
Student Course Progress Policy

GBC monitors and reports VET Students for unsatisfactory course progress under Standard 10 of the National Code 2007. GBC's "**Course Progress Policy**" requires Students to maintain a completion rate of above 50% each tuition term.

All Students have access to their results through their RTO Manager account. Students deemed at risk are notified in class by their Trainer as well as via email through warning notices and contact phone calls by Student Services/Compliance staff.

An Intention to Report (ITR) Notice is issued by email and SMS to Students.

All intervention efforts to Students are recorded in RTO Manager under the "Intervention" section.

Notifying Students of Not Yet Competent (NYC) results

At the end of the Term, Student results are transferred by the Compliance Officer. Results must be transferred before monitoring can be done. See **Transferring Student Results Procedure**.

The Student result must be entered into RTO Manager in the first week after the completion of the study term. The Student will be notified about their NYC result by email. Student will have 2 weeks to time to resolve their NYC units with the Compliance Officer.

Run the "**Academic: Student subject enrolment list by course between two dates**" report to view Students who did not pass their subjects in the previous tuition term.

Identifying Students at risk

GBC's Compliance Officer should meet Students who have been sent NYC notices and should discuss the Student's options of reassessment or repeat of term.

Students who have improved their academic performance and have achieved satisfactory course progress in the two (2) consecutive tuition terms will be removed from the monitoring program.

Please NOTE: Compliance and SSO must record all mode of communication (warning letters, emails, calls, appointments, meetings, details of paper work completed during meetings etc.) in the Intervention register. For more details, see **Updating Intervention Section on RTO Procedure**.

Sending Academic Warning letters & Intention to report notice

While sending the above letter on RTO Manager please follow the sequence below:

1. First send Warning 1
2. Then Warning 2
3. Finally, Intention to Report (ITR)

Academic Warning 1

An Official Academic Warning (AIM stage 1) will be send to all NYC students who failed to discuss their course progress with the Compliance Officer on 3rd week Monday after the completion of the study term. The Student will be required to contact within 10 working days, the trainers should be asked student to refer to the Compliance Officer for a meeting.

Students who do not attend an intervention meeting cannot use non-participation as grounds for future appeals.

Procedure:

Compliance Officer will run a report “**Academic: Student list with unit failed between two dates**”, enter the start date of the previous tuition term and enter the last date of the previous tuition term to get a list of non-compliant Students. The Compliance Officer will send Students the Academic Warning 1 and contact Students to book an intervention meeting. During the intervention meeting, the Student will sign a risk agreement which will list the recommended actions agreed by the Student to become compliant.

The Compliance and SSO will meet the General Manager Tuesday every week to discuss Students who have been sent an Academic Warning 1 and to ensure Student’s Interventions are booked where necessary and actions are up-to-date in the Intervention register.

Please NOTE: The Compliance Officer must record all mode of communication (warning letters, ITR, emails, calls, appointments, meetings, details of paper work completed during meetings etc.) in the intervention register. For more details, see **Updating Intervention Section on RTO Procedure**.

Academic Warning 2

The Compliance Officer needs to remove Students from intervention who were issued with Warning 1 previously and they have passed the last 2 consecutive terms satisfactorily as Competent. Students who fail to achieve satisfactory course progress in the previous tuition term and have been issued Warning 1 will be sent an Academic Warning 2.

The Compliance Officer will run a report “**Academic: Student list with unit failed between two dates**”, enter the start date tuition term before the previous tuition term and enter the last date of the previous tuition term to get a list of non-compliant Students. The Compliance Officer will send them an Academic Warning 2 and contact Students to book an intervention meeting. During the intervention meeting, the Student will sign a risk agreement which will list the recommended actions agreed by the Student to become compliant. The Compliance Officer will meet the General Manager on Tuesday every week to discuss Students who have been sent Academic Warning 2 and to ensure Student’s intervention is on track.

Students who do not attend an intervention meeting cannot use non-participation as grounds for future appeals.

The procedure to generate report, notifying students and recording intervention will remain same as Academic Warning 1.

If the student does not contact Compliance Officer within 10 working days, the trainer should be requested to refer the student to refer to the Compliance Department for a meeting.

Please NOTE: The Compliance and SSO must record all mode of communication (warning letters, ITR, emails, calls, appointments, meetings, details of paper work completed during meetings etc.) in the Intervention register. See **Updating Intervention section on RTO Manager Procedure**.

Intention to Report (ITR) Notices

If a student is deemed competent for previous NYC units, they will be removed from previously issued academic warnings but their course progress will be closely monitored. They will not eligible for any further academic warning without financial penalty.

Students who will fail subject units for the third time during their enrolment period will be issued with a notice of Intention to Report (ITR) for non-satisfactory course progress.

The Compliance Officer will run a report “**Academic: Student list with unit failed between two dates**”, enter the start date tuition term before the previous tuition term and enter the last date of the previous tuition term to get a list of non-compliant Students. The Compliance Officer will send them an ITR and contact Students to book an intervention meeting. During the intervention meeting, the Student will be assessed if they are subject to any exceptional circumstances to enable them to appeal the ITR – in which case, they will be assisted with the necessary procedure. Cases of Students who appeal with or without the intervention meeting will be assessed by the Compliance Officer and if there is any concern or a problem case, this will be escalated to the General Manager.

The Student can lodge a formal appeal supported by strong evidence (any physical evidence which can depicts the reason which hindered student from completing units in efficient manner) against the intention to report within 20 working days.

The outcome of the appeal will be communicated to the student by email. If the outcome is positive then the student will be allowed to resume their studies while their future course progress will be closely monitored. If they need to complete their qualification, then they will need to extend their enrolment which may incur fees for repeat term and other admin charges.

If an outcome of an appeal is negative, then the student will be informed and will be reported to DIBP via PRISMS for non-satisfactory course progress with approval of General Manager. The Student who fails to appeal will be reported to DIBP via PRISMS for non-satisfactory course progress with the approval of the General Manager at the completion of the notice period.

It's important that letters within the necessary time frames are sent to Students to allow them the necessary scope to meet with the Customer Service Manager for a final intervention meeting.

The Student should be reported after 20 working days if they have not appealed or if the appeal was unsuccessful - a breach reported letter should be sent to the Student in this instance.

Please NOTE: The Compliance Officer must record all mode of communication (warning letters, ITR, emails, calls, appointments, meetings, details of paper work completed during meetings etc.) in the Intervention register on RTO Manager. For more details, see **Updating Intervention Section on RTO Manager Procedure**.

Risk of Course Non-Completion:

In addition to Academic warnings, the Compliance team will also send a notice to student who are at Risk Of Course Non-completion to students who are due to complete their course. The Student will be sent 2 emails (the first email to notify them that they are due to complete their course in the first week of their final term and one for Risk of Course Non-Completion after they have completed their course). They have 5 business days to notify the college about their decision. If not contacted then their course status will be changed to "Finished".

Procedure:

Once the list of students with warning 2 has been finalised, the student who fails to achieve the satisfactory course progress in the previous tuition term and have been issued Warning 2 before will be sent an ITR. The Compliance Officer will run a report "*Academic: Student list with unit failed between two dates*", enter the start date tuition term before the previous tuition term and enter the last date of the previous tuition term to get a list of non-compliant students.

After taking approval from the GM Customer Service Manager will send them ITR and contact students to book an intervention meeting. During the intervention meeting student will be assessed if they had any exceptional circumstance to appeal the ITR will be assisted with the procedure. Cases of students who appeal with or without meeting will be assessed by the Customer Service Manager. If there is any concern should be escalated to the GM. Letters with the TIME Frames have to be sent and case has to be closed with in a time frame and student should be reported after 20 working days if he did not appeal or the appeal was unsuccessful. And breach reported letter should be sent to the student

Please NOTE: Compliance SSO must record all mode of communication (warning letters, ITR, emails, calls, appointments, meetings, details of paper work completed during meetings etc.) in the intervention register. See procedure "updating intervention section on RTO"

Timing of Warning Letters

1st week after study term – **NYC Notice**

3rd week Monday after study term – **Official Academic Warnings (Level 1, Level 2 or ITR)**

1st week of final term and after course completion – **Risk of course non-completion**

Codes to use while assessing Student reassessment or repeat of term

NC1: Skill not demonstrated – Repeat of term

NC2: Copy or plagiarism – Repeat of term

NC3: Did not submit (DNS) assessments at all – Repeat the term

NC4: Good Student however did not submit on time – pay \$100 and must complete unit within 2 weeks (or they will be asked for a further \$100)

NC5: Good Student and submitted by the due date but did not pass – have 2 weeks to complete a resubmission (they can request academic assistance from their Trainer or Course Coordinator).

These comments will be used to analyse student situation and determine financial penalty for re-submission.

NS: Not Submitted

Student will be required to repeat term to complete NYC unit in order to complete qualification. (Resubmission can be approved on case basis, General Manager approval is required)

C: Competent

Document name	Monitoring Student Course Progress Procedure
Document owner	Mehboob Akber (Max)
Document approver	Luciano D'Ambrosi, General Manager
Procedure Number	09
Version / Issue date	Version 1.2 / 24 April 2017

This policy / procedure is to be reviewed a minimum of twelve (12) months from this date.

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