

COURSE PROGRESS AND STUDENTS' ENGAGEMENT MONITORING POLICY

1. Purpose

- 1.1. Provide a framework to guide decisions regarding students' academic performance and progression.
- 1.2. Set clear responsibilities and accountabilities for academic progression decisions and processes; and
- 1.3. Ensure that academic progress processes are transparent, consistent and fair.

2. Scope

- 2.1. International Learners (Onshore and Offshore)
- 2.2. Domestic Learners
- 2.3. High School Learners

3. Relevant Standards / Legislative Instruments

- 3.1. The Education Services for Overseas Learners Act 2000, or ESOS Act and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code):
- 3.2. Department of Home Affairs - Course Progress Policy and Procedures for CRICOS Providers of VET Courses (The Course Progress Policy).
- 3.3. Standards for Registered Training Organisations (RTOs) 2015
- 3.4. VET Student Loans Rules 2016
- 3.5. VET Student Loans Act 2016
- 3.6. Queensland VET Investment Funding Program
- 3.7. Queensland User Choice Funding Program

4. Relevant Envirotech Documents and Policies

- 4.1. Student Complaints and Appeals Policy and Procedures
- 4.2. Student Handbooks
- 4.3. Cancellation of Enrolment Form
- 4.4. Deferral, Suspension, Withdrawal, Cancellation of Enrolment Policy and Procedures
- 4.5. Plagiarism Policy

5. Definitions

5.1. VET Academic Outcomes

Satisfactory outcome:

C	Unit Competency Achieved (Unit of Competency)
S	Satisfactory Assessment (Assessment task)

To be marked with a satisfactory outcome in a unit of competency or partial unit of competency, learners must participate and successfully complete all theoretical and practical (if applicable) assessments associated with the unit and the partial unit workload.

Not-satisfactory outcome:

NYC	Not Competent (Unit of Competency)
NYS	Not Yet Satisfactory (Assessment task)
NA	No valid Assessment (Unit of Competency part)

6. Policy Statement

Academic progress is the process by which students are able to advance in their course of study, by completing all learning and assessment requirements successfully and obtaining competency in the units studied.

It is the responsibility of the student to maintain satisfactory academic progress in their course throughout their study periods.

6.1. Study Periods

Envirotech Education study periods are divided into Academic Terms.

- **Academic Term for Adult Learners = 13 weeks**
- **Academic Term for High School Learners = 12 weeks**

Each term is divided into two blocks, Block A comprising of Weeks 1-5 and Block B for Weeks 6-10. The remaining three weeks are for Assessment Finalisation.

Each block within an academic term, learners will be enrolled in a set of units, which they must complete (obtain competency) within the block duration.

6.2. Course Progress Monitoring

Envirotech Education assesses its learner's academic progression in continuous evaluation of their Academic Terms.

Course progress monitoring is conducted through 3 different methods:

- Formal course monitoring
- Informal course monitoring
- Course engagement monitoring

6.2.1. Formal Course monitoring

6.2.1.1. Academic Checkpoint Letters

Envirotech learners may receive “*Academic Checkpoint Letters*” periodically as an informative update about their academic progress

“*Academic Checkpoint Letters*” have the purpose of informing students about their academic progression throughout their academic term.

Envirotech learners are responsible to maintain their full academic progress throughout the course regardless to “*Academic Checkpoint Letters*”.

6.2.1.2. Academic Progress Review

Envirotech will conduct an academic review at the end of each academic term. Learners are informed about the academic progress requirements in advance during the general induction.

“*Academic Progress Review*” letters will be sent to Envirotech learners, outlining the learner’s results.

Learners who failed more than 50% of their units in two consecutive study periods will receive an “*Intention to Report*” email.

6.2.2. Informal Course Monitoring

Apart from the formal monitoring methods described, Envirotech Education will also monitor its learners academic progress through the following:

- During the Academic Term, Envirotech learners may receive “*Academic Checkpoint*” emails. These emails have the purpose of informing students about their academic progression throughout their Academic Term.
- Envirotech learners are responsible for checking and monitoring their academic progress to assess their situation during their Academic Term.

- Trainers are encouraged to contact learners regularly and notify them regarding any risk of not achieving a satisfactory academic progress.
- Students should rectify any unsatisfactory components on an ongoing basis, to meet their academic progress requirements.

6.2.3. Course Engagement Monitoring

How is course engagement monitored?

- Envirotech delivers its academic resources and assessments online, therefore, course engagement is measured by the quality and quantity of online attendance, by login to Envirotech e-Learning platforms.
- Course engagement is measured by the number of interactions learners have with their Envirotech e-Learning platform and their trainers and participation in educational activities.
- Learners must join the class deliveries, using all relevant platforms provided, to demonstrate they are engaged with their training.
- Learners may also be requested during class deliveries to turn on their cameras to participate in class discussions. If requested by the trainers, learners must attend to the request as this is also considered to evaluate the learners` course engagement.

6.2.4. Attendance

- Envirotech Education also monitors academic progress through attendance of its learners.
- Envirotech learners must attend minimum 1 online delivery session per week.
- If sessions are delivered online, students must join delivery sessions using a full functional computer including a Mic and cameras in good working order and a stable network connection. Students must turn on their microphone and camera when instructed by their trainer.
- Student must attend a minimum of 80% of class delivery sessions throughout course duration.

6.2.5. Covid-19 - International Students Attendance

- During the COVID-19 period, Envirotech will keep monitoring attendance and students` engagement, in accordance with ASQA and the Department of Home Affair instructions
- International students must comply with their visa conditions, relating to academic progress, course engagement and course payments during the COVID-19 crisis.

6.3. Academic Progress

Envirotech Education defines its learners` academic progress in 2 categories:

- **Satisfactory Academic Progress**
- **Unsatisfactory Academic Progress**

6.3.1. Satisfactory Academic Progress

- Envirotech learners who have completed (gained competency) 100% of their units within Academic Term duration.

6.3.2. Unsatisfactory Academic Progress

- Envirotech learners who have not completed (not gained competency) 100% of their units within Academic Term duration.
- Envirotech learners who are under 50% units completed.
- Envirotech Learners under 50% units completed are considered “at risk”, as they may become ineligible to apply for extensions after the end of their Academic Terms.

Face-to-face and Online academic support are weekly provided for learners who wish for assistance during their Academic Term.

6.4. Academic Support

Envirotech Education provides reasonable advice and support for all its learners using 3 methods:

- **LLN Support Service**

- **Academic Online Support**
- **Academic Face-to-Face Support**

6.4.1. LLN Support Service

- Language, Literacy and Numeracy (LLN) are considered the fundamental skill basis of every learner.
- Envirotech Education assesses its learners LLN skills upon the enrolment process.
- In case any learner requires LLN Support Services, Envirotech Team will create an LLN Support Learning Plan.

6.4.2. Academic Online Support

- Academic Online Support is provided to all Envirotech Learners.
- Academic Online Support schedule is accessible on student's dashboard
- In addition, learners can also contact their trainers directly using Envirotech's Communication Platform.

6.4.3. Academic Face-to-Face Support

- Academic Face-to-Face support is also provided for Envirotech Learners*
- Academic Face-to-Face sessions occur weekly on specific days, where learners can clarify and confirm details regarding their course, assessments, or assignments with their trainers.

6.5. Academic Submissions

Academic submissions refer to assessments, assignments, activities, home projects, logbooks, service reports which may be required to complete a unit competency.

Envirotech learners are responsible for submitting their assessments regularly and complete all units within their Academic Term duration.

Envirotech learners will be marked "Satisfactory" in a specific activity or assessment if they have fully satisfied the requirements/conditions of said activity or assessment

Envirotech learners will be marked "Not Satisfactory" in a specific activity or assessment if they fail to meet one or all the requirements/conditions of the said activity or assessment.

In case Envirotech learners are deemed "Not Satisfactory" in a specific activity or assessment, learners must rectify and resubmit.

Envirotech learners will have a maximum of 3 attempts to submit each activity. If a student failed all 3 attempts, they must apply for another attempt which may incur fees.

Further attempts may be granted and should follow procedures set out on the Course Progress and Students' Engagement Monitoring Procedures

Envirotech Education defines academic submission as invalid if:

- **Empty submission:** Blank document/activity submitted
- **Copied submission:** Activity copied from another learner
- **Plagiarised submission:** Activity copied verbatim (word for word) from another source without properly referencing. Please refer to our Plagiarism Policy.

7. Consequences Of Non-Academic Progress or Course Engagement

Envirotech learners who do not achieve satisfactory academic progress may face the following consequences:

- **Course cancellation**
- **Ineligibility to apply for extension**

7.1. Non-academic progress or engagement in two consecutive Academic Terms:

Non-academic progress or engagement in 2 consecutive Academic Terms will trigger:

- **Intention to Report Letter (International learners)**
- **Intention to Cancel Letter (Domestic learners)**

For Envirotech VSL learners (domestic) – course cancellation and possible re-credit of previous Units of Study to avoid further HELP debt.

- Not able to obtain their qualification
- The Commonwealth HELP debt Loan will remain a personal debt until it is repaid to the Commonwealth, with no qualification outcome
- Cancellation of Centrelink Benefits

- Envirotech is required to report on the enrolment and progression status of a learner who is receiving Centrelink assistance/benefits, if a learner is relying on
- Centrelink benefits as a studying learner and is no longer progressing this can potentially affect or stop their eligibility in being able to receive their payments.

7.2. Informing learners of intention to cancel their enrolments

7.2.1. Envirotech Adult Learners (International and Domestic)

Envirotech Education will inform the learner in writing of its intention to cancel their enrolment and will allow the learner 20 business days to submit a formal appeal according to Envirotech's complaints and appeals process, unless extenuating circumstances relating to the welfare of the learner apply where this deadline may be extended.

7.2.2. Envirotech High School Learners

Envirotech Education will communicate in writing with the learner, the parents, and the VET High School coordinator, of its intention to cancel their enrolment and will allow 20 business days to access Envirotech's internal complaints and appeals process, unless extenuating circumstances relating to the welfare of the learner apply where this deadline may be extended.

7.3. Re-Credits for funding programs

7.3.1. VET Student Loans (VSL)

After 2 consecutive terms of non-progression, learners may be considered non-genuine students and therefore, may have their enrolment cancelled. If any fees occur after the decision to cancel learners' contract is made, Envirotech will refund/ re-credit fees incurred after that period.

8. Academic Warning Letters

8.1. Adult Learners

At least one warning letter will be sent to Envirotech Learners, prior to sending the “Intention to Cancel Letter”.

International learners are issued with: “Section 20 intention to report notice” when they fail in two consecutive Academic Terms.

Warning Letters are automatically sent, recorded in the system and displayed on the learner’s portal identifying all overdue and not satisfactory units accumulated by the learner.

International Students are also notified of the risk of breaching their Student Visa conditions.

The letters identify implications of progress failure and include an invitation for support by trainers and the Student Registrar if they have any issues which may have impacted their academic performance.

8.2. High School Learners

At least one warning letters will be sent to Envirotech Learners, their parents, and the VET High School Coordinators prior to “Intention to Cancel Letter”.

The letters identify implications of progress failure and include an invitation for support by trainers and the Student Registrar if they have any issues which may have impacted their academic performance

8.3. Warning Letters Intervals

Envirotech academic Warning Letters will be sent for non-progressing learners every study period.

9. Unit Extension

Envirotech Learners must complete all units within Academic Term duration.

However, in case learners still have outstanding units to be completed by the end of their Academic Term, they may apply for extension if they meet the eligibility conditions as follows:

- 50% of units of their Academic Term were deemed “Competent”;
- If students submit extension request; and
- If students pay “Extension Fees” (PRO RATA from course price)

Approved extensions will grant access to learners for another academic term.

Upon compelling/compassionate reasons, unit extension conditions may be lifted by Management decision.

9.1. Extensions will not be granted for:

- Learners who were not deemed “Competent” in less than 50% of units of their Academic Term”, and
- Learners who did not submit extension requests, and
- Learners who did not pay “Extension Fees”

9.2. Exemptions from fees

- Learners who were engaged and demonstrated to be genuine students or presented compassionate/compelling reasons may be eligible for extension and exemption from fees, upon management discretion.
- High school learners under VETiS funded program will be exempted from extension fees.

9.3. Unit extension fees

- Learners must pay all pending invoices that may have been incurred during their course duration to be eligible a course extension.

- Invoice and course extension period are recalculated at the course assessment finalisation period and extensions recorded as per the re-assessment.
- Waiver of fees may be offered as per Envirotech`s discretion.

10. Course Suspension

Envirotech Education may allow its learners to suspend their studies, if they provide evidence of compelling/compassionate reasons.

Approval of course suspension is upon Management discretion.

Envirotech Education defines “course suspension” differently for International and Domestic learners:

10.1. Course Suspension (International learners)

Envirotech Education may allow its international learners to apply for course suspension subject to the approval of the Academic Team.

The suspension period will stop the issuance of Warning and Intention to Report letters

If approved, the duration of the suspension period can be added to the learners` course end date, provided it is at least 30 days before the learner`s visa end date.

10.2. Course Suspension (Domestic learners)

Envirotech Education may allow its domestic learners to apply for course suspension.

If approved, during the suspension period, further units will not be added to the learners` Dashboard. However, learners would still have access to their learning materials and activities, allowing them to complete outstanding units with less academic load and more flexibility.

If approved, the duration of the suspension period will be added to the learners` course end date.

11. Appeals on Academic Decisions

Envirotech learners may appeal from decisions they felt treated unfairly. This may be related to:

- Learner being deemed to be a non-genuine student, or
- Being charged for extension fees, or
- Learner not agreeing with the status of an academic outcome.

Learners who wish to appeal academic decisions made by Envirotech must follow Envirotech's [Complaints and Appeals Policy and Procedures](#) available at Envirotech's website.

Envirotech learners have 20 business days to appeal from any academic decisions made by Envirotech Education.

11.1. Other grounds for appeal

A successful appeal may be achieved if one of the three grounds for appeal is proved right:

- Envirotech failed to record or calculate a learner's result accurately or marking was significantly delayed
- If the appeal shows that there was a calculation error and the learner actually made satisfactory course progress (successfully completed at least 50% of the units of competency from their Academic Terms), Envirotech will not report the learner.
- Compassionate or compelling circumstances affecting their progress
- If the appeal process shows that there are compassionate or compelling reasons for the lack of progress. The period will be directly related to the severity of the compelling or compassionate circumstances identified. The learner will not be reported to the authorities.
- Envirotech has not marked submissions within reasonable time.
- Envirotech has failed to implement its policies and procedures.

11.2. Student support during an appeal

- Envirotech Learners are required to fulfill their academic obligations during the appeal's process until the final resolution of the case.

- No enrolment cancellation and (for international learners) no reporting is made until the appeal process is concluded.
- Every effort to identify any compelling or compassionate reasons at every stage.
- For further information regarding our appeals` process, please refer to our Complains and Appeals Policy and Procedure.
- Where the appeal is successful, learners will not be reported, and the conclusion of the investigation will be documented on their personal record and Envirotech compliance registers and if necessary continuous improvements or further learner support is made.