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Course Progression Policy and Procedure

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Version Control

Date	Version	Changes made	Author
April 2021	V2.0	Reviewed and implemented	Administrative Officer

Table of Contents

1. Scope
2. Definitions
3. Training Plan
4. Course Monitoring
5. Intervention Strategy
6. Unsatisfactory Course Progress or Attendance
7. Warning Letters and Circumstances under the Appeal
8. Procedure regarding Warning Letters and Interventions
9. Evidence and Record Keeping

1. Scope

This scope of this documents applies to all Students enrolled at Ardor College and all Ardor College staff who deal with all matters concerning Students.

2. Definitions

- a. Electronic communication: a form of communication sent via email, fax web-based communication or any other form of electronic communication
- b. Unsatisfactory Course Progress: Where the student has failed or is deemed Not Competent (NC) in 50 percent or more of the units attempted in any study period based on evidence from student's assessment tasks and activities
- c. Not competent (NC): failed to perform to the standard expected
- d. "At risk" students: Any student with a NC result of 50 percent or more units on competency
- e. CoE: Confirmation of Enrolment
- f. SMS: Student Management System
- g. Study Period: a period of study within a course as defined as 9 to 12 contact weeks

3. Training Plan

Ardor College expects the students to actively participate in class activities by attending classes regularly, undertake all assessments and demonstrate a high level of practical skills where required. Prior to the commencement of a study period, and during Orientation, Ardor provides each student with a Training Plan incorporating the units for that study period and information on core units, which are to be completed compulsorily to achieve the qualification.

Instructions are provided to all students explaining the importance of adhering to the training plan and the consequences of falling behind in a training plan.

4. Course Monitoring

- Ardor College systematically monitors, records, and assesses students' course progress. Ardor College proactively notifies students identified as being at risk of failing to meet their course progress requirements, implementing appropriate intervention strategies to, support students to meet course progress requirements and complete their course within the expected duration.
- All competency results for students are recorded in Ardor College's Student Management System – RTO Manager
- Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50 percent of the course requirements in one study period
- Ardor College assesses each student's course progress at the endpoint of each study period

A 'study period' is usually a contact period of twelve (12) weeks

- The number and length of each study period per qualification, will be laid out in a student's course timetable and provided to the student upon completion of the enrolment process
- During the orientation process, students are again informed of their course progress requirements and progress review dates
- At the end of each study period, students will be assessed to determine satisfactory course progress. If a student is identified for the first time as not achieving satisfactory course progress, an Intervention Strategy Agreement will be created and implemented
- Ardor College may choose to intervene at any point before the end of a study period should a student be deemed "at risk" of not achieving satisfactory course progress
- Students deemed "At Risk" will be notified in writing and asked to make an appointment with their course

coordinator or student support officers to discuss their progress

- Reasons for which students are deemed "At Risk" of not achieving satisfactory course progress may include (but not limited to):
 - Fails to attend class for two or more consecutive calendar weeks
 - Is deemed to have irregular attendance that places satisfactory course progress at risk
 - Is deemed to have an identified Language, Literacy and Numeracy (LLN) issue affecting study in the course, classroom behaviour, other issues
 - Fails to achieve competency in a unit that would normally be completed prior to the end of the study period
 - Did not perform satisfactorily in the previous study period
 - Does not response to Ardor College's attempts to assist the student in achieving satisfactory course progress

5. Intervention Strategy

- An Intervention Strategy is initiated by:
 - Notifying students in writing that they have been identified as not achieving satisfactory course progress
 - Requesting that the student contact the College to make an appointment to meet and discuss the activation of an intervention strategy agreement
 - Following discussion with the student, creating a formal intervention strategy agreement, which is then acknowledged, and the terms accepted, by both the student and the nominated Ardor College member of staff
- The Intervention Strategy Agreement is activated as soon as practicable from the commencement of the second consecutive study period, or earlier if necessary
- The strategies offered to help students meet course progress requirements may include, but are not limited to:
 - Implementation of strict attendance requirements
 - Requirement to submit all subsequent assessments by the identified submission due date
 - Discuss opportunities for makeup classes designed for intervention
 - Counselling sessions with the applicable Department Coordinators
 - Individual case management
 - Opportunity for re-assessment
 - Assigning a trainer mentor for ongoing monitoring
 - Additional English language support
 - Invitation for inclusion in support study groups or tutoring
 - A combination of the above with a reduction in course load
- After an Intervention Strategy Agreement has been put in place for a student, all documentation and evidence of the intervention process, including measures used to assist a student, will be saved electronically to the student's file
- The student's adherence to the terms of the Intervention Strategy Agreement will be monitored and appropriate action taken should the student deviate from these terms. These actions may include:
 - Meeting with the student to again remind of agreed terms, requirement to achieve satisfactory course progress and possible consequences of continued unsatisfactory progress
 - Issuance of another formal warning should agree terms continue to be disregarded by the student

6. Unsatisfactory Course Progress or Unsatisfactory Course Attendance Warning Letter

- Student support officer to prepare and send warning letter to all students who have been deemed as not achieving satisfactory course progress for one study period
 - Warning letter must list the start date and completion date of the study period in question, along with a list of units from that study period deemed not competent
 - Once complete, warning letter is emailed to the student, copy sent to the respective trainer and copy saved on student file
 - Student name is to be added to Unsatisfactory Course Progress and Intervention Strategy Tracking Spreadsheet. For tracking purposes for student in their second consecutive studyperiod.

- Notes to be added to student account in RTO Manager.
- The warning letter requires students to contact the College within 10 working days to arrange a time to meet with the Student Support Officer to create/implement an Intervention Strategy Agreement
- Once an Intervention Strategy has been developed and agreed between Ardor College and the student, the student will have to sign to indicate that he or she understands and agrees with the Intervention Strategy
- From that point, the student is required to comply with the Intervention Strategy which has been developed for him/her over subsequent study periods
- Failure to do so will result in a warning letter being issued to the student.
 - The decision not to report and cancel a student's enrolment should circumstances under the appeal investigations/ assessment
 - identify:
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 - Ardor College's failure to record or calculate a student's marks accurately and the student was in fact achieving satisfactory course progress, Ardor College will not report the student and under the circumstances, will determine whether the intervention strategy agreement will remain in place
 - Ardor College had not implemented its intervention strategy and other relevant policies were not made available to the student, the student will not be reported, and steps will be taken to immediately implement the College's intervention strategy and provision of support options to assist the student to achieve satisfactory course progress
 - The student was able to provide genuine evidence demonstrating that compassionate or compelling circumstances apply, ongoing support will be provided to the student through the Ardor College's intervention strategy and the student will not be reported:
 - 'Compassionate or compelling' circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:
 - Serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
 - A natural disaster has occurred.
 - A traumatic experience, which could include:
 - Involvement in, or witnessing of a serious accident; or
 - Witnessing or being the victim of a serious crime, and this has impacted on the student
 - (these cases should be supported by police or psychologists' reports)

7. Circumstances Under the Appeal Process

- Should investigations and/or assessment of the appeal process identify:
 - Ardor College's failure to record or calculate a student's marks accurately and the student was in fact achieving satisfactory course progress, then Ardor College will not report the student and under the circumstances and will determine whether the intervention strategy agreement will remain in place
 - Ardor College had not implemented its intervention strategy and other relevant policies were not made available to the student, the student will not be reported and steps will be taken to immediately implement the College's intervention strategy and provision of support options to assist the student to achieve satisfactory course progress
 - The student was able to provide genuine evidence demonstrating that compassionate or compelling circumstances apply, ongoing support will be provided to the student through the Ardor College's intervention strategy and the student will not be reported

8. Procedure

The following procedure outlines the stages in the course progress and monitoring process. Students are made aware of the course requirements for each study period and the Course Progress Monitoring Policy during the Student Orientation Session.

Stage 1: First Warning Letter - Unsatisfactory Course Progress

1. Within seven (7) days of the completion of each study period, the respective trainer will update student results by submitting to data and reporting officer/s assigned to update AVETMISS data into the student management system (SMS)
2. Two (2) weeks after the end of each study period, the data and reporting officer/s generate student progress reports (per qualification) from the SMS and forward a list of students who have been identified as not successfully completing or demonstrating competency in at least 50 percent of the course requirements in one compulsory study period to the student support officer and respective trainers
3. A determination of poor progression in a study period will be saved against the student's file in the SMS
4. Student support officer to prepare and send warning letter to all students who have been deemed as not achieving satisfactory course progress for one study period along with an invitation to attend an intervention strategy meeting, by the end of the third consecutive week of each study period
5. If the student fails to contact the College within 5 working days, the Student Support Officer must try to initiate contact using a range of methods including telephone, SMS, and email. Each contact attempt is noted in the student's account in RTO Manager.

Stage 2: Intervention Strategy Agreement

1. Student support officer meets with the student to discuss the student's unsatisfactory progress, student support options and creates a formal intervention strategy agreement
2. The Agreement is acknowledged, and the terms accepted, by both the student and the student support officer
3. The student support officer, in conjunction with the trainer/assessor and Course Coordinator, will monitor the student's adherence to the terms of the Intervention Strategy Agreement and take appropriate action should the student deviate from these terms

Where students identified as not making satisfactory course progress for a second, but not consecutive study period, will again be required to undergo further intervention and again be subject to an Intervention Strategy Agreement.

Students are informed that they have the right to access the College's complaints and appeals process in accordance with Standard 10 of the National Code (Complaints and Appeals) and that they have 20 working days in which to do so.

1. The decision to cancel a student's enrolment will be actioned, should:
 - a) The internal and external complaints processes have been completed and the breach has been upheld
 - b) The student chooses not to access the internal complaints and appeals process within the 20 working days period
 - c) The student chooses not to access the external complaints and appeals process
 - d) The student withdraws, in writing, from the internal or external complaints and appeals process
2. Any changes to the student's enrolment will be reported in accordance with Section 19 of the ESOS Act within 31 days, after any appeals process has been exercised and exhausted.

9. Evidence and Record Keeping

All records are to be retained for a minimum period of two (2) years from the date the student completes their final course with Ardor College, or from the date on which the student's internal appeal is finalised if later than the enrolment end date, and where applicable.