

MONITORING COURSE PROGRESS

- 1 Course progress will be checked against completion of course within the specified duration. Result is submitted on a regular basis to the Domestic/VTG Manager.
- 2 Any student who is identified as not completing their course within expected duration will be contacted to rectify the situation through consultation with the Domestic/VTG Manager.
- 3 If student did not achieve Competency in the pre-requisite unit, the student is considered to be at risk and will make it impossible to progress through the semester. A letter will be sent (Form 082). This applies to Certificate III in Commercial Cookery students only.
- 4 If the student is identified to have failed 50% or more units in the first study period, a letter will be sent (Form 084 or 087 whichever is applicable)
- 5 If a student fails to attend class for 4 consecutive weeks, a notification letter will be sent to the student (Form 083 or 086 whichever is applicable)
- 6 If the course progress of the student is identified to have failed 50% or more units in two consecutive study period, an intention to report letter will be sent (Form 085 or 088, whichever is applicable)
- 7 The letters (Forms 082 to 088) will inform the student to arrange a meeting with the Domestic/VTG Manager to establish a program of support for the student to help them achieve satisfactory course progress.
- 8 The student progress will be regularly monitored as against the Training Plan and will be recorded accordingly.
 - The Training Plan master copy will be reviewed every 6 months.
 - Thereafter, the updated Training Plan master copy will be printed off and handed in to Trainer/Assessor for his review.
 - The updated Training Plan master copy will be discussed in consultation with the student and if applicable with the employer.
 - If there are any changes requested by Student or the Employer on the Training Plan, it will be accommodated. However, it is required that the Student and/or the Employer will countersign such changes.
 - The changes will then be reflected in the SMS and SVTS.
 - The updated Training Plan master copy will be filed in accordance with Record Management

SUPPORT AND INTERVENTION

- 1 Where a student has been identified as being at risk of not making satisfactory course progress, support/intervention strategies are considered to assist the student.
- 2 The student's records are considered as part of the intervention strategy, in particular:
 - results
 - previously implemented intervention strategies
- 3 The following intervention strategies are considered on a case-by case basis:
 - (a) English language support for oral and written comprehension.
 - (b) Assistance with academic skills such as essay & report writing, meeting assessment requirements and research skills
 - (c) Attending a study group.
 - (d) Counselling with assistance with personal issues affecting course progress.
 - (e) Opportunity for reassessment.
 - (f) Changing courses.
 - (g) Mentoring by the Trainer or nominated student.
 - (h) Referral to external organisation for assistance.
 - (i) Reduction in course load.
 - (j) Organising additional Tutorials
- 4 The student meets with the Domestic/VTG Manager and is endorsed to the Course Coordinator to discuss and agree to the intervention strategy and an Intervention Strategy Form (Form 070) is completed and signed off by the Course Coordinator and the student.
- 5 A copy of the intervention record is given to the student, and a copy is kept in the student's file.
- 6 The student is monitored on the agreed intervention and strategies are altered accordingly when required. If the intervention strategies are altered, a new Intervention Strategy Form (Form 070) must be completed and signed off. Where a support/intervention strategy is implemented the student will be required to meet the Course Coordinator on a regular basis for follow up.
- 7 All meetings with the student are to be recorded as a "File Note" (Form 089) signed by the Course Coordinator and a copy kept on the student's file.

WORKING WITH 'AT RISK STUDENTS'

- 1 TIV will assess the course progress of the student in accordance with the course progress policies (section 16 and 17 or as above). The facilitation of training and confidence of outcomes must be the approach to this process. This is not about stopping the student participation but helping them to achieve competency in the unit/course.
- 2 Students are to meet the requirements for:
 - a) Participation
 - b) Completion of assessments
 - c) Repeated failure or not-yet-competent
- 3 The students will be invited to attend an interview with the Student Support Officer (in this case the Domestic/VTG Manager) to discuss the issues. The Domestic / VTG Manager will endorse the same to the Course Coordinator. The underlying problems shall be identified and a plan developed to allow the student to remain within the program.
- 4 The plan shall be documented by the Course Coordinator and the student will be invited to sign the hard copy document. The student will be further invited to discuss any outstanding concerns and then to sign the agreement.
- 5 The student's compliance with this new agreement will be monitored by the Trainer/ Assessor in the first instance and a report made regularly to the Course Coordinator.
- 6 Where the student still fails to comply, then they will be invited for a further interview with the Course Coordinator and the underlying non compliance discussed. A mutual agreeable outcome will then be established, documented and implemented.
- 7 Where the student declines to attend the meeting, or as a consequence of the meeting, then the following intervention policy shall be triggered.

CONTACTING STUDENTS AND INTERVENTION POLICY

- 1 It is the responsibility of each Trainer/ Assessor to monitor the performance of each student.
- 2 All students that have an unacceptable behaviour when they breach one of the following trigger points:

COURSE PROGRESS

Issue	Trigger Point
Performance	Failed pre-requisite unit Did not attend for four (4) consecutive weeks Less than 50% not yet competent in Units to date
Completion of assessments	Written assessment late or not submitted
Support	Language literacy numeracy Reasonable adjustments Additional tutorial Other support as required by student

- 3 If students are experiencing any problems, then they must be supported by members of staff as well as TIV generally.
- 4 Where the student has been assessed as not achieving satisfactory course progress, the Administration Officer through the directive of the Domestic/VTG Manager must notify the student in writing of its intention to terminate enrolment for not achieving satisfactory course progress.
- 5 The written notice informs the student that he or she is able to access the TIV complaints and appeals process up to 20 working days of being served a notice.
- 6 Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, TIV must update the SMS details as soon as possible.