

## Policy Title: Academic Progress and Intervention Policy and Procedure

Policy Code: 002APIPPLE

### 1. Organisational Scope

This policy applies to the Registered Training Organisations trading as: DNA Kingston Training (RTO Provider 6811) and Dental Nursing Australia (RTO Provider 52256)– referred to as 'DNA' for the purpose of this policy.

### 2. Policy Purpose

The purpose of this policy is to monitor and assess the course progress of all students to ensure that students' achievement and course retention is consistent with DNA's objectives and to provide guidelines regarding cases of unsatisfactory academic progress. The successful implementation of this policy is intended to maximise retention rates in courses and units of study by providing a comprehensive interventions strategy and support systems throughout the duration of a student's enrolment.

### 3. Policy Scope

- 3.1. This policy applies to all enrolled students at DNA. The policy supports the Trainer / Assessor and the Course Coordinator (where applicable) in their decision-making process regarding academic progression and required interventions.
- 3.2. The Academic Committee: Consisting of the Chief Executive Officer (CEO), College Director (CD), Academic Director (AD) and Course Coordinator (CC) meet at least bi-annually to review progress reports and aim to resolve any raised issues.
- 3.3. The Examination Committee: Consisting of the CEO, CD, AD and CC ensure examination protocols are followed.
- 3.4. Internal Management Team: CEO, CD and AD oversee course delivery and progress protocols.

### 4. Policy Content

- 4.1. It is DNA's policy to support, monitor and review student course progress regularly, and apply appropriate intervention strategies when required.
- 4.2. DNA values the diverse background of its students and provides a range of support services to assist students achieve their full academic potential. DNA has an obligation to monitor academic standards by maintaining and insisting upon appropriate levels of academic achievement from its students throughout their enrolment.
- 4.3. DNA students demonstrate varying levels of motivation for study and academic achievement. A percentage of students will require personal and academic support to achieve their learning objectives. DNA Kingston Training monitors and assesses the levels of academic achievement and provides academic skilling and personal support services when the need arises.

- 4.4. DNA is committed to informing students about the variety of support services available to them prior to and post enrolment. The range of support services are detailed in the various course prospectuses, student handbook and college website: [www.dnakingstontraining.edu.au](http://www.dnakingstontraining.edu.au). Additionally, support services and progress requirements are highlighted to students during orientation. This policy is also made available to staff and students across all colleges/campuses.
- 4.5. DNA complies with the Standards for RTOs 2015 as well as its governing standards for accreditation with the Training Accreditation Council (TAC) of Western Australia and the Australian Skills Quality Authority (ASQA). Additionally, as DNA accepts enrolments from Overseas students, it complies with the ESOS Act and the regulations of The National Code 2018.

The ESOS Act and regulations require educational providers to monitor overseas student academic progress. DNA has a legal obligation to report overseas students who fail to comply with academic progress guidelines outlined in The National Code 2018.

- 4.6. All students are informed of the course requirements at the start of each study term, regardless of which campus they attend. The specific duration of a study period is documented in the Training and Assessment Strategy (TAS) for vocational courses. For Overseas Students, their overall study period must match what is stated in their electronic Confirmation of Enrolment (eCoE).

## 5. Procedure for Implementation

- 5.1. In order to ensure student course progress requirements are met, the colleges monitors student attendance and academic performance for every student each term. Procedures are in place across all Colleges/Campuses to help students in meeting their course progress requirements. Student's course progress will be assessed and reviewed continuously and formally mid-term as well as at the end of each term.

## 6. Monitoring and Intervention Strategy

- 6.1. At the halfway point and at the end of every term, a formal review of a student's progress is conducted to identify which students are progressing at a satisfactory rate and which students may be academically at risk (of not meeting the required course progress). The Course Coordinator will assess and review the assessment report generated by aXcelerate. At any point in a study period, trainers may identify to the Course Coordinator or delegated nominee their concerns regarding an academically at risk student and the Course Coordinator or delegated nominee will discuss the concerns raised with them and review the student's record in aXcelerate to determine if the student is academically at risk and requires an intervention strategy to be put in place.
- 6.2. Student counselling protocol: The Course Coordinator or delegated nominee will meet with the student to discuss their academic progress and discuss possible options. For students determined to be academically at risk at the end of a study period, meetings with the Course Coordinator or delegated nominee will be arranged no later than during the second week of the next study term, required intervention strategy will be implemented within the first 4 weeks of the study period. This may include:
- Advising students on the suitability of the course in which they are enrolled and possible alternatives

- Advising students of opportunities to reassessment 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
- Discussing and identifying possible intervention strategies which may include referring students for language, practical and academic support services offered such as:
  - undertaking additional English language training or assistance in-house or externally
  - customised academic skills training
  - extended work experience placement
  - private or small group tutorials
  - additional practical support sessions
  - undertaking an enabling course
  - referring students to access Student Support Services – counselling regarding welfare and cultural issues
  - restructuring or restricting the students individual study program; (may include referral to the *Deferral, Suspension & Cancellation Policy and Procedure*)
  - issuing a new learning contract to student with an amended individual training plan
  - other recommendations as required

*Note: depending on the agreed intervention strategy, additional costs may be incurred by the student to implement required intervention action plan. Costs will be discussed and confirmed with the student prior to proceeding.*

## 7. Assessment of Course Progression

7.1. The academic achievement of all students is assessed by the Course Coordinator and Trainers at the end of each term in order to make recommendations to the Academic Director regarding student academic progression.

7.2. Reporting and recommendations include:

- Full Academic Progression - students are deemed to have made satisfactory academic progress and approved for full progression to the next study term and no further action is required.
- Conditional Academic Progression recommendation – further action is required and may include:
  - Reassessment or resubmission (see Reassessment/Resubmission information below in 7.3)
  - Supplementary assessment or evidence deemed appropriate by Course Coordinator
- Unsatisfactory Academic Progression recommendation – further action required may include:
  - Officially informing student that the unit has not been deemed as competent
  - Repeating the not yet competent unit of study

7.3. Reassessment and Resubmission:

Students enrolled in VET qualifications are permitted to resubmit an assessment should they be assessed as 'not yet satisfactory' or the trainer stipulates that more evidence is required in order for the student to be awarded a satisfactory result. Should this occur, trainers provide feedback to the student outlining the gaps in knowledge and/or skills required for competency and students are given two weeks to resubmit.

A maximum of two resubmissions may be permitted for formal (summative) unit assessments, overall,

this provides the student with a total of three (3) attempts at demonstrating the required knowledge and/or skills for the unit. Further resubmits may be permitted however, under special (compassionate or compelling) circumstances and must have approval by the CEO, College Director or Academic Director.

Should the two resubmissions be unsuccessful, a student may apply to submit an additional attempt for marking, however, a 'Reassessment Fee' of \$100 may be charged per assessment. Additional attempts must be approved by the College Director or Academic Director.

Should a student be deemed 'Not Yet Satisfactory (NYS)' after reaching the maximum resubmissions permitted, the unit grade of 'Not Competent' will be awarded. Should this occur, the student will be required to re-enrol/repeat the unit of study and pay the unit fee in order to complete the qualification. A Statement of Attainment will be issued for the units of competency successfully completed in the case where a full award/qualification is not obtained.

## 8. Additional Information for Overseas Students

- 8.1. The Course Coordinator or (delegated nominee) will advise overseas students that unsatisfactory course progress in two consecutive study periods (terms) for a course could lead to the student being reported to Department of Home Affairs – which in turn could result in the student's visa being cancelled, depending on the outcome of any appeal processes.
- 8.2. The Course Coordinator (or delegated nominee) may decide that the duration of the student's study needs to be extended. In which case, this will be approved by the Academic Director. College Management and Admissions staff will be notified of the decision.
- 8.3. As a result, the Course Coordinator (or delegated nominee) enters notes of the discussion and decision in the student's aXcelerate record. The Course Coordinator (or delegated nominee) may seek advice from the College Director during this process.
- 8.4. The Course Coordinator (or delegated nominee) issues a letter to the student outlining the decision and may require the student to see the College Director for additional information regarding course extension and/or visa extension requirements.
- 8.5. The Student will be monitored by the Course Coordinator (or delegated nominee) for the remainder of the study period.
- 8.6. Any overseas student recommended for 'Conditional Academic Progression' or 'Unsatisfactory Academic Progression' will also be reviewed for completion within the expected duration as stated on the student's CoE and in line with The National Code 2018, RTO Standards 2015, Department of Home Affairs Student Visa requirements and the Department of Education recommendations. An Intervention Strategy (as outlined in point 6.2) may be implemented. Any agreed changes will be documented and the student will be provided with a new individual training plan to complement the extended duration.
  - DNA may only extend the duration of an overseas student's study period where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of 'compassionate or compelling circumstances' (see point 8.7 below)

8.7. Compassionate or compelling circumstances are generally beyond the control of the student and have an impact on the student's capacity and/or ability to progress through a course as required. Such circumstances include:

- Serious illness or injury, where medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval, natural disaster or epidemic in their home country requiring their emergency travel and this has impacted on their studies.
- A traumatic experience which could include but it is not limited to:
  - Involvement in or witnessing of an accident; or
  - A crime committed against the student; or
  - The student has been a witness to a crime
- Other compassionate or compelling circumstances approved by the College Director or Academic Director.
- Students must undertake the mandatory directions of Management in regards to their conditional academic progression. Students recorded with 'Conditional Academic Progression' must meet with the Course Coordinator (or delegated nominee) before the end of the first two weeks of their next study period as per the Intervention Strategy for students academically at risk outlined above.
- Students will be notified of these directions in writing by the College Director, Academic Director or Course Coordinator.

8.8. Documented evidence is required to validate student claims and should be supported by police, medical doctor or psychologists' reports. Alternative evidence may be discussed on a case-by-case basis and approved by the College Director or Academic Director.

## 9. Unsatisfactory Academic Progression

9.1. Termination of enrolment will occur if a student:

- i. Is deemed to have made unsatisfactory progress in the same unit twice; or
- ii. Fails to provide evidence which satisfies the Academic Director or Course Coordinator (or delegated nominee) that they have conformed to the agreed mandatory directions.

9.2. As a guideline if a student does not make satisfactory course progress during two consecutive compulsory study periods of a course, the Academic Director (or delegate nominee) will inform the student in writing of the unsatisfactory progress recommendation. The student has 20 working days to lodge a complaint or appeal against the recommendation per the 'Complaints Policy and Procedure'.

Appeals may be made on the following grounds.

- i. College's failure to record or calculate a student's achievement accurately

- ii. Compassionate or compelling circumstances (see point 8.7 above),
- iii. The college has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

9.3. A student whose enrolment is terminated under this policy may only re-enrol at the College Director's discretion in any related course at any of the DNA colleges.

9.4. International students will be notified in writing of the college's intention to report the student to Department of Home Affairs for Unsatisfactory Course Progress.

## 10. Outcome of Appeals

10.1. If the student appeal is successful, one of the following will occur.

- i. If the appeal shows that there was an error in calculation, and the student actually made Satisfactory Course Progress, the student may continue with their studies and there is no requirement for intervention. Overseas student will not be reported to Department of Home Affairs.
- ii. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through the Monitoring and Intervention Strategies for Students Academically at Risk (section 5 above). Overseas students will not be reported to Department of Home Affairs.

10.2. Where:

- i. The student has chosen not to access the complaints and appeals process within the 20 working day period, or
- ii. The student withdraws from the process, or
- iii. The process is completed and the student's appeal was unsuccessful.

DNA Student Services will notify the Department of Home Affairs through PRISMS within 10 working days, once the student has been deemed as not achieving satisfactory course progress.

10.3. If an overseas student is not satisfied with the complaints and appeals process used by the college (internal appeals process), the student may seek further advice or lodge a complaint utilising external appeal services such as the Overseas Ombudsman ([www.ombudsman.gov.au](http://www.ombudsman.gov.au)).

## 11. Record keeping and confidentiality

- 11.1. Records of all academic progression handled under this procedure shall be maintained for a period of at least five years for auditing purposes by the State or Territory Registering Body.

## 12. Administration

- 12.1. This policy and related documentation is accessible by staff and students on the DNA Kingston Training website <http://www.dnakingstontraining.edu.au/about/policies-and-documents/>
- 12.2. Staff will be advised of this policy and related procedures at induction as well as via email and staff information sessions.
- 12.3. Related documents include:
- Student Misconduct Policy and Procedure
  - Student Handbook
  - Complaints and Appeals Policy and Procedure
  - Complaints and Grievance Form
  - Flow chart for Students Course Progression Monitoring
  - Student Support Services Policy and Procedure
  - Fees Policy and Procedure
  - Refund Application Form
  - Application for Withdrawal Form

<b>Document Name</b>		Academic Progress and Intervention Policy and Procedure
<b>Document Owner</b>		Academic Director
<b>Document Approval</b>		Leanne Everett
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<b>Version</b>	<b>Date</b>	<b>Improvements made</b>
8.0	August 2020	<ul style="list-style-type: none"> <li>Policy revised (content and format), management titles updated to reflect new corporate chart</li> </ul>
7.0	July 2020	<ul style="list-style-type: none"> <li>Reviewed Resubmission guidelines and process, updated version control information (not released)</li> </ul>
6.0	March 2019	<ul style="list-style-type: none"> <li>Reviewed to new National Code requirements</li> </ul>
5.0	March 2018	<ul style="list-style-type: none"> <li>Updated staffing and National Code Version</li> </ul>
4.0	July 2015	<ul style="list-style-type: none"> <li>Changes to format &amp;</li> <li>Updated government departments</li> </ul>
3.0	July 2013	<ul style="list-style-type: none"> <li>Policy revised</li> </ul>