

Policy: COURSE PROGRESS

- 1.0 Application and purpose: This policy establishes the guidelines and subsequent procedures to be used in monitoring course progress of each student enrolled in nationally recognised qualifications. The purpose is to provide support as required for each student within the guidelines established in this policy. This policy will also provide a procedure for students to request extensions, special consideration or reasonable adjustment. All students will be treated fairly and equitably. All students will have access to any procedures, forms, handbooks and others which are referred to in this policy. All students are responsible for their own progress.
- 2.0 Students deemed not yet competent
- 2.1 Students who hand in work which is deemed not yet competent are entitled to a reasonable time to resubmit the additional requirements
 - 2.2 A reasonable time is determined to be two weeks
 - 2.3 If a student determines two weeks is not enough time they must approach the Training Coordinator and a time frame will be negotiated
 - 2.4 If the resubmitted work is also deemed as not yet competent the Training Coordinator will contact the student to discuss additional support strategies as per this policy
 - 2.5 Students should follow the relevant sections in the Assessment policy regarding the submission of work and tracking the outcomes and receipt of their tasks by their assessor
- 3.0 Monitoring progress
- 3.1 Students are required to attend 80% of the scheduled sessions for their course
 - 3.2 Students can approach the Training Coordinator at any time during a course to discuss assessment due dates and any other related issues which they believe will have, or is having, an impact on their training or assessment outcomes.
 - 3.3 Students who identify at enrolment the need for individual support or an individual study plan will have this provided to them
 - 3.3.1 This will be provided at an appropriate time to maintain confidentiality of the student
 - 3.3.2 If a contract trainer is being utilised to deliver training and/or assessment services they will be advised of the individual plan to ensure they can offer support and be aware of the alternate plan to the general timetable
 - 3.4 Students who miss the first face to face session of any nationally recognised qualification will be contacted by the Training Coordinator or designated person
 - 3.4.1 If student is an MDS employee provide copy of all correspondence to the HR manager and section manager
 - 3.5 Students who miss a subsequent face to face sessions will be contacted by a relevant person

- 3.5.1 This person could be from MDS Training, the Apprenticeship Centre, a section manager, the HR manager, a team leader, a coordinator, a senior support worker or other relevant person
- 3.6 Students participating in nationally recognised qualifications will have been provided with a timetable which indicates assessment due dates
- 3.7 Students who do not make application for an extension, special consideration or reasonable adjustment and have not submitted the first two assessments by their relevant due dates will be contacted by a relevant person.
 - 3.7.1 This person could be from MDS Training, the Apprenticeship Centre, a section manager, the HR manager, a team leader, a coordinator, a senior support worker or other relevant person
- 3.8 Students who do not make application for an extension, special consideration or reasonable adjustment and do not submit any assessments despite a support strategy meeting and plan will be contacted by the relevant person
 - 3.8.1 This person could be from MDS Training, the Apprenticeship Centre, a section manager, the HR manager, a team leader, a coordinator, a senior support worker or other relevant person
 - 3.8.2 If student is an MDS employee provide copy of all correspondence to the HR manager and section manager
- 4.0 Requesting extensions
 - 4.1 Considerations to provide additional time, or an alternative method, for an assessment task or series of tasks, are designed to provide assistance to a student experiencing difficulties.
 - 4.1.1 Difficulties could be work related or due to personal circumstances. This may include but not be limited to:
 - 4.1.1.1 Medical reasons
 - 4.1.1.2 Carer responsibilities
 - 4.1.1.3 Loss or bereavement
 - 4.1.1.4 Hardship or trauma including victim of crime, loss of income, disruption to domestic arrangements
 - 4.1.1.5 Religious reasons
 - 4.1.1.6 Legal commitments for example jury duty
 - 4.1.1.7 Accidents or natural disasters
 - 4.1.1.8 Participation in sporting events at a state, national or international level
 - 4.1.1.9 Participation in a major cultural event
 - 4.2 All requests for extensions must be made on the appropriate application form before the due date of the assessment task or series of tasks **(insert link to form)**
 - 4.3 The submission of the form should not be taken as approval. Approval or denial will be given in writing.

- 4.3.1 Submissions for extensions must also include the reasons why an extension is required, supporting paperwork may be necessary, for example a doctor's certificate and a suggested date when the work will be submitted by or the alternative method required
- 4.4 The Training Coordinator will respond to all requests for extension within five days of receiving the written request
 - 4.4.1 A written response will be forwarded to the student requesting the extension
 - 4.4.2 A maximum extension period is of four weeks duration
 - 4.4.2.1 Times will be negotiated, however it must be recognised in a course which is continuing to be four weeks late with a task may impact on the learners ability to gain skills and knowledge in class and complete additional tasks assigned in the next part of the course
 - 4.4.3 If the employing organisation of the student has paid for the student's course they will receive a copy of the request and outcome
 - 4.4.4 If the student is undertaking a traineeship the employing organisation will receive a copy of the request and outcome
 - 4.4.5 If student is MDS staff member a copy of the altered plans and extension information will be forwarded to HR manager and section manager
- 4.5 Details of the meeting and its subsequent outcomes will be recorded and stored within the students files
- 4.6 Students can appeal the if the extension is denied as per the appeal process ([inert link to appeal form](#))
 - 4.6.1 The grievance must be lodged within 7 (seven) days of the meeting
 - 4.6.2 The grievance must be lodged in writing
 - 4.6.3 It must contain fully the details as to why any of the action taken in 4.3 has resulted in the grievance
 - 4.6.4 Must contain details of how the student would like the issue to be addressed
 - 4.6.5 If appellant is MDS staff member advise HR manger and section manager of outcome

5.0 Support strategies

- 5.1 Students can approach the Training Coordinator at any time to discuss additional support strategies
 - 5.1.1 This support may be related to:
 - 5.1.1.1 Disability
 - 5.1.1.2 Literacy
 - 5.1.1.3 Language
 - 5.1.1.4 Other concerns or barriers
- 5.2 All support strategies are constructed in conjunction and with consultation between the student and the Training Coordinator in order to ensure they meet the individual needs of the student

- 5.3 When a student is contacted by the Training Coordinator or other relevant person for non attendance or for late assessment submission or no assessment submission a meeting will be held
 - 5.3.1 This may also include a person who has requested and been granted an extension and who has subsequently not handed in the work on the new extension date
- 5.4 Students will be advised of their rights and responsibilities as per code of conduct for students
- 5.5 This meeting may result in the following outcomes
 - 5.5.1 A request to the student to explain reasons for not attending class or for the late or no submitted assessments
 - 5.5.2 Extra advice, information or support or adjustments given to the student to assist in achievement of competence
 - 5.5.3 Withdrawal from the course
 - 5.5.4 Cancellation of the traineeship (if relevant)
 - 5.5.5 Student may become responsible for additional fees if course completion date changes from the original timetable
- 5.6 Details of the meeting and its subsequent outcomes will be recorded and stored within the students files
- 5.7 Students may appeal the decision made within section 5.3 by lodging an appeal. **(insert appeal process link)**
 - 5.7.1 The grievance must be lodged within 7 (seven) days of the meeting
 - 5.7.2 The grievance must be lodged in writing
 - 5.7.3 It must contain fully the details as to why any of the action taken in 4.3 has resulted in the grievance
 - 5.7.4 Must contain details of how the student would like the issue to be addressed
 - 5.7.5 If appellant is MDS staff member advise HR manger and section manager of outcome
- 6.0 Students access to results
 - 6.1 **This section can be completed once a method of access is determined**
 - 6.2 Students will receive their work marked as competent or not yet competent within three weeks of submission
 - 6.3 The cover sheet attached to the task will indicate competence or not yet competent
 - 6.4 Work deemed not yet competent has two weeks to be resubmitted as per section 2.0
 - 6.5 Students who would like additional feedback can contact the trainer of their session or the Training Coordinator