

## 1. PURPOSE

This procedure outlines how Broadspectrum Training Services (BTS) will manage the academic progress of students, particularly when progress is not in line with reasonable expectations or due dates for the course.

## 2. SCOPE

This procedure applies to any BTS employee involved in the delivery and management of students, and all students. The emphasis of this procedure is on nationally recognised training, however it may also apply to non-nationally recognised training.

## 3. BACKGROUND

As a registered provider, BTS must support students' to achieve consistent progress in their learning. The goal is to communicate with and support the trainee and the employer achieve completion within the course enrolment period. BTS offers all students the flexibility to vary their enrolment period wherever possible within reason, to account for unexpected circumstances and challenges. When a student does not progress as expected, this procedure provides guidance on:

- ▶ Identifying satisfactory progress benchmarks.
- ▶ Determining the point at which course progress is unsatisfactory.
- ▶ Intervention steps to notify and support a student at risk of not achieving satisfactory course progress.
- ▶ Cancelling enrolment due to unsatisfactory progress.

## 4. PROCEDURE

### 4.1 Identifying progress benchmarks

BTS will document course progress benchmarks in the Training and Assessment Strategy for each program. Information on progress benchmarks will be communicated to students early in the enrolment period, including:

- ▶ Course duration
- ▶ Enrolment end date
- ▶ Course structure and unit/topic/module sequence
- ▶ Training delivery periods and method
- ▶ Assessment periods and due dates

BTS will monitor and record the progress of each student enrolment against the established benchmark. Progress will be assessed at relevant points during the enrolment period, typically monthly for long courses, and more frequently for short courses.

BTS encourages and enables students to manage their own progress by making course progress information readily available. This information could be in a variety of formats, including but not limited to course information flyer, enrolment confirmation email, course joining instructions, and a formal training plan.

## 4.2 Unsatisfactory progress

*Unsatisfactory progress* is defined as:

- ▶ The student does not complete or demonstrate competency in at least 50 percent (50%) of the course requirements within the enrolment period or as explicitly specified in an individual's formal training plan.
- ▶ The student does not achieve successful completion of an assessment item after three (3) assessment attempts or three (3) extensions of time.
- ▶ The student has made no attempt to submit assessment.
- ▶ The student is not maintaining attendance requirements.
- ▶ The student is unsuccessful in meeting any other specific course requirements including but not limited to satisfactory completion of learning and assessment requirements or performance of the required knowledge, skills and attitudes.

## 4.3 Intervention Steps

Where a student is not meeting satisfactory academic progress requirements:

**Trainer makes contact with the student to inform them they are not meeting progress requirements:**

- 1.1 Arrange a meeting to discuss progress with the individual, providing the opportunity to outline any concerns or barriers to their progress.
- 1.2 Document the discussions and outcomes of the meeting – the meeting record must include:
  - Issues discussed
  - Mitigating circumstances
  - Actions required to meet academic progress requirements
  - Timeframes
  - Monitoring plan
- 1.3 Ensure the student signs or acknowledges the meeting record.
- 1.4 File the document – scan and upload to the *notes* section in the student's contact record within the SMS.

**Trainer continuously monitors the student's performance, including completion of assessments and attendance using the Student Progress and Support Register.**

- 2.1 Where a student fails to meet the agreed actions and the monitoring plan, the trainer must notify the Training Delivery Manager (TDM).

**TDM sends a first warning letter of *Unsatisfactory Academic Progress*:**

- 3.1. Invite the student to attend a meeting to discuss issues, including any mitigating circumstances and additional support requirements.
- 3.2. Conduct the meeting.

- 3.3. Inform the student that their Manager/Supervisor/Sponsor will receive a copy of the letter (where the employer has subsidised enrolment).
- 3.4. Document meeting details and provide to student via email.
- 3.5. Upload the meeting record and communications to the student's contact record in the SMS.
- 3.6. TDM inform the student's manager/supervisor/sponsor in writing, keeping them informed of progress.
- 3.7. Trainer continues to monitor and support the student's performance and document progress using the [Student Progress and Support Register](#).

**Where a student's progress continues to be unsatisfactory, TDM sends the student a second warning letter of *Unsatisfactory Academic Progress* informing the student:**

- 4.1. The matter will be referred to a review panel.
- 4.2. Invite the student to submit a written statement outlining why their enrolment should continue.

**5. Convene a review panel:**

- 5.1. TDM collates all evidence and supporting documentation from prior monitoring and meetings for consideration.
- 5.2. The TDM convenes a review panel consisting of Trainer and Compliance Manager. The employer's representative may be invited as an attendee (if applicable).
- 5.3. The Review Panel examines all progress issues, evidence and documentation relating to the student's enrolment and contact record. This may include information from other relevant parties where indicated throughout the process.
- 5.4. Review Panel will collaborate to decide either:
  - 5.4.1. Allow the student enrolment to continue with conditions.
  - 5.4.2. Cancel the student enrolment.
- 5.5. Document minutes of the panel meeting, including all details and outcomes. Upload a copy to the student's contact record in SMS.
- 5.6. Notify the student and the employer's representative (if applicable) of the review panel decision in writing within 10 business days.
- 5.7. Where the student is to continue their enrolment:
  - 5.7.1. Outline all conditions, including actions and timelines.
  - 5.7.2. Include that progress will be closely monitored and failure to meet any conditions will result in immediate cancellation of their enrolment.
  - 5.7.3. Where enrolment is cancelled, student must be informed of their right to appeal to BTS General Manager within 10 business days of receiving notice of cancellation and be provided with the *Feedback, Complaints and Appeals* procedure.

## Trainer monitors student granted a continuation of enrolment:

- 6.1 Monitor and document the student's progress in line with actions and timelines ensuring they adhere to conditions of continued enrolment.
- 6.2 Provide required support to assist student to meet the conditions.

## Trainer informs the TDM where a student does not adhere to the conditions of continued enrolment.

- 7.1 The TDM will inform the student in writing that their enrolment is cancelled and of their right of appeal to BTS within ten (10) business days of receiving the formal letter.

## 5. DEFINITIONS

Review Panel	Implements a fair process by which students with unsatisfactory academic progress or a related issue will be managed. The review decides the continuation or cancellation of enrolment. The review panel will comprise: <ul style="list-style-type: none"><li>• Training Delivery Manager</li><li>• Trainer</li><li>• Employer representative (if applicable)</li></ul>
Appeals Procedure	Process whereby complaints and appeals escalated by students are reviewed by BTS management team members who are not involved in the matter.

## 6. REFERENCE DOCUMENTATION

<a href="#">TMC-2000-TT-0106</a>	Training Complaints and Appeals Policy
<a href="#">TMP-2000-TT-2101</a>	Training Delivery Procedure
<a href="#">TMP-2000-TT-0005</a>	Assessment Procedure
<a href="#">TMP-2000-TT-0004</a>	Academic Misconduct Procedure
<a href="#">TMP-2000-TT-2301</a>	Feedback, Complaints and Appeals Procedure
<a href="#">Student Progress and Support Register</a>	