

### 1 Purpose

The purpose of RTO Course Progression Policy is to provide guidance to the PSA Training and Assessment team on how PSA learners' course progress will be monitored and reported. This will also ensure that learners who are struggling to complete the course are identified sooner and provided with required support and assistance for them to successfully complete the course within the duration specified on their training plan.

### 2 Scope

This policy applies to all courses longer than 6 months in duration. Single unit enrolments are expected to be completed in shorter than 6 months.

### 3 References

- N/A

### 4 Definitions

Term	Definition
<i>Online learning</i>	Online learning is study in which the trainer and learner communicate mainly through electronic technologies for the unit. Learner undertakes training using an online Learning Management System (LMS), completes and submits assessment through the LMS.
<i>Compulsory study period</i>	A compulsory study period is one in which the learner must continue to engage in learning/training unless granted a deferment or suspension from enrolment or leave of absence.
<i>Expected duration of a course</i>	The expected duration of a course is the duration set out in the training plan or traineeship training contract.

Term	Definition
<i>Unsatisfactory progress</i>	Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.
<i>Study Period</i>	A compulsory study period of 8 weeks from the course commencement date or from end of last study period

## 5 Policy

PSA will monitor, record and assess the course progress of each learner for the course in which the learner is currently enrolled, except single unit enrolments, which are expected to be completed in shorter than 6 months.

PSA will assess each learner's progress at the end of each compulsory study period, which is 8 weeks from the commencement of the course or from end of last study period.

The course requirements for each study period are made clear to the learner at the start of the course, through a training plan.

PSA implements an intervention strategy for any learner who is not making satisfactory course progress. It is made available to personnel and learners and specifies:

- Procedures for contacting learners;
- Strategies to assist identified learners to achieve satisfactory course progress; and
- The process by which the intervention strategy is activated.

All intervention strategies implemented include provisions for:

- Where appropriate, advising learners on the suitability of the course in which they are enrolled.
- Assisting learners by advising of opportunities for the learners to be reassessed 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; and
- Advising learners that unsatisfactory course progress in two consecutive study periods for a course could lead to the learner's course enrolment being cancelled.

### **Assessing Learner Progress**

At the end of each compulsory study period, learners are assessed against these course progress requirements. If a learner is identified for the first time as not making satisfactory course progress, an intervention strategy is implemented. Intervention strategies is activated within the first two weeks of the following study period.

If PSA identifies that a learner is at risk of making unsatisfactory course progress before the end of the study period, the intervention strategy may be implemented as early as practicable.

Role	Procedure
<i>Trainers &amp; Assessors</i>	<ul style="list-style-type: none"> <li>• Trainer/Assessors review the progress of learners enrolled in a course each study period. This is usually achieved by reviewing VETtrak or LMS reports.</li> <li>• Where a learner has satisfactory progress, no further action is required.</li> </ul>

	<ul style="list-style-type: none"> <li>• If a learner is deemed as making unsatisfactory progress this information is forwarded to the Manager – Training delivery and Assessment.</li> </ul>
<i>Manager – Training delivery and Assessment</i>	<ul style="list-style-type: none"> <li>• Where the learner has been deemed as not making satisfactory progress (or 'at risk') during the study period the Intervention Strategy is implemented as soon as practicable.</li> <li>• The Manager – Training delivery and Assessment will send a 'unsatisfactory course progress' letter to the learner, offering support as required and reminding learners of their obligations under the training plan.</li> <li>• If the course is delivered through a traineeship, the employer is sent out a copy of the same letter and offering support or assistance as needed.</li> <li>• Trainers and Assessor to monitor learners' assessment tasks and report any concerns to the Manager – Training delivery and Assessment following the letter being sent.</li> </ul>
<i>Manager – Training delivery and Assessment</i>	<ul style="list-style-type: none"> <li>• If a learner is identified as not achieving satisfactory academic progression in a second consecutive study period, the learner may be given written notification of the intent to cancel their course enrolment.</li> <li>• Learner will be reported to State Training Authorities (if traineeship)</li> <li>• If the learner has chosen not to access the complaints and appeals process within the 28 days day period, or withdraws from the process, or the appeals process is finalised and the learner is deemed to have failed to meet satisfactory academic progress, the learner may be advised in writing confirming cancellation of their enrolment. Learner will be provided 28 days to appeals against the cancellation notification.</li> <li>• Employer is informed of the cancellation decision.</li> </ul>
<i>Manager – RTO Compliance</i>	<ul style="list-style-type: none"> <li>• The learner course enrolment is not cancelled without approval from the Manager-RTO Compliance and until the appeal timeframe of 28 working days has lapsed and an appeal outcome has been reached. This time is used to inform relevant state training authorities of learner's lack of course progress.</li> <li>• State Training Authorities are informed of the withdrawal/cancellation through the monthly data reporting.</li> </ul>
<i>Manager - Learner Support</i>	<ul style="list-style-type: none"> <li>• Learner's access to the LMS is cancelled</li> <li>• Issues any statement of attainment to the learner</li> </ul>

### **Intervention Strategy Procedure**

An Intervention Strategy is triggered for learners whose progress is deemed unsatisfactory or who are at risk or are not competent in at least 50% of the units in a study period. It is initiated by the Manager – Training delivery and Assessment who will then liaise with the trainers/assessors and the learner to determine the Intervention Strategy to assist the learner to satisfactorily complete necessary competencies.

The Intervention Strategy will involve contacting learners via phone call or email and may include:

- Sending out course progress letter and offering any assistance
- Reminding learners of lack of progress and course completion date
- Asking learners to explain or provide a reason for falling behind
- Reviewing training plan and setting new timeframes to achieve competencies
- Offering Counselling or support services
- Offering assistance with personal issues which are influencing progress
- Speaking to the employer to ensure trainee getting sufficient support in completing the course

- Advising of opportunities for the learner to be reassessed for task in units or subjects they had previously failed or demonstrate the necessary competency in areas in which they had not been able to previously; or
- A combination of the above and a reduction in course load.

If course load is reduced the learner may need to 'catch up' by studying subjects in a non-compulsory study period or by overloading in some compulsory study periods to compensate for those periods in which the course load was reduced to complete the course within the duration of study defined in the training plan.

If the learner is unable to catch up after a reduction in course load the duration of study may be extended. Any course extension requests must be based on reasonable explanation and supported by significant course progress (i.e. more than 70%). For traineeships the trainee, in consultation with their employer, must make an extension request to the state training body. State training bodies may or may not approve extension. If extension not approved by the state training body, PSA cannot continue delivering the course, without appropriate compensation from the employer or the learner.

The Intervention Strategy is explained, and the learner must confirm their agreement to abide by the terms. A record of all intervention measures implemented, and all relevant documentation is kept in the learner's file.

If the learner is identified as making unsatisfactory progress before the end of a study period, the above Intervention Strategy will be implemented as early as practicable. If the learner is deemed as making unsatisfactory progress at the end of a study period, the Intervention Strategy is required to be commenced within the first two weeks of the following study period.

Trainers and Assessors will continue to monitor the academic progression of the learner following an Intervention Strategy.

### ***Cancellation of Learner Enrolment***

Where a learner's course enrolment is being cancelled by PSA due to lack of course progress, disciplinary action or other reason, PSA:

- Will inform the learner concerned (and their employer if trainee) of a proposed cancellation;
- Provide the learner with at least 28 days to initiate grievance procedures after the intent to cancel letter is sent
- Will provide 28 days to lodge an appeals after the enrolment is cancelled
- Provide for the cancellation to take final effect only after any grievance procedures initiated by the learner have been completed; and
- Set out in writing the circumstances in which fees for the course, or the part of the course, concerned will, or will not be, refunded. These fee refund arrangements are actioned in accordance with PSA Fees, Charges & Refunds Policy. In most instances fees for incomplete course will not be refunded.

# Version control log

<b>Policy authorised by</b>	Nick Foster
<b>Title</b>	Chief Financial Officer
<b>Policy maintained by</b>	Riaz Ahmed
<b>Title</b>	Manager – RTO Compliance

Version	Date	Changes/Notes	Proposed Review Date
1.0	July 2022	Initial version	July 2023
1.1	November 2022	Revised to align with the process flow	November 2023
1.2	July 2023	Revised to correct Manager Training and Assessment title	July 2024