

AUSTRALIAN BUSINESS ACADEMY

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**SLS-PRO-003**

**LEARNERS 'AT RISK'**

POLICY AND PROCEDURES

LEARNER SUPPORT

## THE ABA ADVANTAGE

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### Great Results

- 100% of our learners who have wanted to go to university have received entrance into their 1<sup>ST</sup> or 2<sup>ND</sup> choice.
- 97% of graduates, who have wanted jobs, have found employment within 12 weeks of graduating.

### Unique Academy Experience

- Job ready programs integrated as a value add into our course offering
- Small class sizes and Learning Facilitators with industry experience
- Personal attention with one-on-one support to all Learners
- Progressive assessment
- No ATAR required

### Value for time and money

- Great value for time and money with accelerated pathways to employment or university entrance
- VET FEE-HELP and flexible payment options - 'study now and pay later'

### Award winning reputation

- Learners have high regard for our unique Academy Experience
- Nationally accredited and recognised courses and qualifications
- Articulation and credit transfer options
- Industry Recognised Awards - ABA as ACT Small Registered Training Organisation of the Year:
  - Winner in 2008, 2003 and 2001
  - Finalist in 2006, 2005, 2004, 2002 and 2000

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## I. LEARNERS 'at risk' POLICY AND PROCEDURES

### I.1. Definitions/Description of Terms

<b>ATTENDANCE</b>	<p>Generally, 80% attendance (contact hours) of Learners is required by ABA.</p> <p>For our International learners, the systematic monitoring of a Learner's compliance with visa conditions relating to attendance including notification and counselling of Learner's who may be 'at risk' of failing to meet course attendance requirements.</p> <p>For our Australian learners, the systematic monitoring of a Learner's attendance including notification and counselling of Learner's who may be 'at risk' of failing to meet course attendance requirements.</p> <ul style="list-style-type: none"> <li>• 2.6 SLR-FOR-004 Attendance Record Form</li> <li>• 2.6 SLR-DOC-001 Attendance Recording and Reporting</li> </ul>
<b>COMPASSIONATE GROUNDS</b>	<p>Compassionate or compelling circumstances are generally those beyond the control of the learner and they have an impact on the learner's capacity and/or ability to progress through a course. These could include:</p> <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the learner was unable to attend classes;</li> <li>• bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);</li> <li>• major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies; and</li> <li>• a traumatic experience which could include but is not limited to: <ul style="list-style-type: none"> <li>• involvement in or witnessing of an accident; or</li> <li>• a crime committed against the learner; or</li> <li>• the learner has been a witness to a crime;</li> </ul> </li> </ul> <p>and this has impacted on the learner (these cases should be supported by police or psychologists' reports).</p>
<b>COMPLAINT AND APPEALS NOTICE PERIOD</b>	<p>ABA will notify a Learner in writing of any intention to report a Learner for not achieving satisfactory course progress or attendance. The written notice includes a reminder that a is able to access ABA's complaints and appeals process and that the Learner has <b>20 working days</b> from the receipt of the written notice in which lodge their complaint/appeal with ABA.</p> <ul style="list-style-type: none"> <li>• 2.7 SFT-PRO-001 Complaints and Appeals Policy</li> </ul>
<b>COUNSELLING</b>	<p>Initiated by the Campus Manager for Learners who have been absent for more than 5 consecutive days without approval or notification to ABA, or where a learner is 'at risk' of not attending at least 80% of the schedule course contact hours.</p>
<b>COURSE PROGRESS</b>	<p>For our Australian and International learners, the systematic monitoring of a Learner's course progress including notification and counselling of Learner's who may be 'at risk' of failing to meet the course progress requirements.</p> <p>For International Learners, 'at risk' means a failure or deemed not yet competent in 50% or more of the units attempted in any study period (semester)</p> <ul style="list-style-type: none"> <li>• 1.2 SSM-TMP-013 Learner Assessment Record</li> </ul>
<b>LEARNER AT RISK</b>	<p>A learner will be flagged as 'at risk' when:</p> <ul style="list-style-type: none"> <li>• Not yet competent in 50% or more of the required units for two consecutive term/semesters;</li> <li>• Attendance falls below 80% (as agreed with ABA as part of the enrolment process) or fails to attend three consecutive calendar weeks;</li> <li>• Fails to meet satisfactory results in consecutive assessments</li> <li>• Irregular attendance placing satisfactory course progress in doubt; and,</li> <li>• An issue has been identified by either the Learner or the Learning facilitator that is or will have an impact on the learners ability to meet the course progress and/or attendance requirements (language difficulty, unsuitable course, classroom behaviour, personal issue, or other unforeseen circumstance).</li> </ul>

	<p>Issues arising that place a learner 'at risk' may include one or more of:</p> <ul style="list-style-type: none"> <li>• Poor Consecutive (3) assessment results or attendance (3 week period for early intervention or preventative actions);</li> <li>• Poor behaviour including cheating or plagiarism;</li> <li>• Late or no submission of required work;</li> <li>• Failure to attend mid semester, or end of semester exams; or</li> <li>• Difficulty in keeping pace with class work or assignments.</li> </ul> <p>Refer</p> <ul style="list-style-type: none"> <li>• 2.5 SLS-FOR-004 Learner 'at risk' Notification Form</li> </ul>
<b>UNSATISFACTORY COURSE PROGRESS</b>	<p>Where a learner has failed or is deemed not yet competent in 50% or more of the units attempted in any term/semester.</p> <ul style="list-style-type: none"> <li>• 6.0 CQI-FOR-010 Assessors Final Report</li> </ul>
<b>NATIONAL CODE</b>	<p>For International Learners only: The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas learners 2007.</p>
<b>PRISMS</b>	<p>For International Learners only: Provider Registration and International Learners Management System.</p>
<b>REPORTING OBLIGATION</b>	<p>ABA must notify the Secretary of DEEWR through PRISMS of the Learner not achieving satisfactory course progress as soon as practicable after the complaint and appeals notice period. In considering a potential reportable breach, ABA will consider:</p> <ul style="list-style-type: none"> <li>• any decision consistent with its documented attendance policies and procedures;</li> <li>• Learner records that clearly indicate that the Learner is maintaining satisfactory course progress; <b>and</b></li> <li>• Learner records showing attendance at least 70% per cent of the scheduled course contact hours.</li> </ul>
<b>SEMESTER</b>	<p>Generally accepted 6-month period for the monitoring and reporting of 'at risk' issues.</p>
<b>TERM</b>	<p>A minimum of a 10-week period for an 'at risk' identification and assessment.</p>
<b>WARNING LETTER</b>	<p>A formal notification to learners of the consequences of an 'at risk' assessment and access to relevant supporting policy and procedures.</p>

## 1.2. Introduction

### 1.2.1. Purpose

The purpose of this policy is to define the way in which ABA will monitor the progress and attendance of all our learners (Australian and International). Our approach will enable us to identify those who may be 'at risk' of not progressing or participating in a course and therefore identify those in need of support to ensure best opportunity in the achievement of their educational goals.

### 1.2.2. Policy Statement

ABA will adopt a proactive approach in monitoring learners' course progress and attendance, and notifying and counselling learners who are 'at risk' of failing to meet the requirements of the course and for international learners, their legal obligations.

Under the ESOS Act 2000, ABA is required to report to Department of Education, Employment and Workplace Relations (DEEWR) and Department of Immigration and Citizenship (DIAC) those International Learners who continue to fail in meeting course progress and attendance

requirements, even after attempts by ABA to notify and counsel them through the intervention strategies defined within this policy.

### **1.3. Procedures**

#### **1.3.1. Course Progress**

##### **1.3.1.1. Monitor Course Progress**

- Learners are assessed based on Theoretical and Practical criteria to determine whether they are Competent (denoted C) or Not Yet Competent (denoted NYC). Learning Facilitators will follow the training and assessment plans for each unit to determine Learner progress.
- Unsatisfactory Course Progress is where the learner has failed or is deemed not yet competent in 50% or more of the units attempted in any term/semester.
- ABA will monitor and formally flag learners as 'potential at risk' where they fail to meet the competency requirements in three consecutive assessments.

##### **1.3.1.2. Record Course Progress**

- At the end of each unit or term (whichever occurs first), Learning Facilitators hand in their class assessment record to the Campus Manager to input the progress results into the Learner Management System.
- As a guide, Learners, Learner Support, Campus Managers and Learning Facilitators should note, that a minimum of 70% attendance is generally required in each unit to achieve the required competency in that unit. ABA encourages all learners to attend at least 80% of the scheduled contact hours. Should an ABA staff member identify a drop in attendance and therefore a potential impact on course progress, this situation should be reported to the Campus Manager for early follow-up, preliminary counselling or intervention activity.

### **1.3.2. Course Attendance**

#### **1.3.2.1. Record Course Attendance**

- Learning Facilitators are to conduct a role call at the commencement of each session on the Attendance sheet provided by the Campus Manager. The Campus Manager will then record learner attendance in the Learner Attendance Records Management System.

#### **1.3.2.2. Monitor Course Attendance**

- The Campus Manager and Learner Support Staff will:
  - monitor course attendance on a monthly basis to identify any potential non-attendance patterns or drop-offs;
  - be responsible for early detection and preventative actions associated with potential drop in attendance by individual learners; and

- conducting the end of term and end of semester analysis of course progress and attendance and in the unlikely event that a learner has been identified as being 'At risk' execute the following Formal Intervention Strategy.

## I.4. Formal Intervention Strategy and Reporting

### I.4.1. Process Overview



## **I.4.2. STEP I: Course Progress and/or Attendance Issues Identified**

Learning Facilitator is generally the first person who becomes aware that a Learner may be potentially 'at risk' for one or more of the following reason:

- Poor Consecutive (3) Assessment Results
- Poor attendance (initial intervention after 5 consecutive days and formal intervention after a 3 week period)
- Poor behaviour
- Late or no submission of required work
- Failure to attend mid semester
- Failure to attend end of semester exam
- Difficulty in keeping pace with class work
- Difficulty in keeping pace with assignments
- Cheating/plagiarism.

Whatever the case, the Learning Facilitator will:

- Complete the “**S2.5-SLS-FOR-004 Learner ‘at risk’ Notification Form**” and submitting to the Campus Manager for action. This notification should take place at the time that the potential risk is identified. Learning Facilitators are asked to formally notify the Campus Manager whenever a Learner:
  - Fails to achieve a satisfactory result (C) in consecutive assessments (either through failure to submit work or demonstrate competence);
  - Fails to achieve competency in a unit that would normally be completed prior to the end of the term/semester;
  - Fails to attend class for three consecutive calendar weeks;
  - Has irregular attendance pattern that places satisfactory course progress in doubt; or
  - Appears to have an issue affecting course progress (language difficulty, unsuitable course, classroom behaviour, other issue).

On receipt of the **S2.5-SLS-FOR-004 Learner ‘at risk’ Notification Form** the Campus Management will provide written notification (First Warning) to the learner about the issue and arrange a meeting to discuss early intervention options, support services available at ABA and information on the consequences should the issue continue.

The first meeting will aim to determine the reasons for the unsatisfactory course progress or attendance and to develop and agree the most appropriate intervention or support strategy. It is the goal of ABA to provide assistance that will enable Learner's to complete their course of study. Meetings will be conducted in a friendly and supportive matter and dealt with on a case by case basis with outcomes and actions that may include:

ABA

- Advising the Learner on the suitability of the course that they are enrolled;
- Undertaking a review of the Learners results;
- Providing support and counselling; and

- Arranging make-up classes or additional tuition.

#### The Learner

- Undertaking reassessment in each of the failed units;
- Discussing suitability of a course in which they are enrolled with the Campus Manager and options for alternate, more suitable course, including transfer from one course to another;
- Undertaking a period of study during term/semesters breaks;
- Repeating failed units during the next two term/semester;
- Attending additional classes;
- Undertaking a self-paced/on-line program;
- Undertaking English language classes prior to re assessment;
- Producing evidence of competence gained in a workplace; and
- Learner's right of appeal or complaint (policy and procedures) on the grounds of:
  - ABA's failure to record or calculate a learner's marks accurately; or
  - compassionate or compelling circumstances; or
  - ABA has not implemented its intervention strategy and other policies according to its documented policies and procedures provide to the learner.

Outcomes, actions and agreements of this meeting are documented by the Campus Manager on the **S2.5-SLS-FOR-004 Learner 'at risk' Notification Form**, which will be filed on the Learner's personal file for future reference. The 'at risk' register will be updated to facilitate future reference and monitoring of ongoing course progress and attendance or other 'at risk' behaviours.

Where support services attract a fee-for-service these will be discussed and agreed with the learner. For example:

- Tuition @ \$35 per class hour; or
- Assessment @ \$200 per unit.

International Learners will be made aware of their and ABA legal obligations related to course progress and attendance requirements including ABA obligations to report back to DEEWR on failure by learners to comply with course progress and attendance requirements. International Learners will be reminded that:

**UNSATISFACTORY COURSE PROGRESS IN TWO CONSECUTIVE STUDY PERIODS (SEMESTER) FOR A COURSE COULD LEAD TO THE LEARNER BEING REPORTED TO DIAC AND CANCELLATION OF THEIR VISA, DEPENDING ON THE OUTCOME OF ANY APPEALS PROCESS.**

Learners who fail to achieve competence in 50% or more of the units of competency undertaken during a semester will be advised that this lack of academic performance in two consecutive semesters could lead to the Learner being reported to DEEWR and cancellation of their visa, depending on the outcome of any appeals process.

The Campus Manager will enter the details of the **S2.5-SLS-FOR-004 Learner 'at risk' Notification Form** on the Learner Records Management Systems for future reference and record keeping.

#### **1.4.3. STEP 2: Monitor Course Progress and/or Attendance confirms Learner at Risk**

At the end of a term/semester Campus Managers will review the course progress and attendance records for all learners and in particular, those identified as being 'at risk'. Specifically, flagging learners who have failed to:

- Meet the competency requirements of at least 50% or more of the units attempted in any term/semester; or
- Attend 80% or more of the course session for a given term/semester.

Similar actions as to Step 1 will occur and a Second Warning letter will be provided to the learner. This letter, where applicable, will provide:

- Information on the consequences of not achieving satisfactory course progress or attendance in consecutive term/semesters;
- Advise to Learners that they have until the next term/semester to demonstrate improvement in course progress and/or attendance;
- A reminder of the past strategies identified and agreed for achieving satisfactory results on the 'at risk' issue(s);
- Reasons for the ongoing unsatisfactory resolution of the 'at risk' issue(s); and
- Agreement of past or new outcomes, actions or agreements on the progress meeting signed by both the Campus Manager and the Learner.

Learning Facilitators will be informed any Learner deemed to be "at risk" and instructed to monitoring and provide feedback to the Campus Manager of any positive or negative changes associated with the 'at risk' issue.

The Campus Manager will enter the details of the **S2.5-SLS-FOR-004 Learner 'at risk' Notification Form** on the Learner Records Management Systems for future reference and record keeping.

#### **1.4.4. STEP 3: Ongoing Monitoring and Review of course progress and/or attendance and learners at risk.**

Learners who remain 'at risk' for consecutive term/semester of new or repeated units will be contacted by the Campus Manager to discuss next steps and implications of the 'at risk' issue remaining unresolved.

The Campus Manager will:

- issue the Third and final Warning Letter as notification of continued unsatisfactory course progress and/or attendance covering same/similar matters as covered by the 2<sup>nd</sup> Warning Letter;

- arrange a progress meeting to:
  - inform any International learner of the serious consequences of not achieving satisfactory course progress and/or attendance in consecutive term/semesters (reporting breach of learner visa conditions to DIAC);
  - determine reasons or circumstances for the ongoing unsatisfactory performance; and
  - develop and agree final support strategies and learner actions to assist the Learner to achieve satisfactory competence by the end of the 3<sup>rd</sup> term/semester.
- Discuss actions and impact of the 3<sup>rd</sup> and final warning letter and the ABA Intention to report the learner to DIAC-DEEWR.

The Campus Manager will enter the details of the **S2.5-SLS-FOR-004 Learner 'at risk' Notification Form** on the Learner Records Management Systems for future reference and record keeping.

#### **I.4.5. STEP 4: Formal Actions and close**

At the end of the consecutive term/semester the Campus Managers will review the progress of issues identified on the **S2.5-SLS-FOR-004 Learner 'at risk' Notification Form** and the Learner Records Management Systems to determine:

- Results attained through new units of competency in the term/semester;
- Finalise affect or consequences of not achieving satisfactory course progress and/or attendance in consecutive term/semesters;
- Inform the Learner of the ABA Intention to report the learner to DIAC-DEEWR;
- Learner's utilisation of the complaints and appeal process and procedures and where this option has been undertake, progress to resolution; and
- Learner's right to access the complaints and appeals processes within the 20 working day period before ABA's formal notification to DIAC-DEEWR.

ABA will notify the Secretary of DEEWR through PRISMS of the International Learner not achieving satisfactory course progress as soon as practicable.

#### **I.5. Responsibility**

- Learning Facilitators are responsible for:
  - recording of course progress and attendance using the relevant forms;
  - where appropriate, initiating the **S2.5-SLS-FOR-004 Learner 'at risk' Notification Form**;
  - monitoring learners who have been flagged as "at risk"; and
  - working with the Campus Manager to develop or recommend support strategies for Learners who are 'at risk', particularly those who are impacted on compassionate grounds.

- The Campus Manager is responsible for:
  - where appropriate, initiating the **S2.5-SLS-FOR-004 Learner ‘at risk’ Notification Form**;
  - maintaining records on course progress and attendance in the learner database;
  - counselling learners on poor performance;
  - notifying learners of their failure or risk of failure to meet satisfactory course progress or attendance, and issuing Warning letters;
  - effective implementation and management of this policy;
  - working with Learning Facilitators on support strategies for Learners who are ‘at risk’, particularly those who are impacted on compassionate grounds; and
  - Provide the ABA CEO with ‘End of Term At Risk Report’ and an ‘End of Semester At Risk Report.
  
- ABA CEO is responsible for:
  - Reporting Learners to the Secretary of DEEWR through PRISMS;
  - Provision of information on ways to resolve complaints of breaches of this policy; and
  - the overall responsibility for the implementation and review of this policy.

## 2. Attachments

### 2.1. S2.5-SLS-FOR-004 Learner 'at risk' Notification Form

The Learner 'at risk' form is used to alert the Campus Manager to any potential issues associated with a Learner's course progress or attendance.

The key principle that applies to this process is early intervention and support to learner's who may be experiencing difficulties with their course of study.

The completed form is to be forwarded to the Campus Manager for appropriate actions.

LEARNER 'AT RISK' NOTIFICATION	
Learner ID	
Learner Name	
Date Identified	
Date Notified to ABA	
Learning Facilitator Name	
Learning Facilitator Signature	
Campus Manager Name	
Campus Manager Signature	
POTENTIAL ISSUE(S) – <i>tick one or more</i>	
<input type="checkbox"/>	Poor Consecutive (3) Assessment Results
<input type="checkbox"/>	Poor attendance (3 week period)
<input type="checkbox"/>	Poor behaviour
<input type="checkbox"/>	Late or no submission of required work
<input type="checkbox"/>	Failure to attend mid semester
<input type="checkbox"/>	Failure to attend end of semester exam
<input type="checkbox"/>	Difficulty in keeping pace with class work
<input type="checkbox"/>	Difficulty in keeping pace with assignments
<input type="checkbox"/>	Cheating/plagiarism
<input type="checkbox"/>	Other



