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VET COURSE PROGRESS POLICY AND PROCEDURE FOR ONLINE STUDENTS

OVERVIEW

Shafston House College Ltd trading as Service Skills Academy and Mary McConnel School of Early Childhood will ensure that there are support services in place to assist students to achieve academic success. It is important that students and trainers proactively manage and track course progress regularly. Academic success is best achieved by students participating in all activities and assessments outlined in the course study plan. This is supported by training staff who guide students to remain on track.

ENSURING COURSE PROGRESS

- Dedicating required number of hours to eLearning engagement
- Regular communication either by phone or email between trainer and student
- Timely assessment feedback and results
- Understanding of Unit of Study start and end dates and scheduled course completion date
- Understanding of course study plan and scheduling of time to study

PROCEDURE FOR MONITORING COURSE PROGRESS

The monitoring of students' course progress is based on the aggregate results of Units of Competency per Unit of Study (stage). At the commencement of the Unit of Study (stage) details of the course study plan are provided via the student portal.

In determining whether a student has achieved satisfactory academic progress the collection of assessment tasks are graded as 'satisfactory' or 'unsatisfactory'. Competence (in a unit of competency) is granted when the student has demonstrated a 'satisfactory' result in all related assessment tasks. 'Satisfactory' grading is measured by the benchmarks contained in each assessment tool.

The results are communicated to the students via the student eLearning portal. On submission of each assessment task or item it is the student's responsibility to return to their eLearning to access their feedback and results. If an assessment task or item is found to be 'unsatisfactory' the student is advised of the areas that are unsatisfactory and requested to re-submit.

Depending on the course of study, some Unit/s may be a pre-requisite for a Unit/s in the study plan. Until the student has achieved Competency in this Unit they will not be able to commence the Units where a pre-requisite is required. Trainers will re-inforce this information to students throughout their study plan.

ACADEMIC APPEALS PROCESS

The appeals process is managed by the head of school and may involve additional assessors. If necessary the student will be required to undertake a competency conversation relating to the Unit and assessment task submitted. If applicable the student may be required to repeat a practical demonstration within this process. This process is documented and filed in the student's records.

If a student does not return to the eLearning portal for assessment feedback before the end of their enrolled Unit of Study and later requests to appeal an academic result they are required to complete the 'Student Complaint and Appeal Form for Academic Decisions'. This form will be given to the head of school who will review the students appeal and advise the student of the outcome of the appeal in writing of receiving the 'Student Complaint and Appeal Form for Academic Decisions'.

INTERVENTION STRATEGY

All enrolled students will have their course progression checked by their trainer four weeks before the conclusion of each Vet Unit of Study (Stage).

STAGE 1 COURSE PROGRESS:

To be eligible to automatically progress to Stage 2 of the course students need to have demonstrated competency in 1 (one) Unit of Competency (module). Students who do not wish to progress to Stage 2 must withdraw from the course in writing.

Students who have not demonstrated competency in 1 (one) Unit of Competency (module) will be emailed an unsatisfactory course progress notice four weeks before the conclusion of the Unit of Study (Stage 1). Students will be required to have completed their 1 (one) Unit of Competency (module) by their stage end date or request on the form provided an extension of Stage 1. The maximum extension period for Stage 1 is 4 (four) weeks.

Students who have requested an extension and have not demonstrated competency in 1 (one) Unit of Competency (module) at their end of the extension period will have their course ceased based on unsatisfactory course progression. Students may request to re-enrol and repeat the Vet Unit of Study or Units of Competency not completed. The cost of repeat Vet Unit of Study or individual Units will be calculated on a Pro-Rata basis of Units not completed. Students may choose to pay upfront or apply for VET Student Loans or VET FEE-HELP assistance for repeat units.

STAGE 2 COURSE PROGRESS:

Students who have remained enrolled in their course for their second Vet Unit of Study (Stage 2) will again have their course progress assessed by their trainer.

To be eligible to automatically progress to Stage 3 of the course students need to have demonstrated competency in 50% of the total number of Units of Competency available in Stage 1 and Stage 2. For example students who are enrolled in the BSB50215 Diploma of Business will need to achieve Competency in 2-3 Units of Competency (modules) out of a possible 5. Students who do not wish to progress to Stage 3 must withdraw from the course in writing.

Students who have not demonstrated competency in 50% of the total number of Units of Competency available in Stage 1 and Stage 2, will be emailed an unsatisfactory course progress notice four weeks before the conclusion of the Unit of Study (Stage 2). Students will be required to have completed the required 50% of the total number of Units of Competency available in Stage 1 and Stage 2 by their stage end date or request on the form provided an extension of Stage 2. The maximum extension period for Stage 2 is 12 (twelve) weeks.

Students who have requested an extension and have not demonstrated competency in 50% of the total number of Units of Competency available in Stage 1 and Stage 2, at the end of the extension period will have their course ceased based on unsatisfactory course progression. SSA may under limited circumstances grant and additional Stage 2 extension of the student requests and provides evidence to suggest extenuating circumstances. Students have had their enrolment ceased due to unsatisfactory course progression may request to re-enrol and repeat the Vet Unit of Study or Units of Competency not completed. The cost of repeat Vet Unit of Study or individual Units will be calculated on a Pro-Rata basis of Units not completed. Students may choose to pay upfront or apply for VET Student Loans or VET FEE-HELP assistance for repeat units.

STAGE 3 COURSE PROGRESS:

Students are advised of their course end date on the Confirmation of Enrolment. A student's course end date may change if stage extensions are granted. Students are notified prior to the conclusion of their course that their course end date is approaching.

Students are required to successfully complete their course by this date or formally request a course extension on the form provided.

Students who have not requested an extension and their course end date passes may re-enrol and repeat the Vet Unit of Study or Units of Competency not completed. The cost of repeat Vet Unit of Study or individual Units will be calculated on a Pro-Rata basis of Units not completed. Students may choose to pay upfront or apply for VET Student Loans or VET FEE-HELP assistance for repeat units.

STUDY EXTENSION REQUESTS

Students request to extend their study is assessed by the college and either granted or denied based on the students request.

Students must request study extensions on the 'Request for Extension of Stage of Study Form'. The request is to be emailed by the student to enrol@ssa.edu.au for actioning by the administration team. The student's current Unit of Study (stage) will be extended for the duration nominated by the student. Maximum extension periods are stage specific as mentioned above. The following stage/s will be deferred to commence immediately after the completion of the extension period.

Students who do not request an extension and have not achieved the required course progress will be automatically cancelled at the end of the current VET Unit of Study (Stage) by the college. Students will be issued a cancellation notification for low course engagement and progression via email. A copy of this letter is stored against the student's record on the SMS. Students who do not request a course extension prior to the course cancellation being actioned may request to re-enrol and repeat the Vet Unit of Study or Unit of Competency not completed. The cost of repeat Vet Unit of Study or individual Units will be calculated on a Pro-Rata basis of Units not completed. Students may choose to pay upfront or apply for VET Student Loans or VET FEE-HELP assistance for repeat units.

Extension study periods may not be covered by Centrelink for allowances such as Austudy, ABSTUDY and Youth Allowance Study. We recommend that you check directly with Centrelink if you have questions regarding study allowances.

DOCUMENT HISTORY AND VERSION CONTROL

This document is uncontrolled when printed.

Version	Date Approved	Effect Date	Approved By	Brief Description
1.0			QA Manager	Document Creation
2.0	31/12/2015	04/01/2016	Compliance Manager	Changes to reflect 3 stages of study for all courses
2.1	19/07/2016	22/07/2016	Compliance Manager	Rebrand & Addition of MMSEC to policy
2.2	27/02/2017	01/03/2017	Compliance Manager	Rebrand & VSL Inclusion