

## Course Progress Policy and Procedures

### POLICY

#### Purpose

Open Colleges School of Health (the School) records and monitors the progress of all students to assist them towards the successful completion of their course and, where necessary, directs them to the appropriate source of personal and/or academic assistance.

Course progress is monitored closely throughout the duration of each course.

If during the enrolment process or at any point during the course you identify the need for personal support you may be provided additional support through a Support Plan. If you disclose personal difficulties or a diagnosed disability, you will be provided additional support through a Reasonable Adjustment Plan.

If you are considered to be at risk of not meeting course progress requirements, you will be provided additional support and an Intervention Strategy will be implemented to assist you meeting satisfactory course progress and achieve the required competency.

#### Scope

This policy and procedures apply to all students who are enrolled in a course of study at the School. This policy and procedures also apply to staff at the School who train and/or assess students, who are responsible for coordination of course delivery, or student support services.

#### Related Policies

This policy should be read in conjunction with the following School policies:

- [Academic Integrity Policy](#)
- [Code of Conduct Policy](#)
- [Complaints and Appeals Policy and Procedure](#)
- [Deferment, Suspension and Cancellation of Enrolment Policy and Procedure](#)
- [International Student Completion of Course within Expected Duration Policy](#) (*applicable to international students only*)

All policies referenced in this document can be accessed on the School's website.

## Definitions

- **Alert Letters** – notifications sent to students advising they are not achieving satisfactory course progress and the intervention strategies available to them.
- **Authorised School Representative** – means the Course Coordinator, Educator, Academic Support Officer, Student Support Officer, Coordinator Student Placements, Academic Director, Head of Operations, Manager Funding and Reporting, or other roles with delegated authority
- **CoE** – means Confirmation of Enrolment which is an electronic document issued by the School to the student. In the case of International Students intending to study at the School the CoE must accompany their application to Home Affairs for a student visa. The CoE confirms the International Student's eligibility to enrol in their chosen course of study at the School.
- **Home Affairs** – means the Australian Government Department of Home Affairs
- **Intervention Strategy** – means a formal academic skills and/or personal program to support a student identified as 'at risk' of not meeting course progress requirements with learning, the completion of assessment and/or personal difficulties to improve course progress.
- **Reasonable Adjustment Plan** – means a personal program to support a student with disclosed disabilities and/or personal difficulties to improve academic performance and/or attendance
- **Satisfactory Course Progress** – means a student is meeting Academic progress requirements, has not breached any codes of conduct, rules or guidelines, is up to date with payments of tuition fees, and has provided all documentation required for participation in work experience / professional experience placement activities as may apply.
- **Student Support** – means the Academic Support Officer (ASO) and/or Student Support Officer (SSO) at each campus and/or National Student Records and Enrolments Officer
- **Support Meeting** – a face-to-face, videoconference or teleconference meeting between a student and Student Support or Educator to discuss academic or personal difficulties.
- **Support Plan** – means an informal personal program to support a student with non-academic or personal difficulties.

## Attendance at Required Sessions

Students who regularly attend classes generally experience better outcomes. Attendance provides opportunities to develop your skills, knowledge and values required to achieve competence and meet course requirements. Attendance at sessions is also a requirement in some cases for access to, and continued use of, public funding.

Attendance at all required sessions (workshops and assessments) must be regular and punctual. Holidays, part-time employment and personal appointments should be arranged so that attendance is not affected. Students are expected to provide appropriate documentation to explain all absences from required sessions.

Students are required to notify their Educator prior to any required session that they are unable to attend. The submission of a medical certificate may be requested. Further details of attendance requirements are outlined in the relevant Course Guide.

An attendance record will be organised for each required session (workshop or assessment). The Educator will make the attendance record available to students and it is the student's responsibility (not the Educator's) to sign the attendance record next to their name on arrival and departure from class to confirm their attendance. Educators will not chase students for signature and students who have not signed the attendance record will be marked as absent. At the end of each session, the Educator will verify attendance and sign-off on the attendance record and enter into the Student Management System (SMS). Students are expected to provide appropriate documentation to explain all absences from required sessions.

Students unable to submit an assessment or attend an assessment activity due to compassionate or compelling circumstances, i.e. circumstances of serious illness or misadventure beyond their control, may be eligible for an extension to their assessment deadline. Students requiring an extension to assessment deadlines must request same using the [Assessment Extension Request form](#) a minimum of 7 days prior to the deadline. This notice period may be waived at the discretion of the Educator. Extensions are granted at the discretion of the Educator.

Failure to attend an assessment or failure to submit an assessment by its due date, without appropriate notification and or without an approved [Assessment Extension Request form](#) or a Reasonable Adjustment Plan, must have an assessment consequence, being a result of Not Satisfactory. Students should refer to their Student Handbook for details regarding Missed In-person Assessments and Failure to Submit by the Due Date and Extension Requests.

### Course Non-Attendance

Any student who, without appropriate notification, fails to attend:

- 4 consecutive required sessions (for a full qualification enrolment).
- 2 consecutive required sessions (for any courses other than full qualification enrolment).
- full session (e.g. arrives late, leaves early) or repeatedly misses sessions.
- rostered Professional Experience Placement (PEP) hours.

will be issued an Alert Letter and an Intervention Strategy enacted on their behalf as per this Policy and Procedures.

### Monitoring Course Progress

Course progress is monitored against three classifications:

- Academic progress
- Behavioural conduct
- Financial status

**Note:** For international students, the local Student Support Officer takes part in all progress monitoring activities and meetings and is the escalation point where action is required to be taken in relation to a student's visa.

Whilst monitoring course progression is a constant exercise, structured reviews occur at specific points in a course, depending on the course duration. These are conducted by the Course Coordinator, or delegated to the Educator and are escalated for students identified as being at risk of not meeting course progress.

The specific points at which structured reviews occur are set out in the Training and Assessment Strategy (TAS) for each course.

### Academic progress

The Educator is responsible for overall monitoring of academic progress with support from the Academic Support Officer for language literacy and numeracy (LLN) and academic integrity issues; and from the Coordinator Student Placements for requirements relating to Professional Experience Placement (PEP). The Course Coordinator is the first point of escalation for academic issues as required. The Academic Director is the point of escalation for breaches of academic integrity as outlined in the [Academic Integrity Policy](#).

Academic progress is monitored, recorded and assessed throughout the course. A student is considered to be at risk of not meeting course progress requirements when they breach the [Academic Integrity Policy](#), repeatedly fail to submit assessments by their due date, fail to achieve a Satisfactory result in more than 50% of assessments in any unit of competency, demonstrate unreliable attendance at required sessions or they do not meet PEP requirements.

In accordance with Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (the National Code), International Students are required to achieve satisfactory academic progress during each study period. This is essential in order to successfully complete your course of study within the expected duration, as specified in your Confirmation of Enrolment (CoE) and per the conditions of your student visa.

International students should also refer to the [International Student Completion of Course within Expected Duration Policy](#) on the School's website for more information on the requirements of your visa to study at the School.

### Behavioural conduct

Educators are responsible for overall monitoring of behavioural conduct with support from Student Support. The Course Coordinator is the point of escalation for behavioural misconduct as required.

All students are expected to abide by the School's Policies and Procedures at all times, including the [Code of Conduct Policy](#).

Any student displaying or participating in behaviour which is in breach of our [Code of Conduct Policy](#) or any other School policy; or acceptable social or academic rules or behavioural guidelines will be considered at risk of meeting course progress and an Intervention Strategy may be activated by the Course Coordinator for any such breach.

## Financial status

The Funding Administration Officer at the relevant campus is responsible for overall monitoring of student financial status with the National Operations Manager being the point of escalation as required.

All students are expected to ensure they pay their fees at agreed times. Students who fail to pay within agreed timeframes will receive an Alert Letter advising that their course progress is considered at risk.

Any student who remains persistently in arrears may have their enrolment cancelled and/or their access to government funding withdrawn.

It is considered Student Default if International students fail to pay their tuition fees by the due date. Student default will result in a Notice of Intention to Report being issued advising the School's intention to notify Home Affairs of a breach of visa conditions. This may impact International student's visa.

## Support Plans

If during the enrolment process or at any point in the course a student identifies a need for personal support the School will assist the student to develop an informal Support Plan. The Support Plan is an opportunity for the student to take a proactive approach to minimising their risk of failing to meet course progress.

## Reasonable Adjustment Plan

A Reasonable Adjustment Plan refers to the action undertaken by the School to support a student with a disability or a personal situation that disadvantages the student in their course progression. A Reasonable Adjustment Plan may include alternative formats of learning materials, using accessible teaching venues for students with a physical disability, access to adaptive technologies or equipment, assessment practices such as in-class assessments, or adjusting assessment tasks and due dates.

A Reasonable Adjustment Plan is offered to all students disclosing personal difficulties or a disability where the student provides appropriate medical documentation that supports the functional impact of the disability on their learning and engagement in the course.

## Intervention Strategies

Students who are considered at risk of not meeting course progress requirements through not meeting the requirements of one or more of the Academic progress, Behavioural conduct, or Financial status classifications will be issued with an Alert Letter and required to meet with an Authorised School Representative to discuss and agree an appropriate Intervention Strategy.

If a student fails to respond to the Alert Letter within the required timeframe, fails to abide by the agreed Intervention Strategy or is deemed not competent in 50% of the units of competency within any study period or has not adhered to requirements of work placement or Professional Experience placement (PEP), the implications may include, but not be limited to:

### For Domestic Students

- The student may be issued with a Notice of Intention to Suspend Enrolment and required to repeat a unit/s of competency due to failure to achieve competency in that unit/s – this will be with a different cohort and at an additional cost.
- The student may be issued with a Notice of Intention to Cancel Enrolment.

### For International Students

- The student may be required to repeat a unit/s of competency due to failure to achieve competence in that unit/s. This will be at an additional cost and the student will need to submit an Application for Extension of CoE form (refer to [International Student Completion of Course within Expected Duration Policy](#)).
- The student may be issued with a Notice of Intention to Report the breach to the Secretary of Home Affairs via the Provider Registration and International Students Management System (PRISMS), which may result in the cancellation of their student visa.
- If a student fails to achieve satisfactory academic progress in two consecutive study periods they will be advised of the School's intention to report the breach to the Secretary of Home Affairs via the Provider Registration and International Students Management System (PRISMS), which may result in the cancellation of their student visa.

Students have twenty (20) working days from the date of issue to lodge a complaint against an Alert Letter, Notice of Intention to Suspend Enrolment, Notice of Intention to Cancel Enrolment or Notice of Intention to Report, in accordance with the School's [Complaints and Appeals Policy and Procedure](#). A student's enrolment will be maintained for the duration of the complaints and appeals process.

## Cancellation without Intervention

Where any of the following events occur, an Authorised School Representative will action the Notice of Intention to Cancel Enrolment (for domestic students) or Notice of Intention to Report (for International students) without implementation of the Intervention Strategy:

- A student is considered to have breached academic integrity on a third occasion (refer to the [Academic Integrity Policy](#) for details).
- A student is considered at risk of failing to meet course progress in a classification for which they have previously been issued an Alert Letter and had an Intervention Strategy implemented.
- Whilst on School premises or on Work Placement or Professional Experience Placement (PEP), the student:
  - assaults another student, a staff member or any member of the public.

- wilfully damages, misappropriates and/or steals School property.
- is in possession of, consumes, abuses or is under the influence of illicit drugs, controlled substances or alcohol. *(With the exception of moderate alcohol consumption where sanctioned at School events).*

Students have twenty (20) working days from the date of issue to lodge a complaint/appeal against a Notice of Intention to Cancel Enrolment or Notice of Intention to Report, in accordance with the School's [Complaints and Appeals Policy and Procedure](#). A student's enrolment will be maintained for the duration of the complaints and appeals process.

## PROCEDURES

### Support Plan Procedure

This procedure is applicable to both domestic and International students at the School.

An informal Support Plan may be developed when:

- a student does not achieve the minimum Working at Level / Exit Level in LLN testing but meets academic suitability requirements through another method.
- a student identifies financial or personal hardship that impacts on their ability to meet course progress requirements.

A Support Plan may be triggered at any point during the enrolment process or during a study period by the student and/or an Authorised School Representative. A Support Plan will be considered on a case-by-case basis by an Authorised School Representative in consultation with the student, along with any internal or external referred points of support.

### Developing a Support Plan

The student meets with an Authorised School Representative to discuss the personal difficulties the student is experiencing. The Support Plan is created in consultation with the student and can include:

- Reviewing time management skills and preparation of a study timetable
- Scheduling regular meetings with Student Support
- Attendance at academic study skills workshops
- Referral to an English language and/or Numeracy support program
- Referral to welfare support and/or counselling.

### Documenting the Support Plan

The Authorised School Representative will place a note on the student's record in the Student Management System (SMS) recording the support meeting and any Support Plan developed.

## Reasonable Adjustment Plan Procedure

This procedure is applicable to both domestic and International students of the School.

A Reasonable Adjustment Plan will be developed when:

- a student has declared a learning disability.
- a student has declared a physical / mental disability, whether temporary or permanent
- a student approaches Student Support or their Educator requesting a Reasonable Adjustment Plan for academic or significant personal difficulties before they are considered at risk of not meeting course progress requirements.

A Reasonable Adjustment Plan may be triggered at any point during the enrolment process or during a study period by the student, and/or an Authorised School Representative. A Reasonable Adjustment Plan will be considered and developed on a case-by-case basis by the Authorised School Representative in consultation with the student, along with any internal or external referred points of support.

## Developing a Reasonable Adjustment Plan

The student meets with the Authorised School Representative to discuss the disability or difficulty the student is experiencing. Judgements about what is a reasonable adjustment for a student can include:

- The nature of the disability and its impact on teaching and learning.
- The ability for the student to participate in the course training schedule.
- The student's ability to achieve training outcomes.
- The students' own views.
- The impact on the Educator and classroom.
- The impact on, and/or capacity of a workplace host to accommodate the adjustment in a safe and practicable way.

The student may supply current evidence from an authorised health professional which outlines the student's current diagnosis, the impact and limitations related to the course in support of their application.

A Reasonable Adjustment Plan could include, but is not limited to:

- Adjustments to due dates for assessments
- Adjustment to the scope of the delivery of assessment to student, without amendment of assessment outcome and in accordance with Principles and Rules of Assessment
- Adjustments to Professional Experience Placement (PEP) dates



- Reviewing time management skills and preparation of a study timetable
- Scheduling regular meetings with Student Support or the Educator
- Attendance at academic study skills workshops
- Referral to an English language support program
- Referral to welfare support and counselling.

### Documenting the Reasonable Adjustment Plan

The Authorised School Representative will complete the Reasonable Adjustment Plan form and place it on the student's record in the Student Management System (SMS). All Reasonable Adjustment Plans are to be approved by the Academic Director before they are implemented.

### Intervention Strategy Procedure

The Intervention Strategy Procedure is managed and deployed by Authorised School Representatives who have delegated authority from the CEO to activate the strategy in accordance with the Procedure.

This procedure is applicable to both domestic and International Students of the School.

The School provides academic and non-academic intervention strategies to support students who have been identified as being at risk of not making satisfactory course progress.

The Authorised School Representative may activate an Intervention Strategy at any point during a study period when a student fails to meet the requirements of one or more of the Academic progress, Behavioural conduct, or Financial status classifications.

An Intervention Strategy will be developed on a case-by-case basis in consultation between the student and the Authorised School Representative.

The actions within this procedure are suggestions only and by no means exhaustive. Each Intervention Strategy will be tailored to suit a student's requirements and circumstances in consultation with the Authorised School Representative.

The Intervention Strategy must be documented and can only be enacted following a face-to-face, videoconference or teleconference meeting between the student and the Authorised School Representative.

### Activation of an Intervention Strategy

If a student is identified as being at risk of not meeting course progress requirements as outlined in this Policy, the Authorised School Representative will cause an Alert Letter to be issued to the student and the student will be required to meet with the Authorised School Representative, where a review of their situation is undertaken. The Intervention Strategy Form is completed by the Authorised School Representative within the presence of the student and a copy retained in the

student's record in the SMS. The Intervention Strategy Meeting may be held via telephone or video-conference as required.

### Tailoring an Intervention Strategy

The student meets with the Authorised School Representative to develop an Intervention Strategy specific to their circumstances, needs and difficulties; including a discussion on the issues that caused the problem(s) with course progress. A strategy could cover, but is not limited to:

- Reviewing time management skills and preparation of a study timetable
- Organising regular meetings with Student Support or Course Coordinator as deemed appropriate.
- Implementation of a student support plan and/or reasonable adjustments of assessment
- Referral to an English language and/or Numeracy support program
- Referral to welfare support and/or personal counselling services
- Modification of current study load (subject to visa, funding and other conditions)
- Transition support for the move to a more suitable program or tertiary study (subject to visa, funding and other conditions)
- Provision of support for adaptation to life in Australia.

In discussing intervention strategies available to the student, a detailed discussion should include the implications of the strategy on course progression and course enrolment. There should also be a discussion on the implications on course progression and course enrolment if the Intervention Strategy is not followed.

For International Students, discussions **must** include the implications on course progression, course enrolment and course duration; as well as the implications of continued unsatisfactory course progress and/or attendance on the student's course duration and consequently their student visa as issued by the Department of Home Affairs as a result of changes to their Confirmation of Enrolment (CoE). To check the conditions of a student visa please visit the Home Affairs website at [www.homeaffairs.gov.au](http://www.homeaffairs.gov.au).

### Documenting the Intervention Strategy

It is important the student understands and accepts the Intervention Strategy. It is particularly important that an International Student understands the implications of a particular strategy on their expected completion date as recorded in their CoE and the impact of this on their student visa.

The Intervention Strategy form records the strategy and must be dated and signed by the student to acknowledge their acceptance. The form must also be signed and dated by an Authorised School Representative.

The original Intervention Strategy Form will be given to the student and a copy of all documentation, decisions and outcomes will be kept in the student's record in the Student Management System (SMS).

## Continued assessment and review of an Intervention Strategy

The Authorised School Representative will continue to monitor student course progress and will follow-up if the agreed Intervention Strategy is not followed by the student.

### Domestic Students

If the Intervention Strategy is not being followed by the student and/or course progress continues to be unsatisfactory, the Authorised School Representative will cause a Notice of Intention to Suspend Enrolment or a Notice of Intention to Cancel Enrolment to be issued in line with the [Deferment, Suspension and Cancellation of Enrolment Policy and Procedures](#).

Students have twenty (20) working days from the date of issue to lodge a complaint against a Notice of Intention to Suspend Enrolment or Notice of Intention to Cancel Enrolment in accordance with the School's [Complaints and Appeals Policy and Procedure](#). A student's enrolment will be maintained for the duration of the complaints and appeals process.

### International Students

If the Intervention Strategy is not being followed by the student and/or course progress continues to be unsatisfactory, the Authorised School Representative will cause a Notice of Intention to Report will be issued advising the School's intention to notify Home Affairs of the breach of visa conditions.

Students have twenty (20) working days from the date of issue to lodge a complaint against a Notice of Intention to Report, in accordance with the School's [Complaints and Appeals Policy and Procedure](#). A student's enrolment will be maintained for the duration of the complaints and appeals process.

If the International Student elects to not access the School's complaints and appeals process, withdraws from the process or the process is completed and the resulting decision supports the intention to report, the School will notify the Secretary of Home Affairs via PRISMS within five (5) working days of the end of the appeal period or appeals process (as applicable) that the student has not completed satisfactory course progression.

## Cancellation without Intervention Procedure

Authorised School Representatives have delegated authority from the CEO to activate the Cancellation without Intervention Procedure in accordance with the conditions outlined in this policy and procedures.

This procedure is applicable to both domestic and international Students of the School.

An Authorised School Representative will activate the Cancellation without Intervention Procedure if:

- A student is considered to have breached academic integrity on a third occasion (refer to the [Academic Integrity Policy](#) for details).

- A student is considered at continued risk of failing to meet course progress in a classification for which they have previously been issued an Alert Letter and had an Intervention Strategy implemented.
- Whilst on School premises or on Work Placement or PEP, the student:
  - assaults another student, a staff member or any member of the public.
  - wilfully damages, misappropriates and/or steals School property.
  - is in possession of, consumes, abuses or is under the influence of illicit drugs, controlled substances or alcohol. *(With the exception of moderate alcohol consumption where sanctioned at School events).*

### Domestic Students

In the above circumstances the Authorised School Representative will cause a Notice of Intention to Cancel Enrolment letter to be issued to the student in line with the [Deferment, Suspension and Cancellation of Enrolment Policy and Procedures](#).

Students have twenty (20) working days from the date of issue to lodge a complaint against a Notice of Intention to Suspend Enrolment or Notice of Intention to Cancel Enrolment in accordance with the School's [Complaints and Appeals Policy and Procedure](#). A student's enrolment will be maintained for the duration of the complaints and appeals process.

### International Students

In the above circumstances the Authorised School Representative will cause a Notice of Intention to Report to be issued to the student advising the School's intention to notify Home Affairs of the breach of visa conditions, in line with the [Deferment, Suspension and Cancellation of Enrolment Policy and Procedures](#).

Students have twenty (20) working days from the date of issue to lodge a complaint against a Notice of Intention to Cancel Enrolment in accordance with the School's [Complaints and Appeals Policy and Procedure](#). A student's enrolment will be maintained for the duration of the complaints and appeals process.

All policies and forms referenced in this document can be found in on the School's website.

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This Policy and Procedures should be read in conjunction with the following:

- Standards for Registered Training Organisations (RTOs) 2015 – Standard 6
- National Code of Practice for Providers of Education and Training to Overseas Students 2018 – Standards 8
- Academic Integrity Policy
- Code of Conduct Policy
- Complaints and Appeals Policy and Procedure
- Deferment, Suspension and Cancellation of Enrolment Policy and Procedures
- International Student Completion of Course within Expected Duration Policy

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