (d) any student complaint is noted in the complaints register
- (e) any complaint is resolved prior to student withdrawal
- (f) the student is given information about external dispute resolution as that relates to VET Student Loans if relevant².

¹ VET Student Loan legislation 2016

² Course Withdrawal Policy and Procedure