

Engagement, Progression, and Completion Policy

Date Approved:

16 March 2023

Implementation:

Student Services Managers, Operations Managers

Maintenance Owner:

Executive General Manager, Group Quality, Accreditation
& Compliance

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Section 1 – Introduction

1. Purpose

To provide all students the opportunity to demonstrate the competencies required to achieve their educational and career aspirations. The purpose of this Academic Progression Policy is to provide information on the:

- i) rules for meeting course completion requirements
- ii) process of identifying students who are at risk of not making satisfactory academic progress
- iii) intervention strategies used to ensure that students have access to appropriate support mechanisms
- iv) process of identifying students who are not making satisfactory academic progress
- v) processes relating to the exclusion of students who do not meet completion or engagement and progress requirements

2. Scope

This policy applies to:

- i) All students (domestic and international) of AIT
- ii) All staff of AIT including employees and contractors;
- iii) All courses delivered by AIT including those delivered on its behalf by education providers with whom there is a licensing arrangement. If there are any discrepancies between an affiliate's policy and these, the AIT policy will apply.

Academy of Interactive Technology Pty Ltd (also trading as Coder Academy and Work Ready Education) RTO: 90511, Registered Higher Education Provider PRV12005, CRICOS: 02155J

3. Definitions

Word/Term	Definition
Course Progression	<p>For students to be successful in their course, they need to demonstrate the relevant level of knowledge and skill expected for the qualification in a Training Package, as described in the Australian Qualifications Framework (AQF). The level of academic achievement is detailed in the course curriculum documents, as approved by the relevant regulator. These documents include Course Outlines, Subject Outlines and Assessment Guides. All are written in accordance with the appropriate AQF level.</p> <p>To successfully complete a course, VET students must be marked competent in all Units of Competency throughout their course. Competency is defined as 'the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments'.</p> <p>In summary: Academic Progress for VET students is when they: Complete successfully at least 50% of their Course Load AND Complete successfully at least 50% of the units of competency delivered during a Study Term.</p> <p>There is a rigorous procedure of monitoring the assessment strategies to ensure the quality of the assessment tasks are appropriate to the unit/subject Learning Outcomes.</p>
Critical Thinking	<p>A kind of thinking in which you question, analyse, interpret, evaluate and make a judgement about what you read, hear, say, or write. The term critical comes from the Greek word <i>kritikos</i> meaning able to judge or discern'. Good critical thinking is about making reliable judgements based on reliable information.</p>
Expulsion	<p>Also known as dismissal, withdrawal, or permanent exclusion. Expulsion is the removal or banning of a student from a VET college or Higher Education Provider or university due to persistent violation of that institution's rules, or in extreme cases, for a single offense of marked severity.</p>
Special Circumstances	<p>Also known as Special Consideration or Compelling or Compassionate reasons - are events beyond the students control that impact upon their ability to maintain continuity of study or enrolment and may not be addressed through online study.</p> <p>Circumstances are such that it makes it impractical for the student to submit their assessment or continue or complete their studies including:</p> <ol style="list-style-type: none"> 1. Illness Supporting evidence will be required and may include <ul style="list-style-type: none"> • a doctor's certificate, or if a mental illness; a report from a registered psychologist/psychotherapist, 2. A death in the family Supporting evidence will be required and may include <ul style="list-style-type: none"> • a funeral notice (or Order of Service)

	<p>3. For a relevant cultural event or practice, Or</p> <ul style="list-style-type: none"> - Representation at State level for a particular sport. Or - Requirement to participate in a performance event Or - Voluntary service in the SES to attend a natural disaster or other event, Or - Service in the Defence Force to attend a national or state emergency, or compulsory training. <p>Supporting evidence will be required and may include</p> <ul style="list-style-type: none"> • a Statement signed by an authorised officer of the appropriate organisation, which validates that the date/s of the commitment corresponds with the date/s for which Special Consideration is requested. <p>4. If you were impacted by domestic violence or other police matter. Supporting evidence will be required and may include</p> <ul style="list-style-type: none"> • A Police Report number; or • Statutory Declaration providing an outline of the matter, and the dates of impact. <p>5. Serious Unforeseen Personal Events including:</p> <ul style="list-style-type: none"> - Natural disasters, such as bush fires or flooding. - Impacts from COVID-19, such as sudden lockdowns or border closure. - Family members being impacted by COVID-19. - Technology breakdowns that result in lost work. - Sudden serious accident involving yourself or someone else which impacts you. <p>Supporting evidence will be required and may include</p> <ul style="list-style-type: none"> • An official document that corroborates the nature of the event, showing dates of impact relevant to the Special Consideration being sought.
Study Block	Set periods of time where subjects or units are scheduled for student enrolment. Also known as terms, sessions, or semesters.
Wellbeing	The terms 'wellbeing' and 'safety' are used in their ordinary meanings, broadly encompassing 'overall wellness' and 'freedom from harm' respectively. Many factors may affect wellbeing (e.g. social, financial, health, cultural, educational, etc.)
VET Student Loans progression	<p>To continue accessing a VET Student Loan, students must submit Progression Forms to confirm their ongoing engagement with their studies throughout their course. If students do not complete their progression form, they may not be able to continue to access VET Student Loans.</p> <p>Completion of Progression Forms by students is directly connected to the making of payments. Where a student fails to complete 2 consecutive Progression Forms, or where a student indicates they have completed or withdrawn from their course, the Department of Education, Skills and Employment may take the view that the student is no longer a genuine student and payments may be impacted.</p>

Section 2 – Policy

1. Student Engagement

NextEd is committed to providing a safe, secure and stimulating learning environment for all students. Students can reach their full educational potential only when they are happy, healthy and safe, and when there is a positive culture to engage and support them in their learning.

NextEd acknowledges that student wellbeing and student learning outcomes are inextricably linked. It is fundamental to acknowledge that each teacher/trainer is a vital source of support and a determinant in the success of their students.

The teachers at each NextEd brand will work collectively to ensure that students feel safe, valued and cared for, have opportunities to effectively engage with their learning.

NextEd recognises the need to be engaging and inclusive, recognising and responding to the diverse needs of our students, accommodating different learning profiles and rates of learning and intervening early to identify and respond to individual student needs. NextEd aims to challenge all students to become optimistic, resilient, creative, and critical thinkers. We seek to cater to diversity, achievement, responsibility and endeavour throughout the curriculum, in co-curricular activities, and in our daily operations.

The NextEd teaching and learning philosophy is based on:

- 1.1. the teaching and learning is relevant to each student's interests, lives and aspirations,
- 1.2. the teaching and learning is rigorous, and each teacher will make a commitment to appropriately support, build and challenge every student,
- 1.3. relationships are an essential component of effective learning and teaching,
- 1.4. our practices are responsive to contemporary research and innovation.

2. Monitoring Course Progress

NextEd education providers will monitor each student's academic performance in each study block. The main purpose of this is to help ensure students have the best chance of academic success. An additional purpose is to assist students to continue to meet the requirements of some government loans.

Early identification of students at risk allows NextEd education providers to proactively support students not meeting course progress requirements.

Non-progression indicators are monitored by Student Support staff who contact students if there are early indicators they may be at risk of not successfully completing their studies.

Indicators which may be used by staff to determine students at risk are:

- 2.1. low levels of attendance and/or interaction with their Learning Management Systems,
- 2.2. disengagement in scheduled activities,
- 2.3. failure to submit assessment tasks by the recommended due dates,

2.4. Not Satisfactory and/or Not Yet Competent results for early assessment tasks

2.5. Failing to submit all required unit assessment/s by the end of a Study Block

2.6. Not Satisfactory and/or Not Yet Competent outcomes in 50% of units enrolled

2.7. Not making satisfactory course progress in accordance with the training plan.

These indicators may be the basis for offering the student additional support.

Note I: ELICOS - International Students Attendance ELICOS Minimum Attendance = 80% from over all course sessions.

Note II: If a student is not able to attend class due to sickness or other reasons, it is advised that they notify their teacher and the student services team. If sick, and this prevents you from submitting, or doing an assessment task, students may need to provide evidence, for example a medical certificate. If something outside their control prevents them from submitting or doing an assessment task, evidence will need to be provided. Refer to the Assessment Policy for details of Special Consideration.

3. Non-Progression Intervention Steps

Intervention Step 1: The organisation supports students who are not meeting course progress requirements by:

- 3.1. regularly and effectively advising students of progress requirements;
- 3.2. advising VET Student Loan users that ongoing access to the Student Loan is dependent upon them demonstrating that they are still engaged in and progressing through their course.
- 3.3. identifying students not meeting course progress requirements;
- 3.4. where appropriate, advising students on the suitability of the course in which they are enrolled;
- 3.5. alerting students that they are not meeting course progress requirements*;
- 3.6. providing assistance to address issues affecting progress; and
- 3.7. tracking the progress of students after they are identified as not meeting course progress requirements
- 3.8. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- 3.9. advising international students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DoHA and potential cancellation of their visa (depending on the outcome of any internal and/or external appeals process, and the decisions made by DoHA), and
- 3.10. if a student has a low completion rate and they can demonstrate 'special circumstances' have adversely affected their academic performance, NextEd can allow consideration for these impacts.

* Including consequences of non-attendance by ELICOS students:

- 95% Attendance: ELICOS Attendance Warning letter 1

- 90% Attendance: ELICOS Attendance Warning letter 2
- 85% Attendance: ELICOS Attendance Warning letter 3
- Under 80% Attendance: ELICOS intention to report letter

The intervention strategy must be activated within the first four weeks of the following study period. However, if a trainer identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the trainer will discuss with the Academic Manager and/or the Course Coordinator, implementing the intervention strategy more immediately.

Intervention Step 2: If there is evidence that the student does not show significant improvement despite the support given in intervention step 1, the student will be required to enter into a formal Progression Agreement.

4. What is a Progression Agreement?

A Progression Agreement is a document containing specific requirements necessary for a student to successfully progress. It is intended to support a student’s study success.

A Progression Agreement is decided between a student and an appropriate academic staff member in a meeting. A Progression Agreement will be documented and recorded and may include, but not be limited to:

- 4.1. Regular meetings for academic counselling
- 4.2. Revision of study load and/or course of enrolment
- 4.3. Mentorship programs
- 4.4. Consensual referral to appropriate medical services and/or other appropriate support
- 4.5. The agreed alterations to the form of assessment briefs or instructions as a method of customisation.

Below is a table of intervention indicators that trigger a Progression Agreement.

ALL QUALIFICATION LEVELS		
STUDENT ENROLMENT	INTERVENTION INDICATORS	INTERVENTION ACTIONS
Enrolled in a study block	Student fails to submit all required subject assessment/s by the end of a Study Block	<ol style="list-style-type: none"> 1. Student attends a formal meeting with an academic representative to map out a Progression Agreement including how they will get their studies back on track 2. Student receives an email containing the Progression Agreement outlining their obligations and the consequences if they fail to participate and/or improve their grades.



	<p>Student submits all their assessments by the end date of their study block, however is deemed Not Yet Competent or a Fail grade.</p>	<ol style="list-style-type: none"> 1. Student is given one opportunity to resubmit all the outstanding assessments within an agreed timeframe determined at a Progression Agreement meeting with an academic representative. 2. Student receives an email containing the Progression Agreement outlining their obligations and the consequences if they fail to participate and/or improve their grades.
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5. Consequences If Progression Agreement Obligations Are Not Met

In the event of a student not meeting the requirements of their Progression Agreement, the following steps will be taken.



ALL QUALIFICATION LEVELS		
ACTION	POSITIVE OUTCOME	NEGATIVE OUTCOME
<p>1. Student Services will send to Students a 'Show Cause' email asking them to explain why they should not be excluded from the course.</p> <p>2. Students need to reply explaining why intervention strategies did not work and why the student should be permitted to continue their studies. Any supporting evidence will help. This must be received by student services within 10 working days from the date the email was sent. If no email response is received in 10 working days, students are automatically excluded from their studies.</p>	<p>Show Cause Email response is accepted:</p> <p>If the student email is accepted as reasonable, the student may continue under an adjusted Progression Agreement</p>	<p>Show Cause Email not accepted:</p> <p>If the student's emailed response is considered insufficient or unreasonable, students are excluded from studies.</p> <p>Students can appeal this decision internally by following the process in the <u>Grievances, Complaints, and Appeals Policy (GCAP)</u>.</p> <p>There is a time limit for lodging an appeal after the notification of the intent to exclude a student from their studies. Refer to the GCAP.</p> <p>Should the internal appeal outcome be unsatisfactory, students have an option of appealing the decision through an external agency as described in the GCAP.</p>

IMPORTANT NOTE: The parents of students under the age of 18 will also be notified in writing. Consent must be given by students over the age of 18 for Student Services to notify their parents.

Implications of Non-Progression on Student Loans or assistance programs

VSL STUDENTS:

If a student is a recipient of VET Student Loan (VSL) funding, as a condition of that funding, their enrolment would need to be cancelled at this juncture.

Course progression is directly linked to the continuance of access to VET Student Loans or FEE-HELP and some other forms of government loans/assistance. For example, students accessing VET Student Loans and FEE-HELP are required to maintain a minimum progression rate. Where students fail 50% or more of attempted subjects in a given study block they run the risk of losing their eligibility to access a govt loan. Progression is monitored by completing a Progression Form in the electronic Commonwealth Assistance Form (eCAF) system. Students need to complete and submit the form within 2 weeks of receiving an invitation email. This is done 3 times per year, in February, June and



October. In the form, students answer brief questions and complete a short survey to confirm their active and legitimate enrolment in the course. Should a student fail to submit their Progression Form more than once in a calendar year, the Government will withdraw their access to a VET Student Loan.

EXAMPLE:

- In June, Lee forgets to submit their Progression Form in the eCAF system. Because this has so far happened only once, Lee keeps their VET Student Loan in the next study block.
- In October, Lee forgets to submit the form again. At this stage, Lee loses access to their VET Student Loan in the next study block and needs to pay for their units from their own pocket. This continues until a pattern of success is re-established.

6. Pre-Completion

I have not finished my course

At any time during the course of your studies you can request an interim transcript of your results. You do this by filling in a 'Request form'. There is no fee for an interim transcript.

My Confirmation of Enrolment is about to expire / has expired

The responsibility to monitor the expiry of your Confirmation of Enrolment (CoE) lies with you as a student and you must inform your college Student Services staff when an extension is needed. It is important that you advise staff of the expiry date in advance to allow time for administrative processing. International students' visa is directly linked to the status of your current CoE, it is essential that you ensure that you have a valid CoE.

7. Completion

At the end of term

Every final result for all units and subjects are reviewed for consistency. This review is made by the relevant Education Management Committee (EMC). After their review, final results is confirmed.

Issuing of Documentation Process

- 7.1. Student assessment outcomes are recorded on the Student Management System through links with the Learning Management System (SMS) results of assessed work from trainers/assessors.
- 7.2. Recognise when all units of competency/subjects have been completed (or the student's enrolment has otherwise ended) and commence the process to produce certification documents.
- 7.3. Confirmation the student has paid all fees and charges. If not, the student is contacted immediately regarding unpaid fees and charges and/or outstanding USI, if applicable. As a matter of priority, student should be called first and advised the situation followed by an email to resolve this urgently. It should be noted however that active collection of the student's fees in accordance with the agreed fee schedule and early verification of the student's USI (at their enrolment) must occur in order to prevent these issues hindering the timely completion of the certification process.

- 7.4. Confirmation the student's verified USI is on file.
- 7.5. Once all fee payment is confirmed and the student's USI is verified, populate the testamur and record of results or statement of attainment with the student and award details on parchment paper.
- 7.6. Check to ensure all details are correct on the printed testamur and record of results or statement of attainment.
- 7.7. Have the certification documents ready within 15 working days of the student having been assessed as meeting all of the requirements of their course (and having paid all of their fees and charges) and provide to the CEO.
- 7.8. The CEO is to then retrieve the relevant College Seal and stamp on the certification documents. Note. The College Seal is to remain in a secure place such as a locked desk drawer or locked office cabinet. This should only be accessible by the CEO and other authorised representatives. The Seal along with the physical signing of the certification documents are key attributes which seek to prevent the fraudulent production of the certification documents issued by the College. The security of the Seal and the restricting the authorisation to sign certification documents are important components to maintain the integrity of the College certification and compliance with both the Standards for Registered Training Organisations and TEQSA Threshold Standards.
- 7.9. With the certification documents now authorised, it is to be issued to the student. The Administration (accounts) officer is to make a note in the student records that the certification document was dispatched to the student (Registered Post) or alternatively handed to the student directly if this opportunity is available. Note. At no time is the certification documents to be handed to any third party unless the student has provided written and signed instructions for this to occur and these instructions are confirmed with the student via a telephone conversation. In such instances, these details are to be recorded within the Student Management System and any written instructions received from the student are to be retained on their student file. At no time are certification documents to be issued electronically. There are no exceptions to this requirement.
- 7.10. Certification documents must be handed or mailed to students within 20 working days of the student having been assessed as meeting all of the requirements of their course.
- 7.11. Records of student's certification/s are kept on file for a period of 30 years.
- 7.12. Records of all student details including assessment outcomes are kept on file for a minimum period of 2 years.

8. Extending course duration

NextEd education providers will only extend the student's enrolment if:

- there are compassionate and compelling circumstances and there is evidence to support this situation;
- an intervention strategy has implemented, or is in the process of implementing, for the overseas student who is at risk of not meeting course progress requirements; or
- an approved deferral or suspension of the overseas student enrolment has occurred.

If the duration of the student's enrolment has been extended, and the student's visa will expire prior to completion of the course, it is the student's responsibility to apply for a new Student visa (subclass 500) to complete their study.

9. Publication

This policy is published on NextEd education provider's websites and relevant Learning Management Systems (LMS), to ensure students have up-to-date and accurate information publicly available to them.

Section 3 –Supporting Information and Change History

Document name	Document type	Location
Student Code of Conduct	Policy	Internal
Student Handbook	Policy Guide	Internal
National Code 2018	Government Standards	External
ASQA Standards for RTO's 2015 (Revised 2017)	Regulatory Standards	External
Broadcasting Services Act 1999	Legislation	External
VET Student Loans Act 2016	Legislation	External
Study Assist (FEE-HELP & VET Student loan publications)	Government Guidelines	External
Assessment Policy	Policy	Internal
TEQSA Higher Education Standards Framework (Threshold Standards) 2021	Regulatory Standards	External
TEQSA Guidance Note: Monitoring and Analysis of Student Performance	Policy Guide	External

Version	Approval date	Approved by	Approved by	Change
V1.0	12 August 2013	Academic	Dean	Development of Group Policy replacing existing entity level policies
		Technology & Design Division	General Manager	
V1.1	21 May 2015	Group Accreditation & Compliance	Compliance Manager	Updated to reflect changes to National Code and name of Dept. Home Affairs
		Technology & Design Division	General Manager	
V1.2	18 October 2019	Group Accreditation & Compliance	Group Manager	Update to reflect small changes with course

		Technology & Design Division	General Manager	progress and move policy to new template
V1.3	02 December 2019	Group Accreditation & Compliance	Compliance Manager	Updated to reflect terminology from weeks to % of study blocks to support delivery variations.
		Technology & Design Division	General Manager	
V1.4	20 January 2020	Group Quality, Accreditation & Compliance	Compliance Manager	Minor change to wording.
		Technology & Design Division	General Manager	
V1.5	12 August 2020	Group Accreditation & Compliance	General Manager	Change to wording to ensure consistency and flexibility.
		Technology & Design Division	General Manager	
V1.6	16 February 2022	Group Quality, Accreditation & Compliance	Exec General Manager, Group Quality, Accreditation & Compliance	new policy separating HE and VET
		Technology & Design Division	Exec General Manager	
V2.0	30 September 2022	Group Quality, Accreditation & Compliance	Exec General Manager	Clarification of policy wording, inclusion of engagement and completion content, ELICOS attendance, extending course duration, opportunities for resubmissions, intervention timing, Special Circumstances, Harmonising across group, Format to new group template.
		Chief Executive Officer		
V2.1	16 March 2023	Chief Executive Officer		New AIT name and template

