

Course Progress and Students' Engagement Monitoring Policy

1. **Purpose**
The purpose of this policy is to govern the students progress and engagement with their academic responsibilities through effective monitoring processes This policy meets the requirements of Standard 2 of the RTO standards and the VET Student Loan Rules 2016.
2. **Scope**
Domestic Students and students studying under the VET Student Loan, studying on and off shore at Envirotech
3. **Relevant Envirotech Documents and Policies:**
 - 3.1. Student Complaints and Appeals Policy and Procedures
 - 3.2. Student Handbook
 - 3.3. Deferment, Suspension, Withdrawal, Cancellation of Enrolment Policy and procedures
 - 3.4. Cancellation of enrolment form
 - 3.5. Intention to report/cancel letters 1-4

4. Definitions and Calculation Parameters

4.1. Full study period = 10 academic weeks

Compulsory Study Periods equal 10 academic weeks from course commencement
For the purposes of this policy, the study periods used for determining satisfactory academic progress is 10 (ten) academic weeks. The study period count commences on enrolment start date.

4.2. ½ Study period = 5 weeks

4.3. Academic outcomes

Satisfactory outcome:

C = Unit Competency

S = Satisfactory Unit part (week)

Un-satisfactory outcome:

NYC = Not Yet Competent Unit of competency

NYS = Not Yet Satisfactory Unit Part (week)

NA = No valid submission for Unit Part (week)

To be marked with a satisfactory outcome in a unit of competency or unit of competency part (week), students must participate and complete all practical and theoretical assessments associated with the unit and the unit parts (weeks) work load.

4.4. Invalid academic submission

A set of meaningless characters or empty submission

4.5. Units and unit parts (weeks) included in the progress review

All unit parts with due date \leq study period end date AND Unit parts = NYS / NA

4.6. Students included under progress review:

Envirotech assesses the student's academic progress in continuous cycles of half academic study period (5 academic weeks) from the beginning to the end of the course's enrolment.

This means that students are sampled every 5 weeks (35 days) from their enrolment date:

4.6.1. Current and finished students to be assessed

4.6.2. From the first day of enrolment

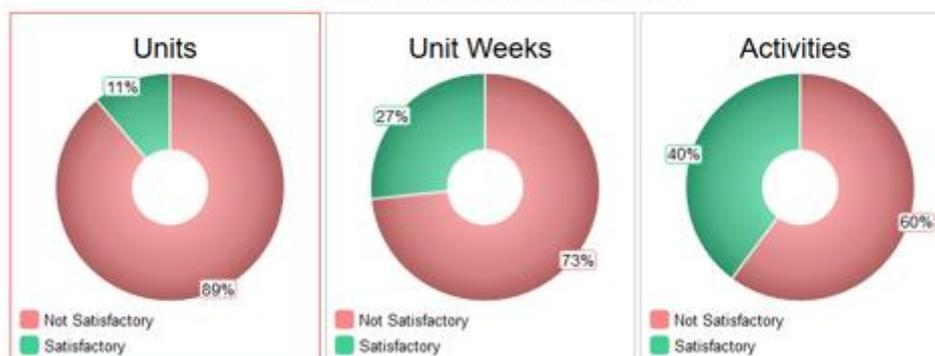
4.6.3. Until the last day of enrolment +10 weeks

4.6.4. Excluding term breaks

5. Academic Progress policy calculations

- 5.1. The 50% workload is monitored on 3 levels:
 - 5.1.1. Unit of competency
 - 5.1.2. Unit Part (weeks)
 - 5.1.3. Activities

ACADEMIC PROGRESS



5.2. The academic progress review includes 3 period levels:

- 5.2.1. Course start date to point of check
- 5.2.2. Half study Periods
- 5.2.3. Full Study Periods

← Warning letter 1	← Warning letter 2	← Warning letter 3	← Intention to report
5 weeks – study Interval	5 weeks – study Interval	5 weeks – study Interval	5 weeks – study Interval
10 WEEKS = STUDY PERIOD		10 WEEKS = STUDY PERIOD	

This means that every 5 week's cycle students are assessed that they have completed at least 50% of their work (activities, weeks and units) for the last 3 periods as indicated above.

5.3. students progressed academically when they:

- 5.3.1. Complete successfully at least 50% of their weekly assignments and assessments AND
- 5.3.2. Complete successfully at least 50% of the units of competency delivered.

6. Academic Course Progress Policy Application

Envirotech internal policies are designed to react quickly and positively, to monitor, identify and assist domestic students who fall behind in achieving the expected level of academic progress and to monitor and encourage genuine students' engagement. By activating an intervention strategy early providing disengaged or struggling students a better chance of catching up, re-engaging and completing the course. Students will also receive the necessary academic support or addressing any other matters which may impact on their course progress

Envirotech monitors students and reacts to students' progress at two levels:

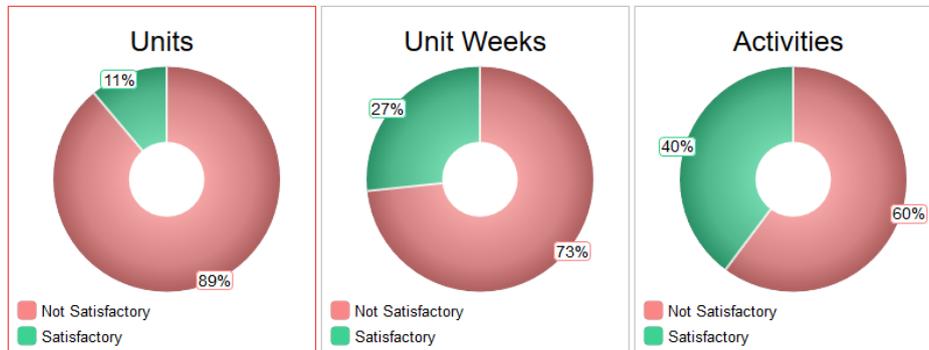
6.1. Informal

- Weekly monitoring by trainers of individual students' work, attendance, engagement and progress.
- Academic outcomes are discussed with students and recorded on student management system. (This is for internal use only).
- Trainers are encouraged to contact students and informally notify them regarding any risk of not achieving a satisfactory academic progress in a unit. Trainers will request students rectify any unsatisfactory components on an ongoing basis.

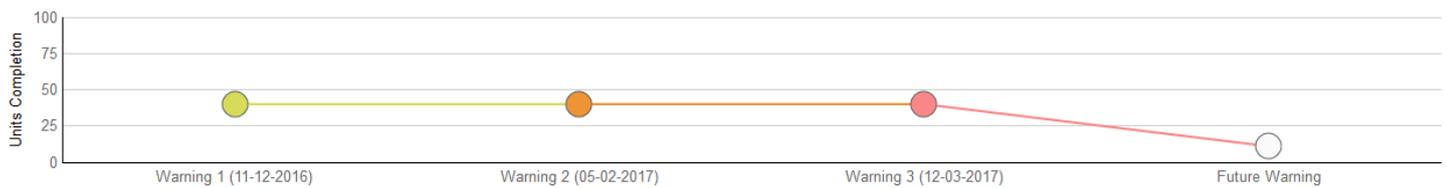
6.2. Formal

- Student's academic progress is evaluated at the end of each study period interval (5 weeks). Students who fail to achieve competency in at least 50% of the delivered units will attract a formal warning letter and the activation of an intervention strategy.
- When a unit has been only partially delivered (not all weeks comprising this unit has been delivered) in the study period interval monitored, the unit overall competency will not be included for that study period interval assessment, but will be included in the following one. However, the number of weeks for this unit will be counted in the number of weeks' students are required to achieve satisfactory academic results.
- Course progress status letters are generated and sent to students based on the results of their academic progress, and upon their response and corrections to previous letters.

ACADEMIC PROGRESS



WARNING LETTERS



Hi [REDACTED],

Your submission due date for the next academic review is 07/05/2017.
 You are in danger of receiving warning letter 4

7. Identifying Students “at risk” - Review for Study Period Intervals of 5 weeks

For monitoring the student’s academic progress, the study period intervals are set to five (5) weeks. The purpose of the 5 weeks intervals is to identify students at risk who are not maintaining satisfactory course progress prior to reaching the end of the first study period.

The academic progress review is designed to assist and systematically alert students who are identified as students at risk of not making satisfactory course progress. This will occur before the end of the study period and will allow the implementation of an intervention strategy as early as practicable.

The study period intervals define the academic progress evaluation dates for each student based on their course commencement date. Each student’s academic progress is evaluated at the end of every study period interval with the goal of ensuring students are in a position to complete the course by the end date as specified in the offer letter, and in accordance with their enrolment’s terms and conditions.

Students at risk are defined as students who fail to achieve satisfactory progress in a study period interval, when they:

- 7.1. Received a satisfactory result in less than 50% of the weeks delivered over the study period or study period interval (E.g. the students must be assessed as satisfactory in at least 3 out of each 5 week’s study period interval), AND 50% of the total course week’s load

OR

- 7.2. Gained competency in less than 50% of the units delivered over the study period or study period interval (E.g. if 4 units were delivered in the study period, students must gain competency in at least 2 units), AND 50% of total course’s unit of competency

8. Course academic late submission fees and account block

- 8.1. **Late fee submission:** An automatic invoice is raised when students do not submit their academic work load by the due date (the result on the system is NA - No Assessment submission).
- 8.2. **Period to submit academic work:** Students have a period of 1 week (7 days) from the subject end date to submit their work for marking for all unit parts that included under the subject.
- 8.3. **Exceptions:** When students fail to submit their work within the due date, they will be charged a late submission fee of \$50. Envirotech may waive the \$50 in compelling or compassionate circumstances, and when students present relevant evidence. These students will be updated on the Envirotech exception list.
- 8.4. **Invalids submissions:** Invalid submissions will remain marked as NA on the system and students will be charged a late fee if not submitted by the due date.
- 8.5. **Unmarked submissions:** academic work submitted before the due date but not marked will not incur late fees.
- 8.6. **Warning students for late fees:** Before the invoice is issued an automatic email and SMS notification are sent to each student to alert them about the coming due date of their assessment. This will provide them an additional 48 hours to submit their work before an invoice will be raised.
- 8.7. **Account blockage:** Students have a further 1 week (7 days) to pay their late fees. After these 7 days (14 days from class delivery) their e-Learning portal will be blocked until they pay their fees.
- 8.8. **Appeal on Envirotech decision:** Students may appeal Envirotech decision to issue a late academic submission fees invoice or blocking their account when they feel they have been treated in an unfair manner, or when they have a valid reason as of why an invoice should not have been issued for their NA submission.

Students must follow Envirotech complaints and appeal policy and procedures available on Envirotech website, and may request assistance from the Student Registrar as required.

In case where students chose to access a complaint or appeal process, Envirotech will maintain the student enrolment and ensure the student E-Learning portal account will be accessible until the complaint or appeal will resolved.

- 1.1. Course academic late submission fees and account block
- 1.1.1. .
- 1.1.2. Exceptions:
- 1.1.3. Invalids submissions:
- 1.1.4. Unmarked submissions:
- 1.1.5. Warning students for late fees:
- 1.1.6. Account blockage:
- 1.1.7. Appeal on Envirotech decision:

In case where students chose to access a complaint or appeal process, Envirotech will maintain the student enrolment and ensure the student E-Learning portal account will be accessible until the complaint or appeal will resolved

9. Academic Warning Letters and Notifications

There are 3 warning letter checkpoints before students receive the intention to report notice when students continuously are not progressing academically in the half study periods (if non- progress continue for 2 continuous study periods (4 half study periods).

Each letter will identify all overdue and not satisfactory (NA/NYS/ NYC) units and unit parts, if 50% or more work load is not completed in either the last half study period or from enrolment.

The letters advise students of their academic status and their risk of breaching their Envirotech Contract. Letters will be sent out electronically within one week of the end of a 5-week study Interval. Each letter explains to students the implications of their failure to progress in their course. Students are also invited to discuss with the Students Registrar any issues which might impact their academic performance.

The letters are automatically sent, recorded on the system and displayed on the student portal.

9.1. Non- academic progress in the course may attract severe consequences such as:

- 9.1.1. If a student does not academically progress then they will not receive their qualification, and if already passed their census date will still be left with a Government debt
- 9.1.2. If a student is relying on Centrelink benefits as a studying student, and are no longer progressing this can potentially effect or stop their eligibility in being able to receive their fortnightly payments.

9.2. Student engagement requirements for VET Student Loans:

From 1 July 2017, students must log in to an online system required by the Secretary on behalf of the Minister of Education to demonstrate they are engaged with their training. Confirmation of engagement will occur at the beginning of at least two fee periods to demonstrate engagement with their course and understanding of the HELP Debt/liability accrual for that fee period.

The absence of student engagement will be monitored through compliance procedures and may prompt an investigation of student 'genuineness' and the possible re-crediting of debts. If a student does not demonstrate progress in their qualification via the online format and no evidence of logging on or accessing the learner resources can be located, they will be cancelled from the qualification as per the terms and condition of enrolment.

9.1. Warning letter 1 = ½ academic study period non- progress

Consecutive 5 Academic weeks (35 days excluding term breaks from course start date)

Students who have not academically progressed at the end of a 5-week study period will receive a warning letter

Study Period		Study Period	
5 weeks - no progress	5 weeks	5 weeks	5 weeks

9.2. Warning letter 2 = 1 academic study period non- progress

Consecutive 10 Academic weeks (70 academic days from start date)

Study Period		Study Period	
5 weeks - no progress	5 weeks - no progress	5 weeks	5 weeks

9.3. Warning letter 3 = 1½ academic study period non- progress

Consecutive 15 Academic weeks (105 academic days from start date)

Study Period		Study Period	
5 weeks - no progress	5 weeks - no progress	5 weeks - no progress	5 weeks

9.4. Letter 4 - Intention to Cancel= 2 academic study periods non- progress

Consecutive 20 Academic weeks (140 academic days from start date)

Study Period		Study Period	
5 weeks - no progress			

10. Intention to Cancel – letter 4

At the end of the fourth study interval – 20 weeks’ enrolment 2nd Study Period

Students who have not academically progressed by the end of the 4th study interval (second study period) will be sent an Intention-to- Cancel Letter as they have failed to reach 50% of course requirements over two consecutive study periods.

In some cases, where the course does not extend to 20 academic weeks, the last study period may be slightly shorter. In all cases the second study period is defined by the course end date.

Students who are enrolled under the VET Student Loan (VSL) will also be advised that a HELP debt/liability will remain their responsibility for the relevant unit of study, even if they did not successfully progress in the defined study period.

Envirotech will notify students of its intention to cancel via email, followed by direct communication, SMS and/ or a telephone call.

In circumstances where students received their intention to cancel, however have rectified their academic progress within 1 week from the notice sent, Envirotech will consider the student’s history, and may choose not to cancel the student’s enrolment based on positive history and good behaviour.

11. Envirotech Intervention Strategy

Students who receive warning letters are invited to participate and comply with the Envirotech 'intervention Strategy' free of charge.

Students are always able to participate free of charge in tutoring assistance days.

Students who do not demonstrate at least 50% of course requirements in a study interval, will be identified as students at risk and an intervention strategy will be activated to assist them in improving their academic progress.

At a minimum, an intervention strategy will be activated in each study interval where:

The student fails to achieve at least 50% in satisfactory course progress

OR

The student becomes at risk as previously defined in this policy as 'student at risk'

Intervention Strategy Procedures

- 11.1. Intervention strategies must be activated at the end of a study interval and must be completed no later than 4 weeks of starting the next study interval.
- 11.2. If Envirotech identifies students at risk of not meeting satisfactory course progress before the evaluation date, Envirotech will encourage the students to accept the implementation of an intervention strategy to improve their academic progress as early as practicable.
- 11.3. Intervention days will be held approximately within one week after evaluation date for students who do not demonstrate satisfactory academic progress. The student Registrar will be responsible to schedule and inform students to attend intervention days. It is the student's responsibility to participate in and cooperate with the activation of their intervention strategy.
- 11.4. Students are encouraged to attend and participate in free academic tutoring to close their academic gaps.
- 11.5. Students who missed practical activities without an approved absence (e.g. practical cooking class) are required to pay for late private re-assessment a fee of \$50 for every practical assessment schedule they have missed. This includes if students are invited to a practical re-assessment and choose not to attend the re-scheduled practical assessment.
- 11.6. Envirotech reserves the right to waive the additional fees for some students in special circumstances and for compelling or compassionate circumstances.

Envirotech intervention includes but is not limited to:

- 11.7. Requirement for 100% class attendance or for students who are studying online, scheduled webinars are to be conducted with a tutor
- 11.8. Attendance on Tutoring Assistance days
- 11.9. Intervention day, additional training and assessment as necessary
- 11.10. Practical equipment operation training
- 11.11. IT programs and services available for training and tutoring
- 11.12. Individual academic support
- 11.13. Individual counselling
- 11.14. Assistance with personal issues
- 11.15. Extra study activities and support
- 11.16. Evaluation and reflecting the suitability of the course they are enrolled in

All intervention strategies and events are recorded and monitored on the Student's record in the Student Management System. This is being regularly reviewed by the Student Registrar and the Academic progress officer (APO) to ensure ongoing follow ups and course progress support.

12. Appeals on Academic Progress Implementation

Students must monitor their records, grades and progress on their 'Student Dashboard' and discuss with their trainers any result/outcome which they do not understand or disagree with.

If students wish to appeal Envirotech decisions, Envirotech will maintain the student's enrolment until the appeal process is concluded. If the appeal is unsuccessful, the student's enrolment may be cancelled as described above. During the appeal period Envirotech will accept academic work presented by the student.

If the appeal is successful and is not due to compelling or compassionate circumstances, the conclusion of the investigation will be documented on their personal record and Envirotech compliance registers. Envirotech will revise its processes, policies and procedures to verify whether any amendments are necessary.

Envirotech will make every effort to identify any compelling or compassionate reasons at every stage and to provide appropriate support as necessary.

12.1. Students may appeal on the following grounds:

Successful appeal may be achieved if one of the three grounds for appeal is proved right:

12.1.1. Envirotech failure to record or calculate a student's result accurately

If the appeal shows that there was a calculation error and the student made satisfactory course progress (successfully completed at least 50% of the units of competency for that study period and received a satisfactory result in at least 50% of the number of weeks assigned to that study period), the student's enrolment will not be cancelled and there is no requirement for any further intervention.

12.1.2. Compassionate or compelling circumstances affecting their progress

If the appeal 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 Envirotech's intervention strategy and the student will be given a further period to progress in their course. The period will be directly related to the severity of the compelling or compassionate circumstances identified.

12.1.3. Envirotech has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

If it is demonstrated that Envirotech has failed to implement an intervention strategy or any other part of this policy related to academic progression in the relevant course, the student's enrolment will not be cancelled and an intervention strategy will be created (if a strategy does not already exist) and implemented immediately. In such cases Envirotech will review its policies and procedures and the implementation processes in order to identify opportunities for improvements and prevention of similar cases in the future.