



Student completion, progress and attendance

United Institute strives to ensure our learners complete their training program within the outlined duration. We acknowledge that a learner's circumstances can vary from when they commenced their training program, to the circumstances they face whilst progressing through the course. We intend to address and support them to the best of our ability.

General Student Completion Principles

United Institute intend to manage a learner's course progress and workload to ensure it is completed within the duration specified in their Confirmation of Enrolment document.

In order to do so, we will apply the following:

- Monitor a learner's academic performance and alerting the learner where necessary should they be falling below or behind on their requirements;
- Ensure a learner continues to meet their course requirements by personally checking-in with the learner at least once a month to check on their welfare and how they are finding the course and assessment materials, and to offer any additional assistance or support; and
- Prepare a tailored support plan where required to help them complete the course within the expected duration of study.

In addition, international on-campus students are:

- To ensure they complete their course in accordance with the CRICOS registered course curriculum; and
- Only permitted to be enrolled in face-to-face courses and subjects.

General Monitoring and Tracking Principles

United Institute tracks a learner's progression throughout the semester within RTO Advantage. We have a duty to ensure learners remain engaged and support them to complete their course.

We will be guided by the following when monitoring our learners' progress throughout the course:

- Each course is set up within RTO Advantage with the relevant units of competency;
- Each training program's schedule is set up within RTO Advantage with the relevant start and end dates, delivery method and sessions for delivery (if applicable);



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- Learners are then enrolled into the respective training program and their enrolment is monitored at least once a fortnight to ensure they are meeting their requirements and are on schedule to completing their course within the set duration – this enables us to identify any concerns immediately and help minimise any adverse effects to the learner;
- The Trainer and Assessor is to monitor the learner’s behaviours and offer any additional assistance, particularly where a learner is not meeting their deadlines or not achieving competency in their respective training programs;
- The Trainer and Assessor is to consult with the CEO regarding a learner’s individual circumstances to discuss what additional support may be available for the learner to support their progress through the course;
- Administer the necessary intervention strategies, taking into account the individual circumstances of the learner (where required);
- Only provide an extension to the course duration under certain circumstances (as outlined below);
- We cannot force a learner to attend classes or complete a course against their will, however, we can help support our learners facing difficulty to progress through their course and achieve successful completion;
- **Face-to-face learners (both local and international) only:** Learners’ attendance will be recorded at the commencement of each class and any latecomers will be noted on the attendance sheet as late. Students are to sign the *Attendance Record* form to confirm their attendance and these forms are to be scanned and saved on RTO Advantage after each class;
- **Face-to-face learners (both local and international) only:** Trainers and Assessors are to check the *Attendance Record* form at the end of each lesson and if there is a learner who is absent, the Trainer and Assessor is to reach out to them to check on them and to check how many absences they have had for the semester;
- **International students only:** If a learner has been absent for more than 20% for the semester, the Student & Administration Support personnel is to be notified in order for the learner to be counselled and made aware of the consequences of their enrolment falling below their visa condition 8202 – that we will have to report them to the Department of Home Affairs for not satisfying the requirement that they attend a minimum of 80% of classes;



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Extension to Course Duration

Where it is clear that the learner will not be able to complete the course within the expected duration, United Institute may extend the enrolment period of the learner where there are:

- Compassionate or compelling circumstances;
- An approved deferment or suspension of study granted in accordance with the Deferral, Suspension or Withdrawal policy;
- After implementing an intervention strategy, the learners are still at risk of not meeting satisfactory course progress;
- **International students only:** Except in the circumstances listed above, the expected duration of study specified in the learner's Confirmation of Enrolment must not exceed the CRICOS registered course duration; and
- **International students only:** Advise the learner to contact the Department of Home Affairs at the first available opportunity for any course duration extensions to discuss any issues with the learner's visa requirements.

United Institute will assess each request individually, taking into account the personal circumstances of the learner. Learners will only be permitted a maximum enrolment period of 2-years. If a learner has reached their maximum allowable enrolment period, they will not be granted any further extensions and will have to re-enrol into the course.

Intervention Strategies

It is a policy of United Institute to implement intervention strategies for learners not meeting satisfactory course requirements. A learner's progress will be reviewed to allow United Institute to identify 'AT RISK' learners:

- The learner has failed more than 50% of the units;
- The learner has been identified as unable to complete the course within the set duration; or
- **Face-to-face learners only:** The learner has missed more than 20% of classes for the semester.

Strategies for intervention may include, but are not limited to:

- Modifications to their course load or training plan;
- Additional tuition support from the learner's Trainer and Assessor where appropriate;
- Extension in their course duration (to no more than 2-years from the date of commencement);
- Assist learners in accessing support services as listed in the Individual Learner Needs policy, such as counselling support services.



Intervention Strategies Procedure

- 1. Learner identified as 'AT RISK'** — at the start of each academic quarter (i.e. January, April, July and October), the Trainer and Assessor is to notify the Student & Administration Support personnel where learners have been identified as 'AT RISK':
 - The learner has failed more than 50% of the units;
 - The learner has been identified as unable to complete the course within the set duration; or
 - **Face-to-face learners only:** The learner has missed more than 20% of classes for the semester.
- 2. Confirm the information is accurate** – the Student & Administration Support personnel is to review and confirm that the learner is indeed 'AT RISK'. Where the learner is not 'AT RISK', the Trainer and Assessor is to be consulted as to how they arrived at that decision. Where the learner is 'AT RISK', the Student & Administration Support personnel is to organise a formal intervention strategy meeting.
- 3. Organise a formal intervention strategy meeting** – the learner will be sent a meeting request. Inform the learner the purpose of the meeting and that they are able to bring a support person of their choice if they wish. The Student & Administration Support personnel is also to prepare all of the supporting documentation required for the meeting – such as the *Intervention Strategy Form*, the learner's training plan, their completed assessment tools, and any other relevant evidences.
- 4. Conduct formal intervention strategy meeting** – the Student & Administration Support personnel along with the Trainer and Assessor is to attend the meeting with the learner and their support person. The Student & Administration Support personnel is to conduct the interview in a compassionate and professional manner, with the Student & Administration Support personnel overseeing the meeting.

During the meeting the learner is to:

- Be advised of the reason as to why they are considered 'AT RISK';
- Be informed of their rights and obligations, including their right to an Appeal if they do not wish to accept the intervention strategy plan;
- Be consulted as to what is causing their poor academic performance or lack of attendance;
- Be counselled appropriate to the contributing factor to their 'AT RISK' status;
- What we can do and how we can help support them through their training program;



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- Collaboratively work with their Trainer and Assessor to arrive at an agreeable intervention strategy plan;
- Sign the *Intervention Strategy Form*.

All participants are to sign the first page of the *Intervention Strategy Form* as evidence they were present in the meeting.

- 5. Copy of *Intervention Strategy Form* provided to learner** – the Student & Administration Support personnel is to make a copy of the signed *Intervention Strategy Form* and provide it to the learner for their record.
- 6. Update student's file on RTO Advantage** – the Student & Administration Support personnel is to scan and save the completed *Intervention Strategy Form* to the student's file on RTO Advantage, and the physical copy shredded. Detailed notes are to be left on the student's file and the student's file is to be updated with the relevant information from the intervention strategy plan. For example, if we varied the learner's workload, we should amend the learner's enrolment record on RTO Advantage and issue a new *Confirmation of Enrolment* document. For international students, the Student & Administration Support personnel is to report this variation on PRISMS and inform the learner to contact the Department of Home Affairs to discuss matters relating to their student visa.
- 7. Appeal** – where the learner is not satisfied or prepared to accept the intervention strategy plan as outlined in the *Intervention Strategy Form*, they may access the Appeals process. The Appeal must be lodged within **20 business days** to file an Appeal. Refer to our Complaints and Appeals policy for more information on the Appeals process. **International students only:** Should the learner, even after the Complaints and Appeals process has been accessed not show any improvement and has an academic progress of less than 50% for two consecutive terms, a *Notice of Intention to Report* to Department of Home Affairs will be sent out to the learner. A learner can choose to appeal our decision to report them to the Department of Home Affairs. Where this is the case, we will have to complete the Appeals process. Where the learner does not choose to appeal our decision to report them to the Department of Home Affairs, we are to report them on the **21st business day** from when the learner was advised of our intention to report.
- 8. Implement and monitor the intervention strategy plan** – where the learner has accepted the intervention strategy plan, it must be activated as early as practicable, and no later than 4-weeks. The Trainer and Assessor is responsible in monitoring the learner's progress, willingness and ability to follow through with the intervention plan.



Intervention Strategies Process Flow-Chart

