

LATROBE COLLEGE OF ART AND DESIGN

PROCEDURE

STUDENT MONITORING

See **Policies / Student Monitoring Policy**
See **Checklist Student Monitoring**

PROCEDURES

1. MONITORING

All teachers are instructed to monitor their students' performance in their study unit. If the teacher detects that a student is falling behind or not performing as expected during the term, the teacher will talk to them and offer them more individual help.

If the student continues not to participate or perform to the expected level after the teacher has spoken to them twice during the term then the coordinator or student support services officer will meet with the student and remind them of the course expectation / or determine and try to solve any issues affecting the student's ability to do the course properly.

LCAD will monitor the student's course progress at the end of each course period at the completion of the teacher's assessment of students' results. Campus teachers' complete students' PAT's and KT's in the final week of term and submit their reports and higher education mark to admin one week later. Online teachers submit their results directly to students' Transcript of Results (TOR) via LCAD Google files where they are processed by admin in the week after term ends.

Students are again counselled by the coordinator or student support services officer if they have not passed any study units. Intervention (see below) is activated for students not passing 50 % of their study units each term.

They must report the issue using the Checklist Student Monitoring.

Any follow ups by the coordinator or student support services officer must also be recorded in this register.

2. MONITORING ATTENDANCE

LCAD will monitor the students' attendance for each campus class and weekly for online students. Students must attend 80% of their classes, unless there is a compelling reason.

The student must contact the college by phone or email if they will be late to class, leave class early or be away. This is outlined during the Orientation session at the beginning of the student's course.

Teachers must report to admin if a student has attendance problems. The teachers take a class attendance roll each class providing evidence of student attendance issues. The teacher must discuss the issue with the student as soon as they have missed multiple classes in a term.

Attendance levels are not factored in when assessing competency, but students are reminded of its criticalness to the learning program, and attendance will affect the student's ability to achieve competency.

The teacher must report to the coordinator or student support services officer if the student has been absent for 3 classes.

Students are counselled by the coordinator or student support services officer if it is clear the student will not attend 80% of their classes in each term period.

The coordinator or student support services officer must follow up the issue by checking the class rolls and or discussing with the student's teachers in the weeks after the counselling which is to be recorded in the Checklist Student Monitoring.

3. INTERVENTION

Overseas visa students must be reminded that they have an important visa obligation to maintain attendance and course progression, and that failing to pass may require repeating the course. Failure to do so could result in their visa being cancelled. See the LCAD.Student Monitoring policy, and the **Student Monitoring Procedure**.

Domestic students using VSL are reminded that, for most courses at LCAD, a failed study unit that needs to be repeated cannot be covered under the Commonwealth's support program and must be funded by the student.

If there are compelling reasons for the absenteeism that the LCAD student support services officer cannot resolve, then external counselling or support should be recommended. See the LCAD.Student Support policy. **Support** policy and similar policies covering RTO and VSL standards.

Other than counselling the student may receive by their teacher, coordinator or student support services officer, completing their work for assessment in their course will indicate whether they are formally behind in their course. The student may be requesting assessment extensions to complete their work late. See all details for assessment and extensions in the LCAD Assessment policy and Assessment Procedures.

An alternative study or study unit is recommended to students who do not pass the same study unit on a second attempt.

FIRST WRITTEN WARNING / NOTICE TO STUDENT

The college will issue the student a Student Warning Course Progress or Attendance form if the student does not complete 50% of study units or has attendance below 80% in each term.

Templates for written warning/notices are kept in the Course Progress, Attendance & Intervention Folder.

If the student is non-competent in more than 50% of their study units after the SECOND ASSESSMENT SUBMISSION (see the Assessment Policy) due date (5 days after assessment due date), or they are below 80% attendance, then a meeting is arranged with the coordinator or student support services officer to determine if any the problems or issues affecting the student and how they may be assisted. If the student's problem is a temporary mishap and they believe they can continue the course, the coordinator or student support services officer will typically counsel the student and obtain assurances from them to perform better in the course.

The coordinator or student support services officer will also point out to the student that improvement is required by the end of the following term.

All campus non-passed results are recorded in the NC List. All results are updated to the student's Student Completion Record or directly to the Student Management System (SMS) when this is due to be used by the college and functions correctly. Online students have all their results directly entered into their TOR by their assessing teachers, and the teacher updates them when students submit late.

SECOND WRITTEN WARNING/NOTICE TO STUDENT

If the student in their second study term is still not passing study units, the college may issue the student a Student Warning Enrolment Cancellation form.

If the student is, for the second time, non-competent in more than 50% of their study units by their second term's SECOND ASSESSMENT SUBMISSION or they are below 80% attendance, then a meeting is arranged with the coordinator or student support services officer to discuss reassessing the intervention strategy with the student and choosing another that may be more effective. The coordinator or student support services officer is to issue the student with a Student Warning Enrolment Cancellation form as soon as practicable after the meeting, outlining the assurances and strategies the student has given to perform better in their course. The

letter will explain to the student that if unsatisfactory progress continues by the next assessment period, the college will recommend that the student consider another course of study. Overseas visa students are warned that they may be reported to PRISMS, which could lead to their visa being cancelled by the Department of Home Affairs (DHA).

The college will offer overseas visa students access to the Complaints and Appeals Process, which can be accessed within 20 working days if they feel they have been unfairly treated. If the student does not access the Complaints and Appeals Process, they will be reported in writing to PRISMS, which could lead to their expulsion and the cancellation of their student visa.

The student's enrolment is unaffected while accessing the Appeals and Complaints Process.

EXHAUSTING THE COMPLAINTS & APPEALS PROCESS

If the student has exhausted the Complaints & Appeals Process (accessed within 20 working days but not limited to 20 working days) or chosen not to access the Complaints and Appeals Process within the 20 working days or withdraws from the process, or the process is completed and results in a decision supporting the LCAD, the college must report the student to PRISMS as soon as practicable.

THIRD WRITTEN NOTICE - CANCELLATION OF ENROLMENT

If at the completion of the next assessment period of the following term, the student is competent in less than 50% of their study units, the coordinator or student support services officer will again meet with the student to explain that the college will be cancelling their enrolment and will issue the student with an Enrolment Cancellation form.

For overseas visa students, the college will cancel their CoE and notify DHA through PRISMS that the student's enrolment has been cancelled due to unsatisfactory course progress.

The Section 20 notice, which PRISMS generates, must be posted/ given to the student and copied for their file. See ENC 8 Overseas Student Visas

If the student restores and re-engages with the course with the college's approval, they may be behind schedule in completing their studies on time, or the college has approved them to suspend their studies for a period. In this case, the student can apply for an email request to extend their course duration.

The college and staff are committed to assessing and recording all deferments, suspensions, or cancellations of study, ensuring that students within the process are informed of their rights and provided with due care and, where relevant, opportunities for appeal. See ENC Standard 9 Deferring, Suspending or Cancelling the Overseas Student's Enrolment.

4. STUDENT INTERVENTION FOR LATE PAYMENT OF FEES

The coordinator will interview the student to determine whether there are larger issues related to non-payment of fees and may recommend student counselling or other measures to engage the student if their fees remain unpaid. The coordinator may also negotiate a plan for paying the fees with the student.

If the fees continue to be unpaid promptly and the student continues to avoid payment or breaks promises or agreements to pay their late payments and/or penalties, the college will take legal action to recoup the fees, and the student will bear the costs. Overseas visa students will be issued with an Intention to Report Non-Payment of Fees form.

5. MAINTAINING COPIES OF CORRESPONDENCE

Copies of warning letters/ notices and important correspondence with students will be kept in the student's file.