

## Student Progress Procedure

### 1. Purpose

To identify students who may be at risk of not progressing. This Procedure links to the Student Progress Policy and Learner Support Policy and Procedure.

### 2. Definitions

- 2.1 **Satisfactory course progress** is when the student makes progress through the course as per timetable. The assessments undertaken by the student reflect learning and development at the pace set out in the Training and Assessment Strategy.
- 2.2 **Unsatisfactory course progress** is the term used when the student is not making progress through the course as per timetable and assessment schedule.
- 2.3 **Student requirements** refers to attendance and assessment requirements which includes compliance with unit commencement and end dates; assessment procedures including assessment extension requests and any other processes relating to the undertaking of successful and timely assessments to meet unit competence.
- 2.4 **Assessment** refers to the tasks set throughout and at the end of any unit of study to determine whether a student is competent. Assessment takes many forms which are outlined in the student handbook.
- 2.5 **Attendance** refers to the attending of mandatory classes as scheduled on the course timetable.
- 2.6 **Support** refers to informal and formal study and personal support provided to the student.
- 2.7 **Student progress meeting level 1** occurs when there has been significant support and negotiation with the student but there is still unsatisfactory progress in learning and / or completion of assessments or the student fails to attend required classes.
- 2.8 **Follow up progress meeting** will follow a student progress level 1 or level 2 meeting. This is to ascertain whether the student is progressing as per the student workplan associated with that Progress meeting.
- 2.9 **Student progress meeting level 2** occurs when there is no, or unsatisfactory progress as a result of Student Progress Level 1 meeting and associated workplan.
- 2.10 **Deferment** is when a student enrolled in an accredited course postpones the course commencement. This is only possible when there is another course that the student can be referred to. If there is no other course available, the student will be withdrawn.
- 2.11 **Leave of Absence** is leave provided to a student on compassionate grounds which requires evidence and a formal application. Leave of Absence is not always able to be granted and depends on the situation and availability of another course at a similar stage.

### 3. Process

Note: At the stage of transitioning to a Student Progress process, there has been significant attempt to contact the student by phone, email and/or text to explore the situation.

- 3.1 Student is identified as being at risk of not progressing by the unit / course teacher.

## Student Progress Procedure

- 3.2 Triggers that drive a conversation about student progress include non- attendance at classes; lack of progression with assessments; assessments not being submitted by due dates and / or lack of student communication with teachers about their situation.
- 3.2 The discussion progresses to the Teaching, Learning & Course Manager for review.
- 3.3 The item is placed on Team meeting agenda for notification and follow up. If urgent it is actioned through contact with RTO Coordinator who progresses the communication to the student.
- 3.4 The student is invited to attend a Student Progress Level 1 Meeting by formal letter and invitation.
- 3.5 The Student Progress letter outlines the purpose of the meeting and the key issues to be discussed.
- 3.6 At the student progress level 1 meeting, discussions are held with the student about support needs; realignment of assessment due dates and any other matter that assists their progress.
- 3.7 A Student Progress Work Plan – Level 1 is sent to the student outlining discussions from Student Progress Meeting Level 1 and includes actions to be undertaken by the student.
- 3.9 If the student Progress Work Plan level 1 workplan is not adhered to and the same issues are occurring, the Student is invited to a Student Progress Level 2 meeting.
- 3.10 A Student Progress Work Plan – Level 2 is sent to the student outlining discussions from Student Progress Meeting Level 2 and includes actions to be undertaken by the student.
- 3.9 If the Student is still not progressing with their learning and assessment the student may be advised that they need to withdraw or request a Leave of Absence.
- 3.10 If a Student does not adhere to the agreed Student Progress Work Plans, termination of the Student in the enrolled course is considered the best course of action.
- 3.12 If Course Withdrawal is the course of action agreed to by the student, the student will be sent a course withdrawal form.
- 3.13 The student is asked to sign and return a Course Withdrawal form.
- 3.14 Should the student not return the Course Withdrawal form within 10 working days, ICAN Learn will assume that the student wants to withdraw. Email conversations are kept in the student file as an indication of the process to this point as evidence of the Course Withdrawal process for that student.
- 3.12 If Course withdrawal is the course of action decided by the ICAN Learn Management team resulting from non-contact with the student, a course Withdrawal letter is sent to the Student outlining the reasons for the termination of their enrolment.
- 3.15 All staff are informed through the teacher and team meetings.
- 3.16 ICAN Learn removes the student from all enrolment platforms and sends the Statement of Attainment to the student if applicable.