

Completion, Progress and Attendance Policy

PURPOSE:

1. To provide a documented process for monitoring students course progress and intervention procedure, in accordance with the National Code standards 9 & 10.

SCOPE:

2. This policy applies to all Students who are commencing, have commenced or are continuing study with APEIRO INSTITUTE.
3. All the trainers and staff will be briefed on this policy prior to their commencement of employment at APEIRO INSTITUTE.

COURSE COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

4. APEIRO INSTITUTE is required to manage student's course progress and workload to ensure they complete within the duration specified in the Confirmation of Enrolment (CoE) and in accordance with the CRICOS registered course duration.
5. In addition, APEIRO INSTITUTE 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 COMPLETION

6. APEIRO INSTITUTE maintains and tracks course progress through the enrolment process within the Training Management System (Truss RTO):
 - a) Each course is setup within the Training 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 is in addition to the Confirmation of Enrolment
 - ii. The Training Plan will be provided to the student prior to the commencement of the course
 - c) This Training Plan and enrolment is then monitored to ensure that student is meeting the requirements and is on schedule.
 - i. This allows APEIRO INSTITUTE to identify any problems immediately and help minimise any adverse effects to the student
 - ii. This also assists APEIRO INSTITUTE to implement the necessary Intervention Strategies

EXTENSION TO COURSE DURATION

7. APEIRO INSTITUTE will only extend the duration of the students study where it is clear that the student will not 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 Deferral, Suspension or Cancellation Policy.
8. All Intervention Strategies or Extensions will be assessed individually, taking into account the circumstances of the student.
9. Except in the circumstances listed above 7(a,b,c), the expected duration of study specified in the students CoE must not exceed the CRICOS registered course duration.

PROCEDURE:

MONITORING COURSE PROGRESS

10. APEIRO INSTITUTE tracks student's course progress via the enrolment within the Training Management System (Truss RTO).
11. APEIRO INSTITUTE will monitor the student's academic performance and alert the student where necessary should they be falling below their course requirement. APEIRO INSTITUTE's monitoring and intervention process is as detailed below:
 - a. Once the student is identified by the trainer to be at less than 70% of their attendance in one study period, The trainer will advice the admin staff to issue **1st warning letter** ONLY if the student is deemed to have an unsatisfactory course progress
 - b. If the student continues to show either **unsatisfactory course progress and falls behind 60%** of their attendance in their study period, the student is issued a **2nd warning letter** about the necessity for intervention process in the next stage
 - c. Once the student has been identified as not being competent in more than 50% of the units during a study period (10 weeks), a **letter to invite** for an Intervention Interview will be issued by the training co-ordinator. (*refer to Intervention form*)
12. If the student is identified "At RISK" for any reason during their course of study other than stated above or a student initiated intervention request applies, the intervention process supersedes the first two stages [11.(a)(b)] and the student is called for an intervention interview.

INTERVENTION STRATEGIES AND PROCEDURES

13. APEIRO INSTITUTE is required to implement Intervention Strategies for students not meeting the course requirements.

14. APEIRO INSTITUTE will review the academic progress of each student via the Training Plan and enrolment within the Training Management System. This will allow APEIRO INSTITUTE 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 has fallen below 80% academic progress within the study period following a period of 50% or less completion, and
 - c) The student has been identified as unable to complete the course in the required duration

15. All students identified as 'AT RISK' will be sent an Intervention Form, outlining their current academic situation and a formal interview with the trainer or student support officer will be arranged.
 - a) An Intervention plan will then be formulated (*Refer to intervention and Intervention strategy forms*)
 - b) Strategies for Intervention may include, but are not limited to:
 - i. Counselling sessions with course coordinator
 - ii. Changing courses
 - iii. Modifications in workload
 - iv. Extension in course duration
 - v. Personal counseling (can be referred to Third Party)
 - vi. Re-affirming to students that unsatisfactory course progress in two (2) consecutive study periods, may result in **Notice of Intention to Report** to take effect that may lead student being reported to DIBP through PRISMS, which may result in DIBP making a decision to cancel the student's visa (Depending on the outcome of the Intervention process)
 - c) If the student does not agree with the Intervention plan or process, they shall have 20 days to access the Complaints and Appeals process
 - d) In case the student does not intend to choose the option of accessing complaints and appeals process, the intervention process continues and will be closely monitored by the training manager and trainer
 - e) Evidence of the intervention program, measures and reviews used to assist student will be documented and kept on student file
 - f) If the student continues to show unsatisfactory course progress during intervention and falls behind less than 50% of the units in 2 consecutive study periods, a NOIR (**Notice of Intention to Report**) letter will be forwarded to the student.

16. In the event APEIRO INSTITUTE varies a students workload or expected duration of study on completion of the Intervention process, APEIRO INSTITUTE will:
 - a) Record this in the Training Management System as well as on the students file
 - b) Issue a new CoE
 - c) Report this variation to DIBP via PRISMS

17. APEIRO INSTITUTE will also inform the student to contact DIBP to discuss any issues with their VISA requirements.

REPORTING

18. APEIRO INSTITUTE must report any student who has an academic progress of less than 50% for two consecutive study periods to DIBP via PRISMS.
19. Students shall have 20 working days to access the Complaints and Appeals process. Should the student choose not to access the Complaints and Appeals process, then APEIRO INSTITUTE will report to Department of Home Affairs/DIBP at the first available opportunity.

MONITORING COURSE ATTENDANCE

20. APEIRO INSTITUTE will be monitoring and reporting students based on the course progress.

RESPONSIBILITIES AND ACTION

21. The Training manager is responsible for monitoring course progress and associated processes in this policy.