

1.0 Purpose

The purpose of this policy and procedure is to provide students and RTO staff with the governing principles of training progression throughout the lifecycle of an enrolment in a course. The policy and procedure are also an expression of the RTO's commitment to its duty of care to its students.

2.0 Scope

This policy and procedure is for the Sonic HealthPlus, Registered Training Organisation (RTO Code 51535) and includes:

- All VET students
- All VET staff
- All VET courses, and
- All RTO operations.

This policy excludes students' academic progression in non-accredited courses with Sonic HealthPlus Pty Ltd.

3.0 Responsibilities

It's a student's role and responsibility to:

- Inform their trainer and assessor if they self-identify as having difficulties' meeting a course's requirements
- Maintain the training progression required by the course in which they are enrolled, and
- Negotiate training and assessments changes with their trainer and assessor to facilitate training progression if required.

It is the role and responsibility of Sonic HealthPlus or Corporate Client managers to:

- Assist their staff undertake, and complete their studies in the set course time period.

It is a trainer and assessor's role and responsibility to:

- Help any student who approaches them for assistance in training progression matters
- Monitor students for signs of failure to progress and offer assistance if failure to progress is identified
- Record incidences of failure to progress: assistance offered: and the outcomes of the assistance offered in the students' records, and
- Inform the Training Coordinator of students who continue to fail to progress, despite being approached and/or given from the trainer and assessor.

The Training Coordinator's role and responsibility is to:

- Assist trainers and assessors to manage students who continue to fail to progress, despite assistance

- Hold a formal meeting with students who continue to demonstrate unsuccessful training progression. The formal meeting shall include discussions of further invention strategies to be implemented; the creation of a Student Training Plan, which will detail how training progression will be managed moving forward; and the consequences to the student if failure to progress continues.

It is the role and responsibility of RTO Administration staff to:

- Assess student enrolment requests to study more than four (4) courses at once
- Inform the RTO Coordinator if a student is requesting to be enrolled in more than four (4) courses simultaneously. The RTO Coordinator is to assess the request and approve or decline the request based on the student's individual likelihood of successfully completing all courses within the set course periods
- Inform the RTO Coordinator if a current student wishes to enrol in a course and is currently enrolled in two (2) courses, and
- Inform the RTO Coordinator, who shall consult with the student's direct manager if a current BSB51915 Diploma of Leadership and Management student wishes to enrol in a single unit of competency course at the same time as studying the diploma.

4.0 Definitions

Assessor	Is a person who assesses a learners' competence in accordance with Standards for Registered Training Organisations (RTO's) 2015; Clauses 1.13 to 1.16.
Corporate Client	Means a corporation external to Sonic HealthPlus who enrol their employees through direct contact with the RTO.
Student	Student/Learner/Participant is an individual who is formally enrolled to study at Sonic HealthPlus. The individual person is the person who appears on the RTOs documents such as enrolment and admission document, and who is assigned an individual student number.
Progression	Progression for the purposes of this policy refer to adequate progress being made as to support continued enrolment in the course.
RTO	Registered Training Organisation.
Trainer	Is a persons who provides training in accordance with Standards for Registered Training Organisations (RTO's) 2015; Clause 1.13, 1.14 and 1.16.
Training	Is the process used by Sonic HealthPlus RTO 51535 to facilitate learning and the acquisition of competencies for a training product.
Training Product	Is a nationally recognised unit of competency, or accredited course, skill set, or qualification.
Unit of Competency	Means the specification of the standards of performance required in the workplace as defined in a training package.
VET	Vocational Education and Training.

5.0 Legislative Context

This policy and procedure reflects the following legislations, regulations, standards, and/or guidelines:

- Standards for Registered Training Organisations (RTO's) 2015; specifically Clauses 1.1, 1.2, 1.7 and 1.8.2.
- National Vocational Education and Training Regulator Act 2011.

6.0 Policy Statement

Training Progression

Training progression means maintaining a reasonable level of involvement and achievement in a course during the time frame set for the course. This means a student is required to:

- Meet all of the attendance obligations of the course they are studying
- Submit and undertake all assessments on time for the course they are studying, and
- Complete all requirements of the course within the prescribed study period, such as practical application in the workplace.

Maintaining a reasonable level of involvement and achievement is important because it indicates a student is achieving the learning objectives and competencies for a course.

Employers who facilitate employee training also expect reasonable levels of involvement and achievement as the employer is an invested party of the student and the course.

Failure to Progress

Progression is required of all students in each course they are enrolled into. Signs of failing to progress include students:

- Absenteeism from training activities, such as scheduled training sessions
- Consistently arriving late or leaving early from training activities, such as scheduled webinars
- Failing to submit assessment items
- Consistently requesting extensions to assessment submission dates
- Regularly receiving 'not yet satisfactory' results for submitted assessment items, and/or
- Lack of interaction with their trainer and assessor.

If a student shows signs of failing to progress the RTO has an obligation to manage the situation.

Failure to Progress Management

A student showing signs of failure to progress will be deemed 'at risk'. Where a student is deemed 'at risk' their trainer will make contact with the student highlighting their progression status and clearly outlining what is required for immediate action. If need the trainer and assessor may inform the students employer/direct manager of failure to progress if the course fees are being paid by the employer.

The student must reply to the contact from the trainer within 5 working days of receiving the contact. If a student does not respond to either of the 2 'at risk' contacts the student will be issued a notice of the RTOs 'intention to withdraw' the student from the relevant course/s. If the student does not respond to the notice of intention to withdraw within 5 working days.

RTO administration staff are to withdraw the student from the relevant course/s within the Student Management System (SMS), and inform the student of the withdrawal.

If a student responds to the initial at risk contacts the student and trainer are to devise and implement strategies to assist the student with their progression.

Assistance

The primary aim of managing failure to progress situations is to assist students achieve course requirements, as close to the original time period set for the course. The management will include strategies and inventions that support students and are flexible to meet student's individual needs. These include, but are not limited to:

- Offering short-term tutorial assistance from a SHP trainer and assessor
- Offering short-term contact with a subject matter expert for assistance
- Referring students to external services for assistance in language, literacy and numeracy matters
- Offering study tips
- Devising an training plan which can schedule learning and assessment activities that are flexible and suit the needs of the individual student
- Granting assessment extensions as required
- Advising and directing students on how to access professional counselling services, including if the student is a Sonic HealthPlus employee the Employee Assistance Program (EAP)
- Offering alternative training/course if available. For example offering a lower AQF level certificate than the course currently being undertaken
- Having open and honest communication between the trainer/assessor and the student to ensure both parties have the same training progression goals, and
- Trainers encouraging students to make decisions about whether that are ready to progress.

The assistance offered and implemented must still aim to help the student meet the requirements of a course in a timely manner. A timely manner is essential to ensure the knowledge and skills obtained by the students are current with workplace practices.

Progressive Learning

To support continued activity within the course it is important that students undertake units of competency as prescribed in the relevant training and assessment strategies if the course has more than 1 unit of competency. This is because course structures have been developed to support learning, build the requisite skills and knowledge for the next unit, and progressively foster student independence. As a general rule, units should be completed in full prior to engaging the next unit.

Maximum Length of Enrolment

To be eligible for the relevant course award a student must successfully complete all specified unit/s of competency of the course within the maximum timeframes assigned for each course. These are:

- A single unit of competency course: award provided up to 2 months from initial enrolment
- Two single unit of competency course: award provided up to 6 months from initial enrolment
- Three single unit of competency course: award provided up to 9 months from initial enrolment, and so forth.
- 1 year qualification: award provided up to 2 years from initial enrolment
- 2 year qualification: award provided up to 4 years from initial enrolment, and so forth.

Transition

Course structures may change during the study time of a student and, if it does not disadvantage the student, students will need to transition into the revised course structure. It should also be noted that course duration may change during the time assigned and students will be required to transition into a new course, where this occurs it will be without disadvantage.

Transition courses, will not alter the period of time provided at enrolment, however in instances where courses require further work to support transition, Sonic HealthPlus will provide the required extensions to support completion.

Where a student is not able to complete a course within the specified timeframes, they will be eligible to apply for an extension, a one off period of 6 months, at the discretion of the RTO Coordinator. An extension will only be granted where extenuating circumstances have been reported, evidence submitted and the student accepts the terms or the learning plan to cover the period of the extension.

Where a student fails a subject, please refer to Assessment Policy.

Review and Appeals

Students will have access to the Complaints and Appeals process in regards to decisions made under this policy.

7.0 Procedure

Steps:

1. Identification of failure to progress.

If a student self – identifies they are failing to progress they are to contact their trainer and assessor in writing as soon as possible. Their trainer and assessor must respond to the students email within 5 working days.

If the trainer and assessor identifies a student is failing to progress they are to contact the student in writing, via email, informing the student of their failure to progress and requesting the student responds to their email. The student must respond within 5 working 5 days otherwise the trainer and assessor is to escalate the failure to progress to the Training Coordinator for further management.

2. If a student responds to the notification from the trainer and assessor is to collaborate with the student to ascertain what may be preventing the student from progressing and what interventions can be put into place to assist the student. Agreed interventions and progression activities are to be recorded on the RTOs *Student Support Plan* and *Student Training Progression Plan* and stored in the student's file in the Student Management System (SMS). It is the student's responsibility to follow the *Student Support Plan*.

3. If the student does not respond to a trainer's notification within the 5 working days the trainer is to escalate the student 'at risk' to the Training Coordinator. The Training Coordinator is to take all reasonable steps to contact the student. One of these steps must be in writing, such as an email. The student must respond within 5 working days of the notification/s. The student's direct line manager will receive a copy of the written/email communication so they are aware of their employees study progression and assist the student to complete their studies within the 5 business day period.

If the student responds to the notifications from the Training Coordinator, trainer and assessor, and the student are to ascertain what may be preventing the student from progressing and what interventions can be put into place to assist the student. Agreed interventions and progression activities are to be recorded on the RTOs *Student Support Plan* and *Student Training Progression Plan* and stored in the student's file in the Student Management System (SMS). It is the student's responsibility to follow the *Student Support Plan* and *Student Training Progression Plan*.

4. If the student does not respond to the notification from the Training Coordinator within 5 working days the Training Coordinator is to escalate the matter to the RTO Coordinator. The RTO Coordinator will issue the student a notice to 'withdraw'. The student must respond to the notice to withdraw within 5 working days.

If the student responds to the notice to withdraw within the 5 working days the RTO Coordinator is to organise a meeting between the Training Coordinator, Trainer and Assessor, and the student. The Training Coordinator, trainer and assessor, and the student are to ascertain what may be preventing the student from progressing and what interventions can be put into place to assist the student. Agreed interventions and progression activities are to be recorded on the RTOs *Student Support Plan* and *Student Training Progression Plan* and stored in the student's file in the Student Management System (SMS). It is the student's responsibility to follow the *Student Support Plan* and *Student Training Progression Plan*.

5. If the student does not respond to the notice of withdrawal from the RTO Coordinator within 5 working days of sending the notice the student is to be withdrawn from the relevant course. 'Withdrawn 03' is to be awarded within the SMS grading.

Reason for withdrawal is also to be recorded within the communications section of the student's record.

As a result of the withdrawal a student for that course:

- Will not receive certification documentation
- Will need to reenrol if they wish to undertake this course again
- Repeat all training and assessment activities if they reenrol into the course.

8.0 Related Documents

[RTO-Policy and Procedure Complaints and Appeals](#)

- Student Support Plan
- Student Training Progression Plan