

Completion, Progress and Attendance Policy

PURPOSE:

1. To provide a documented process for monitoring student completion, progress and attendance.

SCOPE:

2. This policy applies to all domestic students who are commencing, have commenced or are continuing study with Superior Training Centre.

PROCEDURE:

COURSE COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

3. Superior Training Centre is required to manage student course progress and workload to ensure satisfactory completion within the duration specified in the Training Plan.
4. In addition, Superior Training Centre must monitor each student's enrolment to ensure they:
 - a) Attend face-to-face learning at Superior Training Centre's campus
 - b) Complete assignments, theoretical and practical assessments, and other activities necessary to be deemed competent in their field of study

MONITORING AND TRACKING COURSE COMPLETION

5. Superior Training Centre maintains and tracks course progress through attendance records which in turn are used to update the Student Management System:
 - a) Each course is setup within the Student Management System, with the required units, timeframes, delivery methods and sessions for delivery.
 - b) Students are then enrolled into the course and a Training Plan is printed and provided to the student.
 - i. The Training Plan will be provided to the student within 12 weeks of the student commencing the course
 - c) The Training Plan and enrolment is then monitored to ensure that students are meeting the competency requirements and achieving satisfactory progress.
 - i. This allows Superior Training Centre to identify any problems immediately and help minimise any adverse effects to the student
 - ii. This assists Superior Training Centre to implement Intervention Strategies as applicable
 - iii. Superior Training Centre will alert the student where necessary should they be falling below the course requirements and when Intervention Strategies are to be implemented
 - iv. Unsatisfactory progress may include:

- a. Failing fifty percent (50%) or more of subjects attempted in any study period
- b. Failing a subject on more than two attempts
- c. Having more than five (5) fail results on their entire record
- d. Not maintaining a minimum attendance of eighty percent (80%) for all scheduled classes unless under extenuating circumstances

MONITORING COURSE ATTENDANCE

6. Trainers will circulate an attendance sheet during each class which all students must sign
7. This data will be entered into an attendance and assessment matrix and is also entered into the Student Management System
8. Students will be emailed and contacted by telephone prior to the commencement of each new unit of competency, reminding them to attend, or not attend as per their training plan
9. Where the student responds with an apology for non-attendance, this will be recorded in the attendance matrix
10. Any student who is unable to attend class is informed in collaboration of the trainer of the necessity to attend additional classes and/or undertake other reasonable means of study, to make up the time and learning lost
11. Where a student has been deemed 'AT RISK', and is absent from class without having requested leave, the Student Services Manager will contact the student to discuss the reasons for the absence
12. Should a student have a reason to be absent for more than one month, a suspension of studies process will be initiated
13. Student progress and attendance will be reported to Training Services NSW as per the Smart and Skilled contract requirements and upon request to the student's employer

EXTENSION TO COURSE DURATION

14. Superior Training Centre will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the students Training Plan, as the result of:
 - a) Compassionate of compelling circumstances,
 - b) After implementing an Intervention Strategy for students who are at risk of not meeting satisfactory course progress, or
 - c) An approved deferment or suspension of study has been granted in accordance with the Deferral, Suspension or Cancellation Policy.

15. All Intervention Strategies or Extensions will be assessed individually, taking into account the circumstances of the student.
16. Except in the circumstances listed above, the expected duration of study specified in the students Training Contract must not exceed the Smart and Skilled registered course duration.

INTERVENTION STRATEGIES

17. Superior Training Centre is required to implement Intervention Strategies for students not meeting the course requirements. This may be as a result of a Critical Incident or a failure to complete required assessments.
18. Superior Training Centre will review the academic progress of each student via the Training Plan and enrolment within the Student Management System. This will allow Superior Training Centre to identify 'AT RISK' students and whether:
 - a) The student has failed more than 50% of the units within the study period,
 - b) The student is at risk of not achieving 80% attendance, after taking into consideration any extenuating circumstances such as:
 - i. Bereavement
 - ii. Extended illness / injury
 - c) The student has been identified as unable to complete the course in the required duration
19. All students identified as 'AT RISK' will be sent an Intervention Form, outlining their current academic situation and a formal interview will be arranged.
 - a) An Intervention plan will then be formulated
 - b) If the student does not agree with the Intervention plan or process, they shall have 20 days to access the Complaints and Appeals process
20. In the event Superior Training Centre varies a student's workload or expected duration of study on completion of the Intervention process, Superior Training Centre will:
 - a) Record this in the Student Management System as well as in the students file
 - b) Issue a new Training Plan in accordance with the Intervention Strategy
 - c) Report this variation to Training Services NSW
21. Strategies for Intervention may include, but are not limited to:
 - a) Extra Tuition
 - b) Modifications in workload
 - c) Extension in course duration
 - d) Personal counselling
 - e) Subject to the student's personal circumstances, additional fees may be applicable in accommodating these intervention options

REPORTING

22. Superior Training Centre must report to Training Services NSW, any student who:
 - a) Does not attend class on a regular basis
 - b) Have withdrawn from the course
 - c) Are at risk of not meeting satisfactory course progress

23. Students shall have 20 days to access the Complaints and Appeals process. Should the student choose not to access the Complaints and Appeals process, then Superior Training Centre will report to DIBP at the first available opportunity.