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## Student Progress Monitoring Policy

### Purpose

The purpose of this document is to inform all employees and students of the AIAC student progress monitoring policy and associated procedures. This policy will outline the minimum progress requirements and reporting responsibilities for AIAC, particularly with overseas students.

National Code 2018, Standard 8 - <https://internationaleducation.gov.au/Regulatory-Information/Documents/National Code 2018 Factsheets/Standard 8.pdf>

### Scope

Applies to all students enrolled in a Nationally Accredited training program at AIAC.

### Responsibility:

The RTO CEO takes responsibility for the implementation of this policy and ensuring all staff of AIAC are fully advised of the policy and have easy access to it at all times.

The RTO Compliance Officer (RCO) is responsible for maintaining the policy and compliance against regulatory agencies and reporting students to DoHA.

The Operations Manager (OM) is responsible for managing and monitoring student progress and reporting to the Head Of Operations (HOO) and the RCO.

## 1 Policy

### 1.1 Course duration

All students will be expected to complete the course within the specified timeframe as stated on their eCoE (overseas students) or enrolment confirmation (domestic students). AIAC has a responsibility to continually monitor course progress and intervene when AIAC reasonably suspects that a student will not complete the course within the scheduled time. The duration specified in the eCoE must not extend past the CRICOS registered duration of the course.

### 1.2 Course Progression

Course progression requirements are explained in the Part 142 Exposition, volume 4B3.7. The procedures therein should be followed when a student is not progressing through the course as expected. The respective course timetable clearly sets out a timeline for each phase of training with extra time made available for remedial training if needed.

Course progress is monitored by the Operations Manager through instructor reports. The OM reports to the HOO as needed. Students not meeting course requirements will be asked to attend a training review meeting as per the SIS (below). The delivery schedule has allocated time periods to accommodate remedial training if needed. This is in addition to the standard nominal hours.

Both the P142E and the timetable are required to monitor course progression against a timeline.

Course progression is recorded in the Smartclass Flight School Management software (FSM).

### 1.3 Course competency

Due to legislative requirements, students must be deemed competent in all assessment tasks. Students may re-sit exams and assessments as per the conditions in the P142E. Failure to meet assessment standards will prevent the student from obtaining a licence.

At risk students need to be identified as early as possible to allow the student to complete the course within the scheduled time. Identifying poor progress early aids with the intervention process by implementing strategies early, giving the student the best chance to complete the course.

### 1.4 Student intervention strategy (SIS)

The SIS can be found on the intranet. The SIS will be activated as per the conditions in the SIS or failure to meet the P142E 'Competency Gates' (4B3.7). The SIS consists of a training review meeting with the HOO and developing a student support plan. For more information refer to the SIS policy & procedure.

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RTO Compliance Officer		CRICOS Code: 03903C	

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### 1.5 Student Support

AIAC has a range of support options available. The training review meeting will be used to assess possible support options for the student. This is outlined in more detail in the Student Support policy & procedure.

### 1.6 Warning letters

In the event that any student support AIAC has offered has either a) not been accepted by the student, or b) failed to provide the desired results, or c) the student has not been able to rectify the situation; a progress warning letter will be issued to the student. A second warning letter, along with an Intention to Cancel enrolment notice will be sent to the student if he/she has continued to improve the situation.

The warning letters are to include reasons for the warning and/or reasons for cancelling enrolment, and details on accessing the company's complaints and appeals procedures.

### 1.7 Cancelling enrolment

Ultimately, enrolment cancellation decisions for unsatisfactory progress will be made by the HOO, using the guidelines as set out in the P142E, volume 4.

### 1.8 Complaints and Appeals

At any time, the student is able to access the complaints and appeals procedure if he/she requests.

### 1.9 Reporting terminations, suspensions, deferrals to PRISMS

AIAC can only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:

- [8.14.1] the internal and external complaints processes have been completed and the decision or recommendation supports AIAC, or
- [8.14.2] the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
- [8.14.3] the overseas student has chosen not to access the external complaints and appeals process, or
- [8.14.4] the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

AIAC is required to inform the student of the need to seek advice from the Department of Home affairs regarding the potential impact on his/her visa. The suspension or cancellation of the overseas student's enrolment under Standard 9.3 cannot take effect until the internal appeals process is completed, unless the overseas student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Refer to the Defer-Cancel-Suspend policy and procedure for more information.

### 1.10 Extension of course duration

AIAC is not permitted to extend the duration of an overseas student's enrolment when the student may not be able to complete the course within the specified time-frame unless:

- There are compassionate or compelling circumstances as assessed by the HOO. Demonstratable evidence will be required, or
- The company has implemented or is about to implement an intervention strategy because the student is at risk of not meeting the specified course progress requirements, or
- AIAC has approved a deferral or suspension under section 9 of the National Code.

Any course extension will require a new eCoE. Refer to the Extension policy & procedure for more information.

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## 2 Review of policy and procedures

The Attendance policy and procedure will be reviewed 12 months from the date of implementation or after any significant change in regulation by the Compliance officer. The document map and control register (AIAC-QHS-RG-006\_V1) will be used to manage the review schedule.

Date implemented	15/03/2021	Review date:	01/03/2022
Authorised by:	D. Murray	New version no.	1

### 2.1 Amendments and Version history

Version no.	Amendment date	Amendment details	Amended by	Date of inclusion
1.0		Original document created and released	D. Murray	15/03/2021

## 3 Related documents to the Attendance policy

- Progress monitoring procedure-----AIAC-QHS-PP-018\_v1
- Student intervention policy-----AIAC-QHS-PP-015\_v1
- Student intervention procedure-----AIAC-QHS-PP-016\_v1
- Part 142 Exposition – Volume 4B3.7
- Complaints and Appeals register -----AIAC-QHS-RG-007\_v1
- Complaints and Appeals Policy -----AIAC-QHS-PP-001\_v1
- Complaints and Appeals Procedure-----AIAC-QHS-PP-002\_v1
- Complaints and Appeals form (students) -----AIAC-RTO-FRM-001\_v1
- Student Support Policy -----AIAC-RTO-PP-009\_v1
- Student Support Procedure -----AIAC-RTO-PP-010\_v1
- Student Support Request Form -----AIAC-RTO-FRM-006\_v1
- Student Support/Intervention Plan-----AIAC-RTO-FRM-031\_v1
- Defer-Cancel-Suspend policy-----AIAC-RTO-PP-013\_v1
- Defer-Cancel-Suspend procedure -----AIAC-RTO-PP-014\_v1