

## **Student Academic Support and Progression Policy**

### **Purpose and Scope**

The purpose of this policy is to provide Lead Institute students and staff clear information about Lead Institute's position in relation to monitoring the progress of students in their course, and approaches to intervention

### **Principles**

- Lead Institute complies with the Standards for Registered Training Organisations (RTOs) 2015 including the Clauses related to student support and progression – Clauses 1.7, 5.4 and 6.1 to 6.6.
- Lead Institute ensures prospective students and current students are aware of their responsibility in relation to satisfactory course progression.
- Lead Institute ensures prospective students and current students are aware of the support services available to them and how to access.
- Students are responsible for their own assessment performance; however, Lead Institute recognises the pivotal role knowledge and student support staff have in contributing to student success.
- Lead Institute seeks to keep attrition at a minimum in all courses.
- Lead Institute is committed to ensuring principles of access and equity are adhered to and providing additional support if required including Language, literacy and numeracy (LLN), disability needs or reasonable adjustment.

### **Policy**

- All students receive a course start and end date, which gives a clear indication of the time available to complete their course. To successfully complete a course within the course duration each student is required to progress satisfactorily.
- Satisfactory course progression includes regular course attendance if studying face-to-face and regularly engaging with their learning material if studying online. To ensure successful course completion by the end date, it is recommended that within one months of the course start date, students have:
  - If studying face to face – attended classes required for their course and attended at least 80 per cent of classes.
  - If studying self-paced (external) – spoken to their Trainer and Assessor and worked out a study plan to suit their personal circumstances.
- Satisfactory course progression includes the regular submission (at least monthly) of assessments and work placement throughout the duration of the course. To ensure successful course completion by the end date it is recommended that students:
  - If studying face to face - submit the assessments for any class they have attended throughout the duration of their course (schedule permitting, prior to attending class for the next cluster).
  - If studying self-paced (external) - submit assessments as per their personal study plan.
- Lead Institute monitors student progress through the LMS where all student attendance, engagement and assessment submission are recorded.

- Indicators of students “at risk” of not completing their course include:
  - Lack of attendance or engagement
    - If studying face-to-face – after one month since the course start date, no classes have been attended.
    - If studying self-paced (external) - after 3 months since the course start date, the student has not engaged in any learning activity.
  - Lack of assessment submission
    - If studying face-to-face – 1 month has passed since attending a cluster and an assessment has not been submitted.
    - If studying self-paced (external) - after 3 months since the course start date, the student has not engaged in any learning activity and has not submitted any assessment.
- If a student is found to not be progressing satisfactorily in their course, or is considered a student “at risk” of not completing their course, LEAD Institute will contact the student and an appropriate intervention strategy will be discussed and initiated (refer to intervention strategies section).
- If a student at any time believes they are not progressing satisfactorily in their course or are “at risk” of not completing their course, the student should contact Lead Institute student support on 1300 170 895 or via email [studentsupport@leadinstitute.edu.au](mailto:studentsupport@leadinstitute.edu.au)
- If a student fails to demonstrate course progression for a second time (after an intervention strategy has been initiated), Lead Institute may cancel their course enrolment. Lead Institute will notify a student of the intention to cancel their course enrolment via email and the student will have 30 days to appeal the decision. Information regarding appeals can be found on the Lead Institute website or in the Student Handbook section.
- To measure successful progression a report has been set up on the Student Management System that identifies students who are not achieving the expected results. This report will be automatically sent from the system every two months to trainers and management to follow up and ensure progression is monitored and at risk students are identified.

## Intervention Strategies

Individual student circumstances vary and there are a range of possible intervention strategies that may be appropriate, including:

- Offering the student counselling or support sessions through Student Assistance Program Access.
- Offering the student language, language, numeracy (LLN) support services.
- Providing IT support.
- Develop a training or study plan with set timeframes for class attendance and/or online engagement and assessment submissions.
- Provide study skills resources and/or support.
- Provide additional learning materials and/or activities to assist in consolidation of learning.
- Provide one on one sessions with the Facilitator or Assessor