

## Monitoring Course Progress

New Era Institute monitors the course progress of students to identify and offer support to those who are at risk of not progressing. Intervention at New Era Institute starts when a student is assessed as Not Yet Competent a second time in any one unit of competency.

New Era Institute records and assesses the progress of each student for each unit and cumulatively at the end of each study period. A study period is defined as a Term (10 weeks of study).

Satisfactory course progress is continuously achieved when a student successfully completes all the assessment requirements for each unit within the timeframes specified in the assessments due dates spreadsheet.

The intention of New Era Institute is to avoid a student becoming at risk and not meeting satisfactory course progress. The intervention is described below to support the student to meet satisfactory course progress.

### **Information pertaining only to Early Childhood Education and Care:**

**In the courses that units are clustered**, a student meets satisfactory course progress when a student completed the assessments required in a study period (term).

When a student is deemed not yet competent in two or more assessments in a study period, s/he is considered at risk of not meeting satisfactory course progress in a subsequent study period (term). Intervention stated below has not had the desired effect of assisting the student meeting satisfactory course progress.

New Era Institute has a step to attempt to halt a student not meeting satisfactory course progress. As stated below, the management team, trainer and assessor and student support officer will meet to discuss further intervention.

### **Information pertaining only to Leadership and Management:**

**In the course that units are sequential**, a student meets satisfactory course progress when a student completed the units as competent in a study period (term).

When a student is deemed not yet competent in two or more units in a study period, s/he is considered at extreme risk of not meeting satisfactory course progress in a subsequent study period (term). Intervention stated below has not had the desired effect of assisting the student meeting satisfactory course progress.

New Era Institute has a step to attempt to halt a student not meeting satisfactory course progress. As stated below, the management team, trainer and assessor and student support officer will meet to discuss further intervention.

If a student is deemed not yet competent in two or more units in a second consecutive study period, new Era Institute will follow the process for reporting a student for not meeting satisfactory course progress as stated below.

### **Recording on course progress:**

1. Trainer records assessment results with feedback on each assessment submitted.
2. Trainer records Competent and Not Yet Competent in the Unit assessments results spreadsheet
3. At the completion of the unit, Student Services enter unit results into RTO Data.

Trainers and assessors will actively check for course progress and identify students who are at risk of not meeting satisfactory course progress (based on the information stated above in regards to Early Childhood and Care and Leadership and Management course progress criteria).

### **Intervention Strategy**

Recording is made to ensure that a student at risk is identified

The initial trigger should be when a student gets assessed as Not Yet Competent at the end of the first two attempts in each unit assessment. To avoid becoming Not Yet Competent after the third attempt an intervention should be requested by the trainer and assessor to the Student Support Officer by email.

The trainer and assessor advises the student verbally and confirms a request for intervention has been made to the student support officer. Trainers and assessors or students can request intervention support at any time other than stated above. In addition, New Era Institute in accordance with Course Progress Policy will assess each student at the end of each study period (a term) and if there is any further intervention required, the following intervention strategy will be used. A meeting with the trainer and assessor, student support officer and the management team will be convened to discuss further support to ensure the student achieves future satisfactory course progress:



All students identified as 'AT RISK' will be required to meet with Student Support Officer to complete a Support/Intervention Form, outlining their current academic situation with the intention of designing an individual Learning Plan (ILP). New Era Institute has a step by step guide (Monitoring course progress process) for course progress and intervention and reporting that it is made available to staff and student.

a) The ILP will be completed by Student Support Officer in consultation with the student.

b) If the student does not agree with the Intervention plan or process, s/he shall have 20 days to access the New Era Institute Complaints process.

Individual Learning Plan (ILP) may include any of the following:

- English language support for technical assignments and comprehension;
- Assistance with academic skills such as writing essays and report writing;
- Attending a study group;
- Attending a 'make up' session
- Additional practical workshops to hone practical skills;
- Referral to external agencies.

#### **Intervention Recording Process:**

1. Once the ILP is complete, the student support officer compiles the information for recording
2. The student support officer records on RTO Data the notes reported by the student support officer.
3. The ILP and communication between student, trainer and student support are scanned and stored electronically by the student support officer in individualised student file on the server. Hard copies are stored in the student file management room.
4. Modification to the ILP are dealt as in steps 2 & 3 above.
5. If a final report is sent to the Department of Education via Provider Registration and International Students Management System (PRISMS), the evidence will be filed in the student's file.

#### **Reporting a student for not meeting satisfactory course progress**



Where a student is assessed as having not met satisfactory course progress for two consecutive study periods (as stated above) even after implementation of the support/intervention strategy and before making “the not achieving satisfactory progress report” to the Department of Education through PRISMS, New Era Institute will notify the student in writing by mail and email of the intention to report and advise the student s/he have 20 working days to access New Era Institute appeals process prior to being reported.

New Era Institute will attempt to inform the student verbally of the written notice to report. During any such period, the student’s enrolment is kept current.

In the written notice, the student will be advised that “you have 20 working days being from (date of the written notice sent) in which you may access the New Era Institute complaints and appeals process”.

A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful or the student does not access the appeals process during the 20-day period.

New Era Institute will report a student not achieving satisfactory course progress to the Department of Education through PRISMS and DIBP are responsible to send a Notice of Intention to Consider Cancellation (NOICC). New Era Institute will advise the student that the Department of Immigration and Border Protection (DIBP) will give the student an opportunity to respond to NOICC and explain his/her situation and the student will be advised s/he does not need to attend the DIPB office.

## Monitoring Course Progress Process

