

Policy Name	Monitoring and Recording Course Progress		
What is the purpose of this policy?	To outline the way in which Creative Education Holdings (CEH) will monitor and record how students are progressing through their studies while enrolled at the School, and to actively intervene in order to ensure that students have all the support and information they need to complete the course within the expected duration.		
Version	#8	Next review:	February 2020
What law applies?	The National Code (ESOS) 2018: Standard 10 & 11.		
Who is affected by this policy?	Who has rights?	Who has responsibilities?	
	Students	Director	

Policy

Monitoring Course Progress

Under this policy, CEH systematically monitors the course progress of each student. CEH notifies 'at risk' students and implements an intervention strategy where necessary. CEH will also offer LLN support where that is required and will take record of this.

CEH maintains an active intervention policy in relation to any student who is at risk of failing to meet their course requirements within the expected duration. Early intervention is encouraged and trainers are also encouraged to identify students who appear at risk of falling behind with their course progress.

CEH will give a student notice where it has determined that the student will not meet the minimum requirement for course progress and enable the student to access CEH's *Complaints and Appeals Policy and Procedure*.

In limited circumstances only CEH will extend the duration of the student's course where it is clear that the student can no longer complete the course within the expected timeframe. This policy is designed to be read in conjunction with CEH's *Assessing, Approving and Recording a Deferment, Suspension or Cancellation of Study*.

Monitoring attendance

CEH has opted for, and implements, a course progress policy for every student. This means that CEH is not required for ESOS purposes to monitor attendance.

Online and distance learning

Well under one third of each CEH course is delivered online, and all UOCs delivered at CEH require face-to-face study.

Procedure

Introduction

Vocational training at CEH is competency-based training. Results can be only Competent (**C**) or Not Yet Competent (**NYC**).

Progress of a student is regarded as being officially 'at risk' if the student is deemed to be NYC in more than 50% of the key Units of Competency (**UOC**) within a Unit of Study. A key UOC refers to the UOCs that are scheduled to be achieved in certain slots in the course. If there is only one key UOC scheduled in a Unit of Study, students who don't achieve it will also be deemed as 'at risk'.

Where a student is identified as being 'at risk' of not meeting course requirements, then intervention/support strategies will be implemented to assist the student.

Unsatisfactory course progress in two consecutive Units of Study can lead to early termination of enrolment.

Monitoring and recording course progress

The Director is responsible for monitoring the course progress of each student, throughout their studies to ensure that they are maintaining satisfactory course progress.

This will be achieved by the following actions being taken:

1. A course progress matrix will be set up for each student.
2. Students will be reminded about upcoming assessment due-dates through CANVAS and/or email.
3. Students are required to fulfill all assessment tasks by the due date set by the Trainer:
 - 3.1. Evidence based assessments are submitted via CANVAS.
 - 3.2. Students must attend Observational Assessments on the date set by the Trainer.
4. Trainers are expected to mark the student's work in CANVAS within two weeks after the student has delivered or participated in the evaluation assessment task.
5. After student results are lodged in CANVAS, the Director will update the student

course progress matrixes. Students are to be deemed at risk if they fail to provide assessments and or achieve less than 50% of UOC tasks.

6. Failure by students to meet task deadlines will result in the following action sequence:

6.1. The Director will notify the student by email that they have missed the deadline and a "second opportunity" to be assessed on the task will be offered.

- Students can expect an extension of approximately two weeks for Evidence/Delivery based assessments.
- CEH will aim to reschedule an observational assessment task within two weeks, but it may be longer and in some cases require additional assessment fees if there was not medical grounds for the student missing the observational assessment.
- Late assessment procedures differ for each subject and can be found in Canvas with the corresponding subject.
- Students may be subject to a charge for the delivery and re-assessment of assessment tasks. The scope of this charge will be determined by whether the assessment is an observational (group task, etc) or evidence based (diary etc).

6.2. If the student fails to deliver the 'second opportunity', the Director will arrange a face to face meeting with the student to arrange a 'third assessment opportunity'.

6.3. Where at all possible, the third opportunity will be subject to:

- Census dates for local students for options to remain or leave the Course.
- References to visa conditions for international students.
- Scheduling an academic counselling session with the Director.
- Notice of requirement to re-take classes or a subject in the next UOS. The impact of these will be:
 - o an addition to the student's timetable and workload
 - o additional assessment fees
- Students may be subject to a charge for the delivery and marking of late assessment tasks if they do not have medical grounds for the late delivery.

7. Students may not always be able to complete their course in the standard duration; therefore there is some flexibility to allow for extensions in a limited range of circumstances.

The duration of a student's study may only be extended where it is clear that the student will not complete the course within the expected duration, as the result of:

a) compassionate and compelling circumstances, as defined in CEH'

Compassionate and Compelling Circumstances Policy and Procedure;

- b) implementing an intervention strategy for students who were at risk of not meeting satisfactory course progress, and it is not possible for the student to complete the intervention strategy within the expected duration; or
- c) an approved deferment or suspension of study has been granted, see CEH' *Assessing, Approving and Recording a Deferment, Suspension or Cancellation of Study Policy and Procedure*.

Variations to the student's study load affecting the student's expected duration of study will be recorded on the student's file. For international students the Director will also report the variation via PRISMS and issue a new CoE when the student can only account for the variation/s by extending their expected duration of study.

8. If the student fails to deliver or make themselves available for a task assessment after the third opportunity, the Director will initiate an enrolment cancellation procedure by giving written notice that the student has breached this policy due to poor course progress.
 - a. The enrolment cancellation notice will offer a 20 day period to make an appeal and will refer the student to both the *Complaints and Appeals Policy and Procedure* and the *Compassionate and Compelling Circumstances Policy and Procedure*.
 - b. The student is required to attend an academic counselling session with two staff members one of which being the Director. If during the counselling session the student cannot show compelling reasons for non-delivery, CEH will opt for one of the following outcomes:
 - The School may terminate the student's enrolment.
 - The School may offer the student a plan of re-enrolling in the new Semester at full-fees.
 - The School may offer the student a plan to retake classes or have reassessment at a per-subject fee.
 - The School may, due to the student's circumstances, offer the student a catch-up plan tailored to that student's need.
9. Before the end of each UOS the Director will contact students who have overdue tasks with an update on their individual course progress and put catch-up plans in place.
10. At UOS#2 – All students will be required to attend a Unit of Study Review meeting and fill out a feedback survey.
11. At UOS #3 -The Director will arrange individual academic counselling sessions for any student who is behind on course progress, to help ensure the student knows what is required of them to achieve the full course qualification.
12. At UOS#4 – All exiting students are asked to fill out a feedback survey form and

offered a meeting with the Director. This will particularly be encouraged if any task assessments are missing preventing the issuance of a Testamur.

Academic Counselling Sessions

At the counselling session the student's circumstances, attendance record and results will be discussed to enable a determination to be made as to what additional support is required and can be provided to the student.

This may include, but is not limited to:

1. *Language, Literacy and Numeracy (LLN) and English language difficulties*

If a student demonstrates LLN or English language difficulties:

- CEH will provide tutoring classes to assist the student with their difficulties while continuing their studies in accordance with CEH' *Language, Literacy and Numeracy Policy and Procedure*; or
- 2. if thought necessary, the student may be required to suspend their studies at CEH and satisfactorily complete an English language course at their own expense before being allowed to return to CEH.

3. *Personal problems*

If a student is identified as having personal problems which are adversely affecting the student's progress, they will be referred to the Director and he will make a record in the school's Welfare Register. The Director may refer the student to a local GP who may then refer to a qualified mental health practitioner.

4. *Repeating a Unit of Study*

Where a student fails the entire key UOCs within a Unit of Study, they may be required to re-enrol in that Unit of Study in order to continue in the Course.

During the counselling session the student will also be advised:

- on the suitability of the course in which they are enrolled;
- of opportunities to demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency;
- for International Students: of the possibility that conditions may be placed on their enrolment and that continued unsatisfactory course progress in two consecutive Units of Study could lead to their enrolment being terminated, resulting in CEH reporting the matter to Home Affairs which may result in the cancellation of their student visa; and
- for Local Students: of the possibility that continued unsatisfactory course progress in two consecutive Units of Study could lead to their enrolment being terminated.

The Director will make it clear to the student about CEH's obligation to report non-compliance in student course progress to the appropriate authorities, as well as to explain CEH's *Complaints and Appeals Policy and Procedure*.

An email will be sent to the student summarising the topics addressed in the counselling session and any additional support to be provided will be documented and placed on the student's file. Outcomes of the academic counseling session will be reported on at the Senior Management meetings.

Continuing failure to meet course progress requirements

If a student who is deemed 'at risk' in a Unit of Study continues to fail to meet the course progress requirements in a second consecutive Unit of Study, and fails to adhere to the course guidelines, the Director will notify the student in writing of the intention to give notice of failure to achieve satisfactory course progress. The student will also be advised that they have a right to appeal the decision within 20 working days. During the period for lodging an appeal and, if the student lodges an appeal, during the period the appeal is being considered, the student has a right to continue their studies in the course.

For International Students

After all complaints and appeals processes are finalised, or the student has chosen not to access the complaints and appeals process within 20 working days, the student's enrolment will be formally terminated and the Director will report the enrollment cancellation to the Department of Home Affairs. The student will be provided with a copy of the Section 20 notice generated by PRISMS. The student will be provided with an opportunity to attend an exit interview.

For Local Students

After all complaints and appeals processes are finalised, or the student has chosen not to access the complaints and appeals process within 20 working days, the student's enrolment will be formally terminated. If this is before the Census Date for the Unit of Study, they will not be required to pay the fee for that Unit of Study. If it is after the Census Date, their fee will only be refunded on written request and for compassionate or compelling reasons. The student will be provided with an opportunity to attend an exit interview.

Contacting Students

CEH will select one or more of the following communication methods to notify the student:

- Phone
- Text Message
- Email
- Face-to-face

CEH will endeavour to contact the student directly but may also contact the student's next of kin if it is unsure that a student has received its communications.

Version Control

Approved by	Version #	Date
Management Committee	2	9 July 2009
Management Committee	3	11 April 2011
Course Improvement Committee	4	29 May 2015
Policy and Procedure Committee	5	13 Dec 2016
Senior Management Meeting	6	22 Sept 2017
Course Improvement Committee	7	18 July 2018
Senior Management Meeting	8	27 June 2019
NEXT REVIEW		FEB 2020