

POLICY NUMBER:	MAT008
NAME:	Course Progression Policy & Procedure
APPROVED BY:	RTO Director
DATE OF NEXT REVIEW:	30 Sept 2017

SECTION 1 – INTRODUCTION

PURPOSE

This policy and procedure outlines the basic principles governing student progression through an enrolled course with Medical Administration Training Pty Ltd (MAT).

The policy defines unsatisfactory course progression, specifies the way in which MAT will identify, monitor and support students at risk of not making satisfactory course progression, and makes clear the consequences for making unsatisfactory course progression.

The policy also contributes to MAT ensuring Standard 5, Each learner is properly informed and protected of Standards for Registered Training Organisations (RTOs) 2015, specifically Clause 5.2, 'any requirements the RTO requires the learner to meet to enter and successfully complete their chosen training product'.

POLICY STATEMENT

Students are responsible for maintaining appropriate progression throughout the course enrolment.

MAT monitors student course progression in order to provide timely intervention and appropriate support.

PRINCIPLES

The following principles underpin the student course progression policy and procedures:

- MAT is committed to building the capacity of students to self-manage their progression and performance.
- MAT is committed to early identification of at risk students and to providing proactive support for students who are not meeting progression requirements, in order that they may achieve their academic goals and course outcomes.
- Course progression processes and decisions are transparent, consistent and fair.
- Student progression records are located in MAT student management system. Records are updated at appropriate times and all correspondence and student communication noted and stored.

SECTION 2 – POLICY

Students undertaking an accredited course, training package qualification, or non-accredited course must make satisfactory progress in their academic performance.

In order to maintain satisfactory course progress students must accomplish, throughout their period of enrolment, all of the following:

- Students completing full qualification courses are required to submit their course assessment material as per their training plan.
- Students completing short courses are required to fully complete and submit their course assessment material on or before their enrolment end date.
- Students must respond within 7 days or sooner to any correspondence sent to them by MAT relating to their course progression and/or enrolment.

- Students are required to communicate to MAT as soon as practical any issues that prohibit their course progression or completion.
- Students who are identified as being 'at risk' under this policy will move sequentially between the intervention phases 1, 2 and 3.
- Students who move through to phase 4 and are identified as making unsatisfactory course progression will have their enrolment terminated.

Medical Administration Training Pty Ltd Trainers, Student Administration and Services staff will monitor each student's course progress to identify students at risk of disengagement and unsatisfactory course progression.

INTERVENTION PHASES

There are 4 phases of intervention in the management of unsatisfactory course progression. These phases are:

PHASE 1: COURSE PROGRESS CAUTION ALERT

At the first indication of a student being identified as at risk of disengagement or unsatisfactory course progression a **Course Progress Caution Alert** email will be sent to those students to inform them:

- a. They may be at risk of performing unsatisfactorily in their course progress
- b. Of support services available to them
- c. Of the consequences of moving to intervention Phase 2 and 3 of unsatisfactory course progression
- d. To contact MAT within 7 days to discuss the matter

CRITERIA TO IDENTIFY THESE STUDENTS MAY INCLUDE:

- Failure to attend class or access the Learning Management System for the unit; or
- Inability to complete studies within a reasonable/expected timeframe as per the training plan and/or enrolment or
- Failure to submit or resubmit an assessment task or
- Not yet competent result or
- Demonstrated difficulty with the English language in written or spoken form

PHASE 2: UNSATISFACTORY COURSE PROGRESSION NOTIFICATION

Student continuing to display behaviours that signal they are disengaged and "at risk" will be **emailed** and **mailed** an **unsatisfactory course progression notification** to inform them:

- a. Rectification is required and they may be required to show cause and or
- b. Rectification is required and they may be put onto a conditional enrolment
- c. Of support services available to them
- d. Of the consequences of moving to intervention Phase 3 and 4 of unsatisfactory course progression
- e. To contact MAT within 7 days to discuss the matter

INDICATORS TO IDENTIFY THESE STUDENTS MAY INCLUDE:

- Failure to rectify their unsatisfactory course progression or
- Failure to respond to first course progress caution alert or
- Failure to attend class or access the Learning Management system for the unit; or

- Failure to submit or resubmit an assessment task or
- Not yet competent result/s or
- Demonstrated difficulty with the English language in written or spoken form or
- Failure to communicate with MAT or
- Negative interaction with MAT staff and Trainers or
- Inability to complete studies within a reasonable/expected timeframe as per the training plan and/or enrolment

PHASE 3: SHOW CAUSE SUBMISSION

The third phase of the intervention identifies students who have made unsatisfactory course progression with no rectification.

If the student has been notified that they have made unsatisfactory course progression and moved through Phase 1 and 2, the student will be invited by **mail** and **email** to make a **show cause** submission to the Director of Medical Administration Training Pty Ltd as to why the RTO should allow their enrolment to continue.

THE SHOW CAUSE INVITATION SHOULD INFORM THE STUDENT:

- a. The reasons they have been asked to make a show cause submission
- b. How to submit the show cause submission
- c. They have 10 business days from the date of notification to submit the show cause letter
- d. Show cause submissions should contain as much relevant information as possible to help MAT reach a decision, including:
 - any compassionate or compelling reasons for the student's previous performance, supported by documentary evidence,
 - how the student intends to improve their academic performance if permitted to continue their studies
- e. Students who are asked to show cause may have conditions placed on their continued enrolment; or have their enrolment cancelled

PHASE 4: CANCELLATION OF ENROLMENT

Students whose enrolment is cancelled due to unsatisfactory course progression will be excluded from the RTO for a period of 24 months. A **cancellation of enrolment** will be **emailed** and **mailed** to those students to inform them of the enrolment termination.

MAT reserves the right to cancel any training and/or assessment agreement with a student whose enrolment has been cancelled due to unsatisfactory course progression, without refund of fees.

Written advice of cancellation will be given to the student within 5 business days of decision. Where the student is under 18 years of age, notice will also be given to the parent/guardian.

If a student's training fees have been authorised and/or paid by a third party such as an Employer, Employment Service provider or Disability Employment Service (DES) and the student's enrolment is cancelled, the relevant third party will be notified of the cancellation.

The student has the right to appeal the cancellation decision within 30 days from notification date under the Complaints and Appeals Policy and Procedure.

SUPPORT TO ASSIST STUDENT PROGRESSION

LANGUAGE LITERACY AND NUMERACY

Students who are identified by MAT or self-identify as having language, literacy or numeracy difficulties are referred to Tafe for English language study.

STUDENT TRAINING SUPPORT

MAT Trainers and student support will provide advice and direction to students in relation to their academic progress. If a student is showing signs of not coping with the course content a MAT Trainer will provide whatever assistance is reasonable and equitable. If further support is still required they may be offered additional training support such as one on one (fees may apply).

COUNSELLING SERVICES

If MAT has concerns for the welfare of a student experiencing personal difficulties they should be referred to a professional organisation equipped to offer services to help such as: Lifeline: 13 11 14 or www.lifeline.org.au, Beyond Blue: 1300 22 4636 or www.beyondblue.org.au or Salvation Army: 13 SALVOS (13 72 58) or www.salvos.org.au

SECTION 3 – PROCEDURE

This procedure lists the actions required to identify, monitor, intervene and support students 'at risk' of disengagement and unsatisfactory course progress.

REVIEW OF STUDENT COURSE PROGRESS

Who	Actions
Trainers and/or Administration and Support Staff	<p>Week 4 of enrolment: How's It Going? SMS sent to student. Student progress records are to be reviewed every 8 weeks.</p> <p>Reviews conducted:</p> <ol style="list-style-type: none"> 1. Attendance/Activity and/or LMS login 2. Student correspondence records 3. Student competency result records

Should relevant intervention and support strategies be required commence the below.

PHASE 1 - COURSE PROGRESS CAUTION ALERT

Who	Actions
Trainers and/or Administration and Support Staff	<p>At the first indication of a student being identified at risk of disengagement or unsatisfactory course progression a Course Progress Caution Alert email will be sent to those students identified as showing the early signs of poor course progression to inform them:</p> <ul style="list-style-type: none"> ▪ They may be at risk of performing unsatisfactorily in their course progress; ▪ Of support services available to them ▪ Of the consequences of moving to intervention Phase 2 and 3 of unsatisfactory course progression. ▪ To contact MAT within 7 days to discuss the matter.

PHASE 2: UNSATISFACTORY COURSE PROGRESSION NOTIFICATION

Who	Actions
RTO Administration Manager	<p>Student continuing to display behaviours that signal they are disengaged and “at risk” will be emailed and mailed an unsatisfactory course progression notification to inform them:</p> <ul style="list-style-type: none"> ▪ Rectification is required and they may be required to show cause or ▪ Rectification is required and they may be put onto a conditional enrolment ▪ Of support services available to them ▪ Of the consequences of moving to intervention Phase 2 and 3 of unsatisfactory course progression. ▪ To contact MAT within 7 days to discuss the matter.

PHASE 3: SHOW CAUSE SUBMISSION

Who	Actions
Authorisation - Director Process: RTO Administration Manager	<p>The third phase of the intervention identifies students who have made unsatisfactory course progression with no rectification.</p> <p>If the student has been notified that they have made unsatisfactory course progression and moved through Phase 1 and 2, the student will be invited by mail and email to make a show cause submission to the Director of Medical Administration Training Pty Ltd as to why the RTO should allow their enrolment to continue.</p> <p>The show cause invitation should inform the student:</p> <ul style="list-style-type: none"> ▪ The reasons they have been asked to make a show cause submission ▪ How to submit the show cause submission ▪ They have 10 business days from the date of notification to submit the show cause letter ▪ Students who are asked to show cause may have conditions placed on their continued enrolment; or have they enrolment cancelled <p>Show cause submissions should contain as much relevant information as possible to help MAT reach a decision, including:</p> <ul style="list-style-type: none"> ▪ any compassionate or compelling reasons for the student’s previous performance, supported by documentary evidence, ▪ how the student intends to improve their academic performance if permitted to continue their studies

PHASE 4 CANCELLATION OF ENROLMENT

Who	Actions
Authorise: Director Process: Student Support staff	<p>Students whose enrolment is cancelled due to unsatisfactory course progression will be excluded from the RTO for a period of 24 months.</p> <p>Within 5 business days of cancellation of enrolment decision email and mail those students to inform them of their enrolment termination.</p> <p>Student/s should also be advised they have the right to appeal the decision within 30 days of the notification date.</p> <p>Where the student is under 18 years of age, notice should also be given to the parent/guardian.</p> <p>If a student’s training fees have been authorised and/or paid by a third party such as an Employer, Employment Service provider or Disability Employment Service (DES) and the student is cancelled from enrolment, the relevant third party will also be notified of the cancellation.</p>

ROLES AND RESPONSIBILITIES

The Director of Medical Administration Training Pty Ltd is responsible for ensuring compliance with this policy.

SECTION 4 – GOVERNANCE

RELATED DOCUMENTATION

Name and Link
Complaints and Appeals Policy
Student Handbook
Complaints and Appeals form

RESPONSIBILITY

Policy administrator	Administration Manager
Approving Person	RTO Director

CHANGE HISTORY

Version	Review date	Approved by	Description of Modifications
1	12.01.2017	A. McFillin	Document Issued