



Skilled Up Institute

unfold your career

RTO Number: 40471 | CRICOS Code: 03666M

Monitoring Course progress & Attendance Policy and Procedure **DOMESTIC**

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Monitoring Course Progress and Attendance Policy & Procedure

1. Purpose

The purpose of this policy is to ensure that Skilled Up Pty Ltd Trading As Skilled Up Institute (SUI) monitors student progress to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress and attendance requirements to complete the course.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students are able to complete their course.

This policy establishes principles and processes to monitor the assessments of students studying VET courses. It allows Skilled Up Institute (SUI) as the registered provider to meet its obligations under

Statutory and regulatory compliance

- Standards for RTOs 2015
 - Clause 1.7
 - Clause 6.1 - 6.6
- 2018-19 Standard VET Funding Contract (Skills First Program)
 - Clause 11.5 (c)

2. Scope

1. The CEO/RTO manager is responsible for the implementation of this policy and procedure to ensure that staff are aware of its application and implement its requirements
2. Skilled Up Institute (SUI) has developed and will implement courses monitoring and maintaining system that ensures that it:

2.1 Complies with the Standards for RTOs 2015 & Skill Frist contract requirements of the relevant training package or VET accredit course; and

2.2 Provides the opportunity for students to complete their qualifications successfully.

2.3 For a learner to be assessed as competent SUI will demonstrate:

the learner's ability to perform relevant tasks in a variety of workplace situations, or simulated workplace situations

when performing tasks, learners have an understanding of what they are doing and why they are doing it.

The learner's ability to integrate performance with understanding to show they are able to adapt to different contexts and environments

The learner's ability to demonstrate their learning progress in one study period.

3.1 Provide opportunities for students to complain and appeal against decisions

3. Policy

1. Completion within expected duration

- Students undertaking all courses under the Skill First funding program are expected to complete their course within the duration of study as recorded under specific cohort learning program amount of training.
- The students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE).
- In order for students to complete their studies within the expected duration specified on their Confirmation of Enrolments, students must meet course progress and attendance requirements as specified in the definitions in this policy. Where requirements are not met, Skilled Up Institute (SUI) course progress and attendance monitoring procedures will be followed.
- Extensions to a Confirmation of Enrolment are only allowed in the case of compassionate or compelling circumstances or where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory progress or meeting attendance requirements or an approved deferral or suspension of studies has been granted in accordance with Skilled Up Institute (SUI) Deferral, Suspension and Cancellation Policy and Procedure. Students who do not meet course progress including their attendance requirements are at risk of having their enrolment cancelled under this policy.
- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the Department through SVTS monthly data upload.
- All variations in the student's enrolment load in one calendar year, including the reasons for the variation will be recorded on the student's file and recorded event in SUI SMS (Vettrak).
- Students are provided with timely, clear and accurate advice regarding their satisfactory or unsatisfactory course progress
- Skilled Up will maintain accurate and complete records of monitoring and managing a student's course progress e.g. file notes, letters, emails, notification to students, intervention contract and outcomes
- Skilled Up Institution's class attendance records will capture the date of attendance, the class start and end time, the related unit code and title, the name and signature of attending students and the name and signature of the trainer/assessor
- Skilled Up Institute will contact and counsel students who have been absent for five consecutive classes without approval via email/text message or telephone.
- Skilled Up Institute will offer support to students who are identified as at risk for non-attendance.

- Appropriate support strategies must be developed, implemented and monitored for students at risk, by the Student Support Officer, Operations Manager and Trainer/Assessor
- Students are provided with information about Skilled Up Institute's Complaints and Appeals policy and procedures.

2. Cancellation of Enrolment

- Where a student has demonstrated unsatisfactory course progress in their first three months study periods and/or has failed to meet attendance requirements (minimum of 80 per cent) despite interventions implemented, Skilled Up Institute (SUI) will be required to send a cancellation/withdraw form to the student and a written notice informing them of the intention to cancel enrolment due to course progress and/or attendance.
- Students have the right to appeal against this decision as explained through the Skilled Up Institute (SUI) *Complaints and Appeals Policy and Procedure*. If the student chooses to access this process, the student will not be reported until this process is complete.
- An appeal will only be considered if Skilled Up Institute (SUI) has not recorded or calculated the student's marks and/or attendance correctly, has not provided appropriate support, has not implemented other policies such as assessment and feedback, which could impact on the student's results, or there are compassionate or compelling reasons (see definitions) which have contributed to the unsatisfactory progress and/or attendance.
- Skilled Up Institute will inform student cancellations of enrolment or withdraw might impact his funded course eligibility in once calendar year.
- Skilled Up Institute will issue notification of intent to withdraw or cancel an enrolment, when a student is absent for more than 50 per cent of their scheduled classes, in three months, and has made no submission nor attended any intervention strategy meeting and has been flagged as "student at risk" after their first three months.
- All records will be kept on the student's file including notification letters and the notice of intention to cancellation of enrolment.

1. Procedure

1. Early identification and management

Procedure	Responsibility
<p>1.1. The Student Support Officer is to review the student progress monthly with regard to:</p> <ul style="list-style-type: none"> 1.1.1. Attendance and participation in learning 1.1.2. Submission of assessment tasks by the due date i.e. within two weeks following the delivery of unit of competency (according to the due date mentioned in student overview timetable) or as per assessment due date 1.1.3. Student must seek permission for extension of the due dates, using assessment extension form (available on skilledup.edu.au/forms) 1.1.4. Satisfactory completion of assessment tasks <p>1.2. The trainer/assessor is to discuss the students' performance with the Operations Manager/Student support officer if the student is at risk of unsatisfactory course progress.</p> <p>1.3. The student will be notified by telephone, or e-mail/text message that they are at risk of making unsatisfactory course progress and will be informed to meet the trainer/assessor (first point of contact) or Operations manager.</p> <p>1.4. Trainer/assessor are to meet with the student to discuss the concerns and implement support strategies to assist the student in meeting their course requirements. Trainer/assessor notify assessment centre with the discussion and complete the early intervention strategy form.</p> <p>1.5. The individual learning plan (if require) will be developed to outline the support strategy; the individual learning plan will contain following:</p> <ul style="list-style-type: none"> 1.5.1. Students name and ID number 1.5.2. Date and time of the meeting 1.5.3. Reasons the student has been identified at risk 1.5.4. Support strategies to be implemented e.g. attend learning support and/or additional tutorials or coaching sessions, attendance requirements, extended assessment submission dates, counselling. 1.5.5. Next meeting schedule dates. 1.5.6. Signatures on early intervention strategy form by student and the Trainer/Assessor as well as Operations Manage/RTO Manager. 1.5.7. SUI trainer/assessor or student support officer completing the student support form. <p>1.6. The student will receive a copy of the intervention strategy and the original will be stored in the students' academic file.</p> <p>1.7. It is the student's responsibility to follow through with the individual learning plan and maintain contact with the trainer/assessor regarding progress.</p> <p>1.8. At or prior to the individual learning plan review meeting, if the student continues to be at risk, the CEO/Delegate will be informed, and an intervention plan established.</p> <p>1.9. All records of meetings and correspondence with the student are to be stored in the students' academic file and event recorded on Vettrak</p>	<p>Student support officer/Trainer and Assessor/ RTO Manager/Operations Manager</p>

2. Attendance requirements

Procedure	Responsibility
<p>2.1 Student Support Officer/Admission Manger or delegate will provide information about attendance requirements to the students before the enrolment or commencement of the training.</p> <p>2.2 While minimum attendance is not necessarily a requirement, for the purpose to maintain the enrolment student needs to attend 80 per cent of their schedule classes. The students need to be aware that significant non-attendance may seriously jeopardise their chances of success in the unit and potentially the course.</p> <p>2.3 Details of any additional attendance requirements related to the status of a student enrolment will be provided to the student e.g. industry placement or field trips and at the time of enrolment or commencement of training or in student handbook.</p>	<p>Student support officer/Trainer and Assessor/ RTO Manager/Operations Manager</p>

3. Recording attendance

Procedure	Responsibility
<p>3.1. Students are expected to meet the designated attendance requirements for the course and each unit.</p> <p>3.2. Student attendance at each class, placement, assessment and field trip needs to be recorded, on that day, using the Skilled Up's Training Attendance Sheet.</p> <p>3.3. The student support officer is to assess weekly attendance of students and identify students at risk of not meeting the class attendance requirements or the unit requirements for completion.</p>	<p>Student support officer/Trainer and Assessor/ RTO Manager/Operations Manager</p>

4. Student absences

Procedure	Responsibility
<p>4.1. Students who are absent from class are:</p> <p>4.1.1. to notify the Trainer/Assessor as early as possible and preferably prior to the class commencing</p> <p>4.1.2. to provide a reason (like medical certificate in case of illness) if absent for a scheduled assessment</p> <p>4.1.3. to make contact with the trainer/assessor to reschedule an assessment that is missed</p> <p>4.1.4. responsible for obtaining any class information missed from either the trainer/assessor or another student</p> <p>4.2. Non-attendance at a scheduled assessment, without notification and a medical certificate, will result in a non-satisfactory result of that assessment.</p> <p>4.3. Where a medical certificate is provided for an absence, this must be recorded on the attendance record.</p> <p>4.4. Notify student on the upcoming tutorial session to catch up the missed class.</p>	<p>Student support officer/Trainer and Assessor/ RTO Manager/Operations Manager</p>

5. Addressing non-attendance

Procedure	Responsibility
<p>5.1. Where a student is absent for five consecutive classes without approval, the Academic Director or delegate must attempt to contact the student and counsel them in regards to attendance requirements and determine if additional support is needed to assist the student in achieving satisfactory attendance.</p> <p>5.2. Where a student continues to be absent from classes, the Academic Director must address the non-attendance in accordance with this policy monitoring course</p>	<p>Student support officer/Trainer and Assessor/ Academic Director/Chief Executive Officer</p>

Procedure	Responsibility
progress	

6. Intervention

Procedure	Responsibility
<p>2.4 The student will be notified of the requirement to attend an intervention meeting with the Trainer/Assessor and the Operations Manager, in writing or email text message through Vettrak.</p> <p>2.5 During the meeting, an intervention strategy will be established that will detail the actions provided to and required of the student in order to progress satisfactorily in the course e.g.</p> <p>2.5.1 Attending literacy and numeracy support</p> <p>2.5.2 Attending counselling for personal reasons</p> <p>2.5.3 Opportunity for re-assessment</p> <p>2.5.4 Attendance at one-on-one coaching, tutorials or practical skills sessions</p> <p>2.5.5 Behaviour conditions</p> <p>2.5.6 Class attendance requirements</p> <p>2.5.7 Outstanding assessment submission dates</p> <p>2.5.8 Undertaking a reduced study load e.g. to part-time studies</p> <p>2.6 The intervention contract will be agreed to by the student, Academic Director and Trainer/assessor including a date for review.</p> <p>2.7 A copy of the intervention contract will be provided to the student and stored in the students' academic file.</p> <p>2.8 It is the student's responsibility to adhere to the intervention plan and maintain contact with the Operations Manager and Trainer/assessor</p>	<p>Student support officer/Trainer and Assessor/ RTO Manager/Operations Manager</p>

7. Review of the Intervention Strategy

Procedure	Responsibility
<p>3.1 A meeting with the student, RTO Manager/Operations Manager and Training/assessor will be held to review the student's adherence to the intervention strategy and progress in meeting course requirements.</p> <p>3.1.1 If the student has demonstrated adherence to the intervention strategy and is making satisfactory progress in the course, the intervention contract will be finalised and the student will no longer be considered at risk.</p> <p>3.1.2 If the student has not demonstrated adherence to the intervention strategy or is not making satisfactory progress in the course, the Academic Director may:</p> <p>3.1.3 amend and continue with the intervention contract, or</p> <p>3.1.4 notify the student of intention to withdraw them from the course.</p> <p>3.2 Where the student is notified of the intention to withdraw them from the course, in writing, they will be informed of the Skilled Up's complaints and appeals policy and procedure.</p> <p>3.3 All records of the meeting and the outcomes are to be stored in the student's academic file.</p>	<p>Student support officer/Trainer and Assessor/ RTO Manager/Operations Manager</p>

8. Complaints and Appeals

Procedure	Responsibility
<p>4.1 A student has the right to lodge a complaint if they feel Skilled Up Institute has not followed this policy and procedure.</p> <p>4.2 A student has the right to appeal against any decision made by Skilled Up Institute in relation to this policy and procedure</p>	<p>Student support officer/Trainer and Assessor/ RTO Manager/Operations Manager</p>

Definitions

CoE means Confirmation of Enrolment

Compassionate and Compelling Circumstances 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;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- a traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. (These cases should be supported by police or psychologists' reports); or
- where Skilled Up Institute (SUI) is unable to offer a pre-requisite unit.
- where the student is unable to begin studying on the course commencement date due to a delay in receiving a student visa.

Satisfactory Course Progress is where students do not fall into the categories identified below.

Unsatisfactory Course Progress is where a student:

- Is judged as Not Yet competent in one assessment task in a pre-requisite unit
- Is judged as NYC in a pre-requisite unit
- Is judged as NYC in 50% of units included in the course load during a study period
- Is judged as NYC in 50% of units included in the course load at the end of a study period
- Is identified by a trainer/assessor as requiring intervention
- Has an attendance pattern that is considered to be placing the student at risk of not achieving satisfactory course progress?
- Has been absent for five consecutive days or more
- Does not participate in the course as per the course schedule or attendance requirements.

Unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported and a cancellation of the student's visa.

Satisfactory attendance is defined as where a student attends at least 80% of the scheduled course contact hours. In some instances, a student may not be reported if their attendance falls below 80%.

Unsatisfactory attendance is where the student does not or cannot meet attendance requirements as specified above.

An **Intervention Strategy** may include one or more of the following interventions:

- Advising students on the suitability of the course in which they are enrolled and possible alternatives;
- Advising students of opportunities for reassessment; and
- Advising students of assistance such as:
 - receiving English language support;
 - reviewing learning materials with the student and providing information to students and in a context that they can understand;
 - providing extra time to complete tasks;
 - providing access to supplementary or modified materials
 - providing supplementary exercises to assist understanding
 - attending academic skills programs;
 - attending tutorial or study groups;
 - receiving individual case management;
 - attending study clubs;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organisations where Skilled Up (SKUP) Pty Ltd is unable to address the identified learning or academic issues:
 - being placed in a suitable alternative subject within a course or a suitable alternative course;
 - or
 - a combination of the above and a reduction in course load.

Document control

Policy ID (Document No):	PP.004.TLP
Delegate person:	CEO/RTO Manager/Operations Manager
Contact Officer:	Operations Manager
Endorsed BY:	Chief Executive Officer
Endorsement Date:	Chief Executive Officer
Implementation Date:	March 2023
Approved for Circulation:	Chief Executive Officer
Policy Circulation Date:	Feb 2023
Version:	20230101
Version Details	<p>Date Written: March 2019</p> <p>Date Reviewed: September 2019</p> <p>Date Changed of Version: September 2019</p> <p>Last Update Version On: December 2019.</p> <p>Last Updated Version On: December 2020</p> <p>Last Updated Version On: December 2021</p> <p>Last Updated Version On: January 2023</p>
Next Review Date:	December 2023
Latest Change Details	Updated the enrolment process. Version and document control procedure
For Staff access Document Location	Saved on SUI Server: Academic/policy