



# COURSE PROGRESS POLICY AND RISK INTERVENTION PROCEDURE

## INTRODUCTION

Care College will systematically monitor each individual student's course progress. The purpose of monitoring is to identify students who:

- May be at risk of not completing the course within the expected duration, and/or
- Are not achieving satisfactory course progress.

By monitoring each student's progress students, Care College will be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. Monitoring the course progress of each student will allow Care College to identify and offer support to those at risk of not achieving their academic goals within their period of enrolment.

**Academic Course Progress:** relates to assessment of competency as the student progresses through a qualification.

**Academic Course Progress Requirement:** students are required to achieve competence in 80% of all units of competency attempted in each study period.

**Unsatisfactory Course Progress:** occurs when a student is deemed Not Competent (NC) in 50% of units of competency scheduled in a study period (13 weeks) of a single qualification.

**Study Period:**

- Care College's trainers will monitor, record and assess the course progress of each student using a tracking record of meetings and activity.
- Whilst unsatisfactory course progress is often defined not passing or demonstrating competency in 50% or more of the course requirements in a study period, Care College intends to continuously evaluate student's performance and progress during their period of study.

On this basis, where necessary, Care College will evoke its intervention strategy that has been specifically designed to assist students in achieving their academic goals. This will result in Care College's trainers continuously assessing their student's progress on an individual basis to determine whether their students are able to complete their studies within their period of

enrolment. This means that Care College will evaluate each student's academic performance and progress during their enrolment period on an on-going basis.

The Risk Intervention Procedure will be initiated when the Care College Trainer establishes that the student is not maintaining satisfactory course progress. The trainer will contact the student to inform them about a Risk Intervention Meeting involving the Care College Training Co-ordinator (or Trainer) and the student and will finalise date and time suitable to both parties.

The purpose of the Risk Intervention Meeting is to identify the reasons behind the unsatisfactory course progress and exploring alternative strategies so that the student is in better position to achieve satisfactory course progress. Strategies for assisting students at risk could include, but are not limited to, the student:

- Attending academic skills programmes
- Attending tutorial or study groups
  
- Receiving assistance with personal issues which are influencing progress
- Receiving mentoring
- Being placed in a suitable alternative subject within a course or a suitable alternative course; or
- A combination of the above and a reduction in course load.

The intervention strategy may also include reducing the enrolment load of a student who is having difficulty in making satisfactory course progress. This may lead to an extension to the duration of a student's course and the granting of an extended period for completion. Care College will record this variation and the reasons for it on the student file.

If the student attends the meeting:

- The outcomes of the Risk Intervention meeting will be recorded and placed on the student's file with a copy provided to the student.
  
- Following the Risk Intervention meeting, the trainer will monitor the implementation of the strategy, and during this monitoring process if the Care College trainer believes that the student has not in good faith implemented the agreed strategy/s the trainer will deem that the student has failed to meet satisfactory course progress.
  
- If the agreed intervention strategy is breached by the student and at that time the Care College's trainer also assesses them as not being able to complete their study within their period of enrolment, the Care College trainer will bring this to the notice of the Director, who will inform the student in writing of Care College's intention to remove them from the course for unsatisfactory course progress and allow the student 20 working days to avail Care College's Complaints and Appeals Process.

If the student does not attend the meeting:

- Care College will inform the student via letter;

- they failed to attend the scheduled meeting,
  - they are unlikely to achieve Care College course progress requirement of completing all units of competency within their enrolment period, and
  - that the student should contact Care College to reschedule the meeting within 14 days.
- If the student has not established any contact at the end of the 14 days, Care College will inform the student in writing of Care College's intention to remove them from the course due to unsatisfactory course progress.
  - Care College's final written notice (of its intention to remove the student for unsatisfactory progress) will inform the student that they can access Care College's Appeals process and that they have 20 working days in which to do so. A student may appeal on the following grounds:
    - Care College's failure to record or assess a student's grade accurately,
    - Compassionate or compelling circumstances, or
    - Care College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
  - Where a student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
    - If the appeal shows that there was Care College error in recording or assessing a student's grade accurately and as a direct result the student actually made satisfactory course progress, Care College will not remove the student, and there will be no further requirement for intervention.
    - If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through Care College's Student Supports staff, and Care College will not remove the student.
  - Where:
    - a student has chosen not to access Care College's appeals process within the 20 working day period, or
    - a student withdraws from the process, or the process is completed and results in a decision supporting Care College (i.e. the student's appeal was unsuccessful)

Care College's will notify TQUK that the student is not achieving satisfactory course progress. A copy of this notification will be placed on the student's file.

## **APPEALS**

Students can appeal any decision made by Care College in relation to this policy and procedure in accordance with the Complaints and Appeals Policy and Procedure.