

1. Purpose

The purpose of this policy is to provide ample opportunity for students to successfully complete VFH courses for which they are enrolled, ensure that VFH student course progress is monitored and reviewed, that the Institute takes intervention action when a student is in danger of not progressing satisfactorily and that the requirements of VET FEE-HELP Guidelines are met.

2. Definitions

- i. **Satisfactory course progress:** obtaining a Competent (C) result in each subject undertaken
- ii. **Not Yet Competent (NYC):** the grade given for failing a unit because at least one assessment did not meet expected standards or because the student did not submit the assessment task.
- iii. **Cancelled/Cancellation:** Cancelled indicates your enrolment has not progressed in accordance with the Institute's 'Satisfactory Course Progress and Intervention Policy', as a result of which, your course will be cancelled and you will not be allowed to continue further study at RGIT.
- iv. **Intervention:** Process for supporting students who are identified as being at risk of failing to make satisfactory academic progress.
- v. **RTO Manager:** RGIT's learner management system on which student results are recorded and through which staff and students may communicate in writing to each other and retain evidence of the communication.
- vi. **Units of Competency:** Subjects that students will be studying in their qualification
- vii. **Unit of Study:** Cluster of subjects/units of competency studied in a single study period and which are linked to a specific census date. If the student passes the census date and does not formally withdraw, the student will incur a debt for all subjects scheduled to be delivered within that unit of study. A course may have more than one unit of study.

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- viii. **Special Consideration:** The term used when a student is experiencing (or anticipates that he or she will experience) significant difficulty in meeting 'satisfactory course progress' due to serious illness, psychological condition, loss or bereavement, hardship or trauma, applies to have those factors considered in determining reasonable adjustment of assessment process.
- ix. **TPP:** Third Party Provider

3. Responsibility

The Administration Manager is responsible for the implementation and monitoring of this policy with the help of the Academic Manager. The Managers will ensure that staff and students are aware of the policy's application and requirements.

4. Scope

This policy applies to all VET FEE-HELP students enrolled with RGIT or Third Party Providers (TPP) who deliver on behalf of RGIT across all interstate campuses.

Result Recording (See Annex 1)

- RGIT assesses, monitors, and records students' academic results on completion of each unit of competency.
- RGIT trainers must submit final results within one week of a unit of competency's completion date.
- Where assessment is conducted by **Third Party Providers (TPP)**, within one week of a unit of competency's completion date, the TPP must submit the following to RGIT:
 - Results, via RTO Manager, for all students enrolled in that unit.
 - Completed marking guides for each assessment
 - Completed end-of-unit final result sheet
 - All evidence used (e.g. completed student essays) for making the unit outcome decision

- RGIT will review the TPP's student results within one week of receiving them. RGIT reserves the right to overrule TPP's student results, if RGIT deems the results incorrect. The TPP will be notified of any such changes.
- Within one week of final results being approved by RGIT, progress monitoring procedures commence (see below for details).
- In summary, all results, be they from TPP or RGIT, will be entered onto RTO Manager within 2 weeks (one week for TPP to submit results + one week for RGIT to approve them) of a unit of competency's completion date. Within one week of final results being entered onto RTO Manager, the formal course monitoring procedures commence.

5. Monitoring Course Progress

- RGIT monitors each student's progress at the end of each unit of competency scheduled for a unit of study. For example, if there are 4 units of competency within one unit of study, the students' progress will be monitored 4 times within that study period to determine whether the student requires support and some form of intervention.
- Monitoring student progress allows for identification of students 'at risk' of not achieving satisfactory academic progress and notifying them of it in writing.
- A **Letter of Concern** will be sent after unsuccessful completion of any unit of competency. Students will be requested to meet the Academic/Administration Manager or nominee to discuss what intervention strategies are to be taken (see Annex 3: Intervention Strategies).

6. Course Progress Monitoring Process (See Annex 2)

For **each** unit of competency, the following procedure will be followed:

STEP 1 IDENTIFY AT-RISK STUDENTS

Within one week of all results being entered on RTO Manager, RGIT will generate reports via RTO Manager. The report will identify all VFH students, both with TPP and

RGIT, who have failed at least one subject within that unit of study. For that subject, each report will identify and group students by:

- intake date; and;
- the students' training provider.

STEP 2 INFORM STUDENT ADMINISTRATION

All TPPs and RGIT Student Administration will be forwarded their 'at-risk student' reports and instructed to contact all students on their respective lists. Both TPPs and RGIT Student Administration will be required to contact the students **within one week** of receipt of their 'at-risk student' reports.

STEP 3 CONTACT STUDENTS

TPPs and RGIT Student Administration will contact their respective 'at-risk students' via an emailed **Letter of Concern** sent through RTO Manager. The letter will request the students to contact their provider within 10 working days from the date the letter was emailed so that a meeting can be arranged for the student to discuss his or her progress with the Academic/Administration Manager or nominee. The letter will also indicate that the student must contact the provider via RTO Manager, email or phone, all evidence of contact must be recorded or saved into RTO Manager by the provider with whom the student is studying either TPP or RGIT. In addition to the emailed Letter of Concern, Student Administration may send a text message or contact the student via phone.

To monitor whether TPPs have sent the letters of concern to 'at risk students', RGIT will require all letters to be sent via RTO Manager, as RTO Manager retains such evidence. After the one week deadline for sending the letters has passed, RGIT Student Administration will run RTO Manager reports to verify that TPPs have sent the letters.

STEP 4 INTERVENTION

The Academic/Administration Manager or nominee employed by RGIT or the third party provider will determine an appropriate set of strategies (see Annex 3 for the intervention strategies) with the student to ensure that the student maintains good course progress.

If the students have not replied to the Letter of Concern within the ten (10) working day deadline, within five (5) working days of that dead line, students will be sent a second letter by their provider.

STEP 5 CONTINUED MONITORING THROUGHOUT UNIT OF STUDY

The above 4 steps will be repeated for each subject studied within a given unit of study. Hence, if a student fails 3 subjects within a single unit of study, the student will be sent 3 letters of concern with 3 requests to contact the school to organise an intervention meeting.

STEP 6 END OF COURSE: SEND CONFIRMATION OF INTENTION TO COMPLETE COURSE REQUEST

As a student who has passed a census date incurs a debt for the whole unit of study, RGIT will not cancel the student's study until the unit of study is complete.

At the end of the unit of study, if the student has not completed all subjects satisfactorily and not responded to the letters of concern sent to him or her, RGIT will do the following:

- a. send each student who has failed at least one subject in that unit of study, a request to indicate whether the student intends to complete the course. The letter will be called *Confirmation of Intention to Complete the Course*. The letter will request the student to indicate whether they intend to complete the failed subjects and, if so, that they have 15 working days within which to contact the school.

- b. If a student does not respond to the request for confirmation letter, the student will be sent a final request letter, stating that, if the student does not respond within 15 working days, his or her enrolment will be cancelled and any failed subjects will incur an additional fee, should the student wish to complete the subjects at a later date.
- c. The letter will also indicate that, if the student wishes to **defer** course completion, they may do so and that it must be done in writing by the date indicated.

STEP 7 COURSE CANCELLATION

Failure to respond to the *Final Request to Complete the Course* will result in the cancellation of the student's enrolment.

8. Appeal against Cancellation

Once the student is notified of the cancellation, s/he may appeal the cancellation by completing and submitting an Appeal against Cancellation Form which must be done within the timeframe advised in the Cancellation Notice. Students who fail to appeal within 21 days from the notification will be sent 'Confirmation of Cancellation'.

9. Grounds of Appeal

Students can appeal on the grounds of special consideration such as that there were factors outside the student's control (for example; illness, a death in the family, a psychiatric condition, etc.) which contributed to his/ her failure to meet the required academic course requirements and that those factors are unlikely to operate in the future. Students will need to present in detail how these factors affected his/her ability to perform academically and how the circumstances have improved. The student may need to support his/her appeal application with relevant documented evidence.

10. Late Appeals

Late appeals may only be accepted at the discretion of the Academic/Administration Manager.

11. Outcome of Appeals

Students will be notified of the outcome within **21 days** from submission.

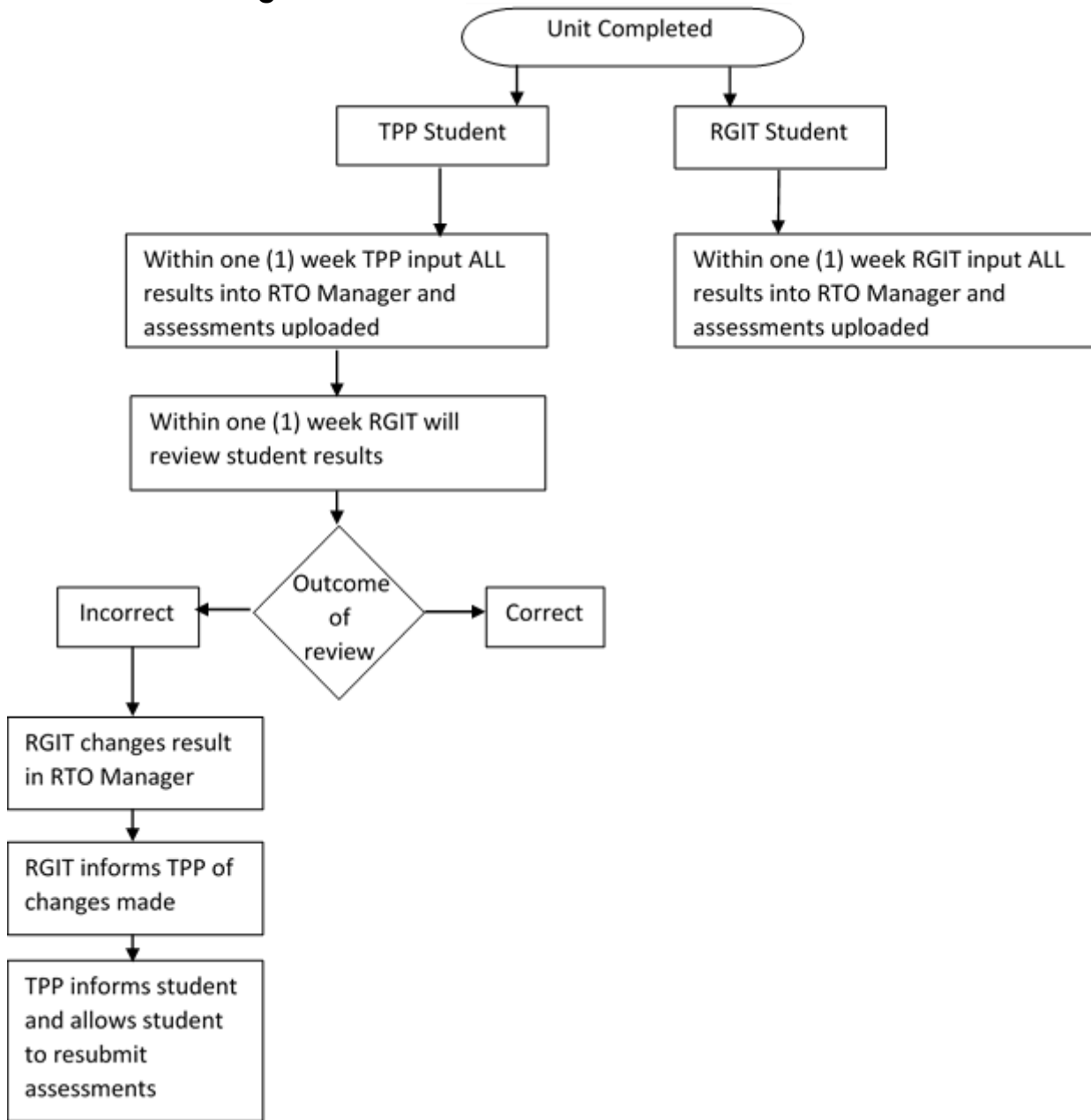
12. Re-enrolment

If the student has had their course cancelled and wishes to re-enrol in the course, he/ she will be required to seek guidance from the responsible Academic Officer/trainer on what he/she can do to enhance his/her opportunity for re-enrolment. To re-enrol into the course, the student will need to complete an enrolment application as re-enrolment is not automatic. Upon re-enrolment, the student will incur the tuition fee for the remaining units of study. Please refer to course fees and charges.

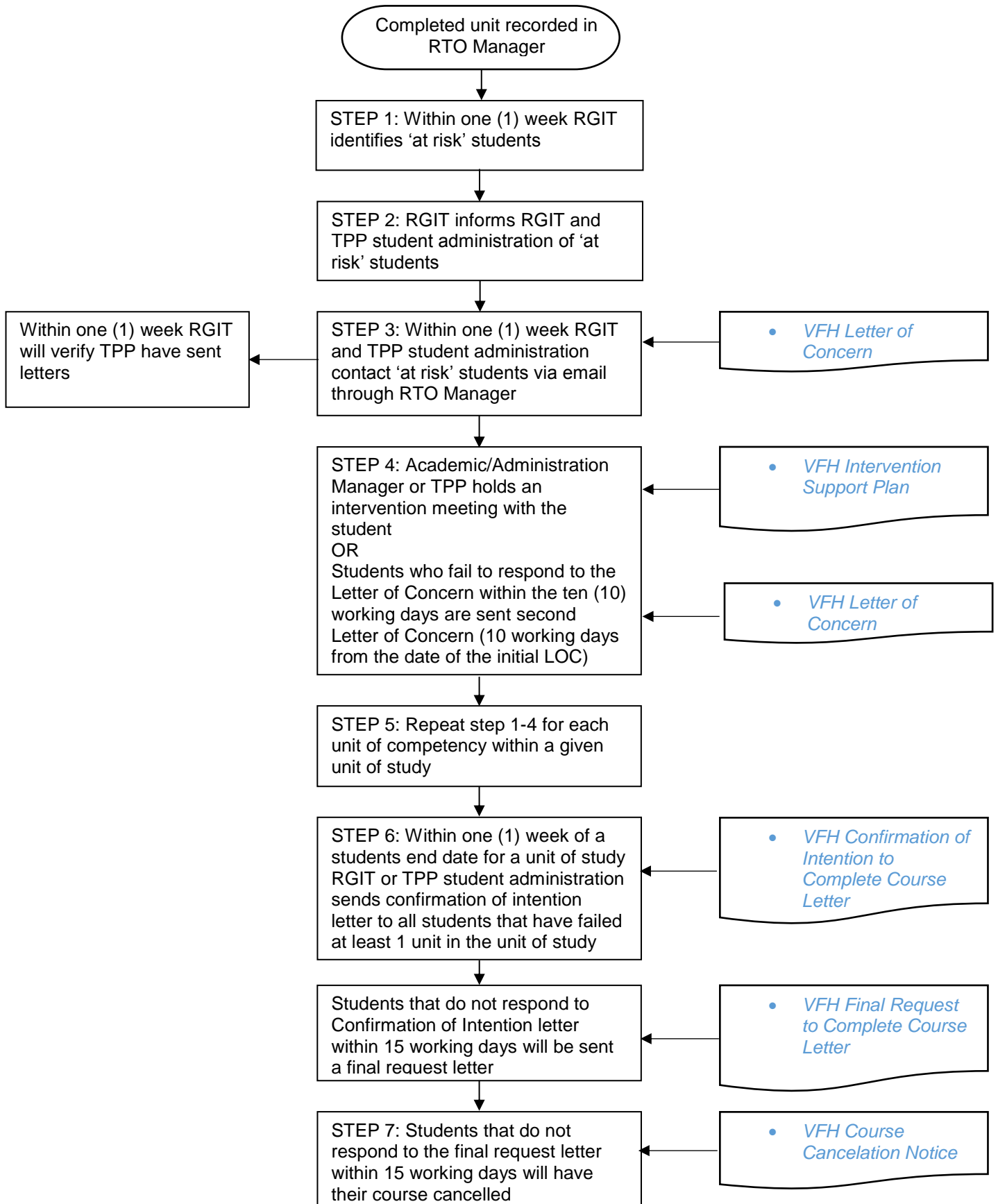
13. Credit transfer

Credit/s may apply for study completed previously with RGIT, or elsewhere, when a student is seeking to re-enrol in a course to complete the remaining study. The Academic/Administration Manager or nominee will need to assess the application and advise the student of the outcome.

Annex 1: Recording Results



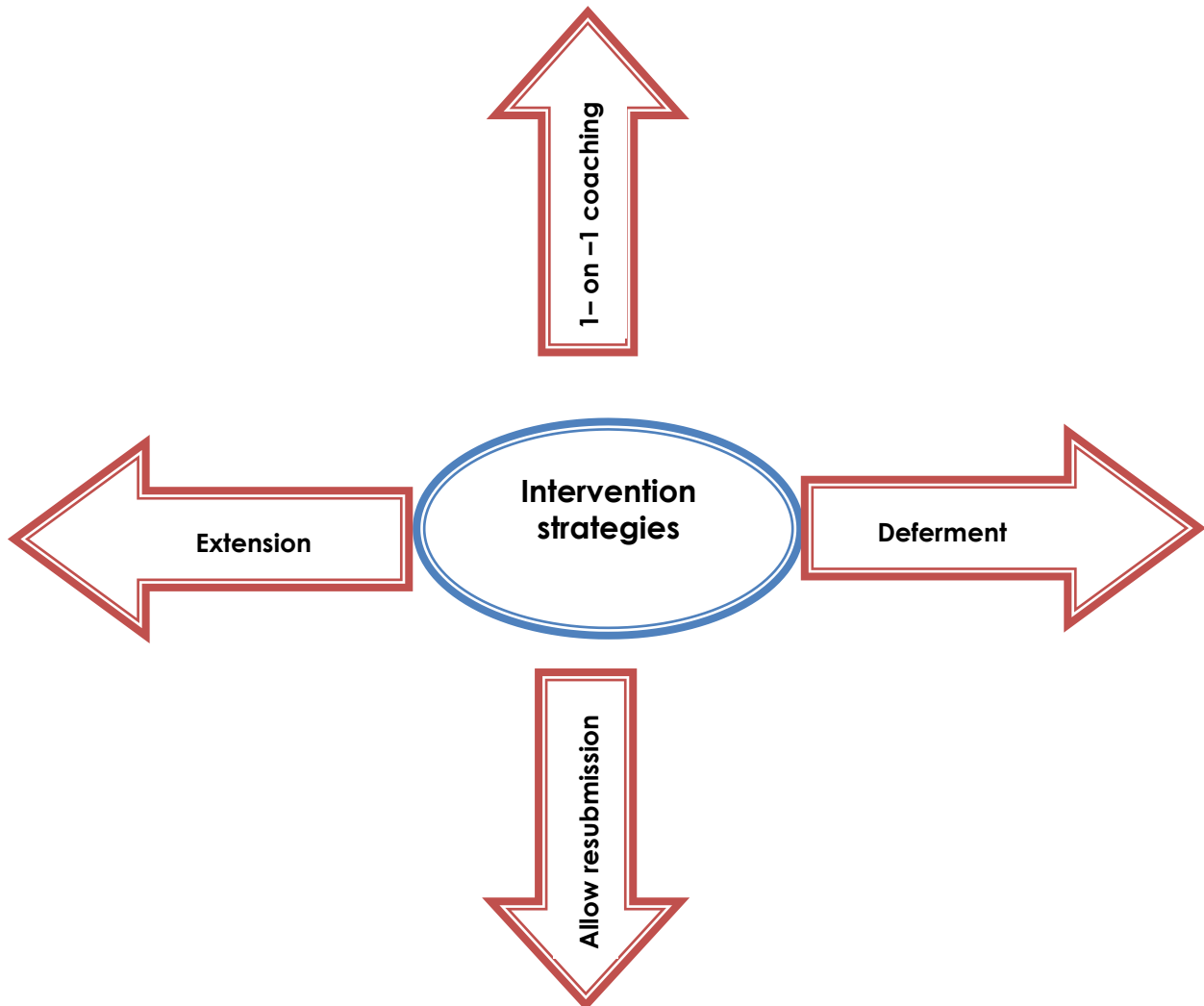
Annex 2: Course Progress Monitoring Process



Annex 3: Intervention Strategies

Intervention strategies employed to help the student will depend upon individual student needs. Intervention strategies may include, but are not limited to:

1. Requesting the student to re-submit assessments.
2. Providing one-to-one assistance and counselling to help the student satisfactorily complete their course, or discussing with management and/or other relevant staff members, issues relating to time management skills, motivation and other issues which may be impacting on the student's ability to complete their course.
3. Granting the student an extension for submitting assessments.
4. Allowing the student to defer the course.



During the intervention meetings, the Academic/Administration Manager or nominee allocated to implement the intervention strategy will discuss with the student the reasons for having failed units. On the basis of such discussions, the Academic/Administration Manager or nominee will prepare an intervention plan that will enable the student to redo all failed units and obtain competency.

The Academic/Administration Manager or nominee allocated to the student will be responsible for ensuring that the student follows the intervention strategy. The strategy may require adjustments to ensure the student completes all NYC units within a reasonable time-frame (as per agreement).