Completion, Progress and Attendance Policy

PURPOSE:

1. To provide a documented process for monitoring students’ academic progress and completions, in accordance with the National Code 2007. Reference standard 11.2. regarding attendance non-requirements. This policy pertains to standard 10 and Academic progress of students.

SCOPE:

2. This policy applies to all Students who are commencing, have commenced or are continuing study with Perth College of Business & Technology.

3. Identifiers
   a. Study Period = 1 Term (approx. 10 weeks in all qualifications)
   b. Academic progress = minimum 50% of UOC in a study period deemed competent

PROCEDURE:

ATTENDANCE FORMS:

4. Perth College of Business & Technology will continue to use attendance forms in every training session scheduled to be run by PCBT trainers. These attendance forms are used to determine last point of contact with students and assist in students who don’t achieve competency on assessments regarding intervention strategy meetings.

5. Attendance forms are updated by Admissions Student Support Officer and printed out each Friday by the rostered Student Support Officer. Please reference Attendance sheets flowchart for process located in NovaCore – CRICOS - Others

COURSE COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

6. Perth College of Business & Technology is required to manage student’s course progress and workload to ensure they complete within the specified timeframe as outlined in the Confirmation of Enrolment (COE) and in accordance with the CRICOS registered course curriculum.

7. In addition, Perth College of Business & Technology must monitor each student’s enrolment to ensure they:
   a. Take no more than 25% of their course Online or by Distance learning, and
   b. Are enrolled in at least one face to face subject in each compulsory study period.

MONITORING AND TRACKING COURSE PROGRESS AND COMPLETION

8. Perth College of Business & Technology maintains and tracks academic progress via the Record of Attainment, which in turn allows SSO’s to update the Student Management System.
   a) Each course is setup within the Student Management System, with the required units, qualification rules, timeframes, delivery methods and sessions for delivery.
   b) Students are then enrolled into the course and a Class Schedule is printed and provided to the student this includes all term brakes and each term is a study period.
      i. The Class Schedule is in addition to the Training Plan provided prior to Confirmation of Enrolment
ii. The Class Schedule will be provided to the student on their orientation day, there are college timetables and class schedules available on notice boards.

c) The class schedule for each study period is then monitored to ensure that students are meeting the minimum 50% competency requirement and is achieving satisfactory academic progress.

i. Four (4) weeks prior to end of each study period a SSO will complete an End of Study Period Report. This report will enable PCBT staff to send out letters via the SMS to students at risk and advise them hand in any outstanding assessments for processing. Assessors will update the Record of Attainment and SSO’s in turn update the SMS.

ii. This process enables Perth College of Business & Technology to identify any students at risk and promptly reminds them to hand in assessments, helping to minimise any adverse effects to the student.

iii. The SSO will inform the Academic Manager and or the Compliance Manager by email of any assessor that is behind in assessing students submitted work. This must be identified at the four (4) week prior to end of study period Report.

iv. The Academic Manager or Compliance Manager will follow up immediately with the identified assessor and a resolution sort for the students work to be brought up to date.

v. At the immediate end of each study period, the process is repeated and students who are failing to achieve better than 50% completion rate are sent a warning letter with options to connect with a SSO to plan an effective intervention strategy helping to the student to progress to a positive academic progress that enables the student to complete their studies as per their CoE.

vi. Every student that receives a warning letter will be recorded on a register to ensure all students have an effective follow up plan. This register also enables PCBT staff to manage the response from students in an appropriate and unbiased procedure.

vii. Students who fail to achieve satisfactory academic progress in two consecutive study periods and fail to engage in an intervention strategy may be referred to Admissions Manager for cancelation of CoE and the subsequent updating to DIBP as soon as practicable.

EXTENSION TO COURSE DURATION

9. Perth College of Business & Technology will only extend the duration of the student’s study where the student is assessed as not being able to complete the course within the expected duration, as specified on the students COE, 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 Suspension or Cancellation Policy. (deferrals are actioned in the Withdrawal, Deferment or Amendment Forms)

10. All Intervention Strategies or Extensions will be assessed individually, taking into account the circumstances of the student.
11. Except in the circumstances listed above, the expected duration of study specified in the students COE must not exceed the CRICOS registered course duration.

**INTERVENTION STRATEGIES**

12. Perth College of Business & Technology is required to implement Intervention Strategies for students not meeting the course requirements. This can be a result of a Critical Incident or a failure to complete required assessments.

13. Perth College of Business & Technology will review the academic progress of each student via the Student Management System and record of attainment documents. This will allow Perth College of Business & Technology to identify ‘AT RISK’ students and whether:
   a) The student has not achieved competency in more than 50% of the units within the study period,
   b) The student has been identified as unable to complete the course in the required duration

14. All students identified as ‘AT RISK’ will be sent a warning letter, outlining their current academic situation and a formal interview will be arranged
   a) At this interview 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
   c) All students who are identifies as at risk and receive a warning letter will be placed on a Intervention Follow up Register. This register is to be maintained by Academic Manager for each study period.
   d) The Compliance Manager is to sign each Intervention Follow up Register before they are filed in the group course folder ensuring all student have been action or referred to Admissions or Academic Manager for further processing.

15. In the event Perth College of Business & Technology varies a student’s workload or expected duration of study on completion of the Intervention process, Perth College of Business & Technology will:
   a) Record this in the student Management System as well as on the students file
   b) Provide a new course outline contained within the intervention strategy form
   c) If a new COE is required client is referred to Admissions Manager
   d) Admissions Manager report this variation via PRISMS

16. Perth College of Business & Technology will also inform the student to contact DIBP to discuss any issues with their VISA requirements.

17. 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
PROCEDURES FOR INTERVENTION STRATEGY

18. SSO send letter of warning or concern to student requesting a meeting. This letter is sent via SMS email system, student has seven (7) days to respond
   a) Student responds to letter and an intervention meeting date is set to re-engage student with their training plan.
   b) SSO to send form to Finance for fees assessment and all fees must be paid up to-date prior to Intervention Strategy being commenced.
   c) All parties agree to Intervention plan, if student refuses intervention plan they are advised of their right of appeal. Student and PCBT must follow appeals process. Reporting to DIBP must be withheld until appeal resolved.
   d) The intervention plan will contain the following;
      - Any addition fees
      - Catch up classes and adjusted attendance requirements
      - Any new locations, times, dates and trainers
      - Results of consultation meetings
      - Any changes to CoE
      - Intervention strategies
      - New acknowledgements
      - Signatures of appropriate stakeholders

   e) Once the plan is agreed upon and contains appropriate stakeholder’s signatures. The student must enter into a new fees payment plan if appropriate. Before the student can commence on the intervention strategy.
   f) Once the intervention strategy is active this document is passed to academic SSO who records this on the Intervention Strategy Follow up Register.
   g) The SSO is responsible for monitoring the progress of the student and filling in the appropriate End of Term Academic Progress Form.
   h) Should the student fail to meet the intervention strategy the SSO must inform Academic Manager.
   i) The Academic Manager via the SMS sends a request for meeting to student marked urgent.
   j) The Academic Manager assesses the student’s response and refers either back to SSO if the student can complete their studies as outlined in their CoE. Or the student is informed that their CoE may be cancelled and student is referred to Academic Manager for cancelation or the issuing of a new CoE. Admissions Manager must inform DIBP of any changes as soon as practicable.
   k) All documents and results are sent back to SSO who checks the SMS has been updated and after they are satisfied the SMS is accurate all documents are filed in the students file.

19. Perth College of Business & Technology must report any student who has an academic progress of less than 50% for two consecutive terms to DIBP via PRISMS.

20. 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 Perth College of Business & Technology will report to DIBP at the first available opportunity.

See Attached Flowcharts
Flowchart for Record of Attainment & Academic Progress Monitoring

Step 1: Record of Attainment Form is required for each student

Step 2: Forms are kept in class group number clipboards located in the Compliance Manager Office
   • If small number of students in a class some clipboards may contain 2 groups or more if the same trainer

Step 3: Assessor signs out clipboard for their groups from Academic Managers office when they are assessing students work

Step 4: When competent, assessor prints name against appropriate UOC on the Record of Attainment Form

Step 5: Completes the date using the date of assessment when the student gains competency

Step 6: Assessor signs their name

Step 7: Using the assessment methods column assessors indicates how competency was gained by marking the appropriate assessment methods against the appropriate UOC contained in the Record of Attainment Form

Step 8: All Record of Attainment Forms are to be returned to the clipboard each day

Step 9: Clipboards are to be RETURNED to the Academic Manager Office each day before a trainer goes home

Step 10: Weekly a SSO will update the results in powerpro

Step 11: SSO will return clipboards to Academic Managers room

Step 12: This process is the foundation of monitoring students academic progress & it is a requirement for all assessors to follow this process.
Flowchart for Record of Attainment & Academic Progress Monitoring

**Step 1**
- SSO collects Record of Attainment from Academic Manager on a weekly basis

**Step 2**
- SSO updates SMS (PowerPro) with individual results

**Step 3**
- SSO uses a End of Study Period Academic Progress Form

**Step 4**
- SSO inserts number of required UOC completions for the study period. Reference class schedule/college calendar

**Step 5**
- SSO inserts no of completed and competent UOC

**Step 6**
- SSO calculates competent UOC v Required competent UOC

**Step 7**
- Using columns a,b,c, SSO uses this equation b/a=c move decimal place 2 positions to the right.

**Step 8**
- Students with 50% or less UOC assessed as competent, will be issued with a warning notice with an option for a meeting with SSO to discuss an effective intervention strategy

**Step 9**
- Student meets with SSO agree on a intervention strategy to assist student to complete their studies in the CoE timeframe - Student reconnects with their new training plan

**Step 10**
- Student fails to respond to their warning letter - Official letter sent details consequences of failing to rectify poor academic outcomes for a second study period.

**Step 11**
- Student fails to respond for a second study period, warning letter sent of intention to cancel CoE - with explanation of right of appeal.

**Step 12**
- SSO completes a Suspension Cancelation Form and sends to Compliance Manager, Compliance Manager checks procedure and gives to Admissions Manager for processing.