

# Academic Progress Procedure

RTO Number 90198

Document Number	TRIM Ref: DOC18/13408
TRIM Document Classification	GOVERNANCE - Academic - Procedures
Publication Date	April 2022
Contact	Executive Manager, NSW Health RTO
Consultation	NSW Health RTO Strategic and Steering Committee NSW Health RTO Operations and Compliance Committee
Applies to	NSW Health RTO
Related Policies	Academic Progress Misconduct Complaints and Appeals
Related Procedures	Academic Progress Misconduct Complaints Assessment Decision Appeal Internal Appeal External Appeal
Forms and supporting documents	Student RTO Handbook Program Guide Student Support Meeting Record Student Support Monitoring Record
Review date	April 2022

## DOCUMENT HISTORY

Version	Issued	Author	Reason for Change
v2.0	February 2017	RTOEO	Developed the Academic Progress Policy and Procedures to address student academic progress requirements
v2.1	August 2018	RTOEO	Removed the student academic progress information from the policy and procedures Set up the standalone procedure
v2.2	August 2019	RTOEO	Amended the titles of the RTO new Committees
v2.3	August 2020	RTOEO	Clarified the number of assessment attempts and extensions.

Version	Issued	Author	Reason for Change
v3.0	Apr 2022	RTOEO	Removed reference to Academic Misconduct and replaced with Misconduct, updated the process for managing unsatisfactory Academic Progress and added Procedural Fairness.

Issued by the Executive Manager, NSW Health RTO under the authority of the Chief Executive (CE).

## Overview

- All students enrolled in NSW Health RTO VET programs are required to meet the academic progress requirements as specified in the definitions in this Procedure.
- Students will be treated with respect and are entitled to procedural fairness during the management of academic progress matters. Procedural fairness must be applied at all stages of the process and by all personnel involved.
- All RTO staff involved in the management of Academic Progress issues will implement a fair and just process. Respondents are provided with an opportunity to respond and be heard; decision makers are free from bias and decisions are based upon factual and credible evidence.
- Students have a maximum of three (3) assessment attempts for each UOC – initial submission and two re-submissions.
- Except in extenuating circumstances, students may be provided up to three (3) extensions of time throughout a full program. Approved extensions should be recorded on the student’s file.
- All extensions, greater than one week, must be approved by the Program Coordinator taking into consideration the implications for student progression and timely completion.
- NSW Health RTO has a structured, formal process in place to assist students to meet academic progress requirements. This can include the coaching/support, as well as the development of a learning contract.

## Definitions

Appeals Committee	Reviews the complaints and appeals escalated by the students. It may have the following members: <ul style="list-style-type: none"> <li>• Executive Manager, NSW Health RTO</li> <li>• Executive Officer, NSW Health RTO</li> <li>• Director, Education and Training, HETI Higher Education</li> </ul>
ASQA	Australian Skills Quality Authority
CE	Chief Executive, NSW Health RTO
Procedural Fairness	The guiding principles for ensuring a fair and just process. Respondents are provided with an opportunity to respond and be heard; decision makers are free from bias and decisions are based upon factual and credible evidence.
Program	AQF Qualification, Skill Set, Skill Cluster and standalone Unit of Competency

RTOEO	NSW Health RTO Executive Office
Satisfactory Academic Progress	<p>Where the student achieves:</p> <ul style="list-style-type: none"> <li>• Satisfactory completion and submission of all assessments</li> <li>• Competence in all units of competency</li> <li>• All classroom and clinical/work placements attendance</li> </ul> <p>Absences from classroom training/ clinical and work placement are permitted for the following reasons (and subject to documentary evidence being provided):</p> <ul style="list-style-type: none"> <li>• Illness or injury, where a medical certificate states that the student was unable to attend classes or complete assessments;</li> <li>• Family circumstances such as sick children or the bereavement of close family members.</li> <li>• Involvement in a traumatic incident.</li> <li>• Other legitimate circumstances not described above supported by evidence.</li> </ul>
Student Review Panel (SRP)	<p>Student Review Panel</p> <p>Implements a fair process by which students with academic misconduct will be managed and course progression or continuation of enrolment is decided. The SRP comprises:</p> <ul style="list-style-type: none"> <li>• Delivery Site Manager / Director - Chair</li> <li>• Program Coordinator</li> <li>• Director/Manager of another Delivery Site, or an Independent Educator</li> </ul>
Unsatisfactory Academic Progress	<p>Where a student:</p> <ul style="list-style-type: none"> <li>• Is unsuccessful in completing the training and assessment requirements for a qualification or any of its units of competency.</li> <li>• Unsatisfactorily completes assessment item/s and/or the assessment has not been submitted after agreed extensions of time</li> <li>• Is not maintaining attendance requirements</li> <li>• Is unsuccessful in meeting any other specific program requirements including but not limited to satisfactory completion of assessment requirements, competency in the required clinical skills, and attendance at work placements.</li> </ul>
VET	Vocational Education and Training

# Procedure

<p>Delivery Site Informal Process</p>	<p>Where a student is not meeting satisfactory academic progress requirements:</p> <ul style="list-style-type: none"> <li>• Contact the student. Inform them of the issues to be discussed and arrange to have an informal meeting</li> <li>• Document the discussions and outcomes of the meeting using the Student Support Meeting Record (available on the RTO website under the Student Support Section)</li> <li>• The Meeting Record must include:             <ul style="list-style-type: none"> <li>- Issues discussed</li> <li>- Extenuating circumstances</li> <li>- Actions required to meet academic progress requirements</li> <li>- Timeframes</li> <li>- Action Plan</li> </ul> </li> <li>• Ensure the student signs the document</li> <li>• File the document in the student record</li> </ul>
<p>Delivery Site Monitor Student Performance</p>	<ul style="list-style-type: none"> <li>• Monitor the student's performance including completion of assessments and attendance using the Student Support Monitoring Record (available on the RTO website under the Student Support Section).</li> <li>• Monitoring must be undertaken on a regular basis and at agreed times.</li> </ul>
<p>Delivery Site Formal Process First Warning</p>	<ul style="list-style-type: none"> <li>• Where a student fails to meet the agreed actions and the Action Plan send a <i>First Warning Letter of Unsatisfactory Academic Progress</i>:             <ul style="list-style-type: none"> <li>- Invite the student to attend a meeting with the Program Coordinator to discuss issues, including any continuing mitigating circumstances and additional support requirements</li> <li>- Develop a plan of actions and obtain student agreement.</li> <li>- Ensure this plan is signed by the student.</li> <li>- Develop minutes of the meeting and provide to the student via email.</li> <li>- Include a copy of the Action Plan, email and meeting minutes on the student's file.</li> <li>- Inform the student that their Manager/School will receive a letter to this effect</li> </ul> </li> </ul>
<p>Delivery Site Inform the Student's Employer/School and Delivery Site Manager</p>	<ul style="list-style-type: none"> <li>• The Program Coordinator will:             <ul style="list-style-type: none"> <li>- Inform the student's Manager/School, in writing</li> <li>- Keep them informed of progress</li> <li>- Inform the Delivery Site Director/Manager</li> </ul> </li> </ul>
<p>Delivery Site Continue to Monitor Student Performance</p>	<ul style="list-style-type: none"> <li>• Continue to monitor the student's performance and document using the Student Support Monitoring Record.</li> </ul>

<p>Delivery Site Second Warning</p>	<ul style="list-style-type: none"> <li>• If following the first formal meeting the student's academic progress remains unsatisfactory, a second warning letter will be issued.</li> <li>• Student's Manager/School will be informed of this.</li> <li>• A meeting with the student will be conducted to review the Action Plan and support the student is currently receiving, plus any additional actions required which will be discussed at this meeting.</li> <li>• Update the Action Plan arising from this meeting and develop the meeting minutes and provide a copy to the student to sign.</li> <li>• Copies of the documents will be kept on file.</li> <li>• Continue to monitor the Student's progress to ensure they meet academic progress requirements.</li> </ul>
<p>Delivery Site Third Warning and Referral to SRP</p>	<p>Where a student's progress continues to be unsatisfactory:</p> <ul style="list-style-type: none"> <li>• Send the student a <i>Third Warning Letter of Unsatisfactory Academic Progress</i> informing the student: <ul style="list-style-type: none"> <li>- The matter will be referred to the Student Review Panel (SRP), and</li> <li>- Invite the student to attend a meeting with the SRP to discuss issues, including mitigating circumstances;</li> <li>- Outline the date, time and location of that meeting</li> <li>- Inform them that that they have the right to be accompanied by a support person, who may be a family member or friend. This person may attend the meeting with the student but must not interfere with the proceeding.</li> <li>- A copy of this letter will be sent to their Manager/School</li> </ul> </li> <li>• Where the student indicates that they are unable to attend provide them with the opportunity to submit written evidence of issues/mitigating circumstances.</li> </ul>
<p>Delivery Site Student Review Panel Prepares for the Interview</p>	<ul style="list-style-type: none"> <li>• Director/Manager of the delivery site: <ul style="list-style-type: none"> <li>- Sends a copy of the letter to the student's Manager/School</li> <li>- Forms the SRP</li> </ul> </li> <li>• The SRP reviews all evidence provided including, all documentation produced by the program coordinator/staff and evidence provided by the student and other relevant parties</li> </ul>
<p>Delivery Site Student Review Panel Conducts the Interview</p>	<ul style="list-style-type: none"> <li>• Where the student chooses to attend the interview, at the commencement of that interview, the Director/Manager of the delivery site (Chair of SRP) must: <ul style="list-style-type: none"> <li>- Outline the academic progress issues for the student and the purpose of the interview.</li> <li>- Invite the student to respond to the allegation and to inform the SRP whether the student agrees that the allegation is correct and, if so, whether the student wishes any mitigating circumstances to be considered.</li> <li>- Explain to the student that the SRP will review the evidence provided and will formally communicate its decision in writing.</li> </ul> </li> <li>• At the end of the interview, the Chair must inform the student that the decision will be made within maximum of ten (10) working days.</li> <li>• Whether or not the student attends the interview, the SRP will implement a fair process by which students with misconduct will be managed and course progression or continuation of enrolment is decided.</li> </ul>

<p>Delivery Site Student Review Panel Decision</p>	<ul style="list-style-type: none"> <li>• Develop minutes of the meeting including all the details and outcomes of the meeting. Include a copy on the student's file.</li> </ul> <p>The SRP may decide to either:</p> <ol style="list-style-type: none"> <li>1. Allow enrolment to continue with conditions</li> <li>2. Cancel the student's enrolment</li> </ol>
<p>Delivery Site Communication to Student</p>	<ul style="list-style-type: none"> <li>• Send a formal letter to the student outlining the decision of the SRP within ten (10) working days.</li> <li>• Where the student's is to continue: <ul style="list-style-type: none"> <li>- Outline all the conditions, including actions and timelines</li> <li>- Include that their progress will be closely monitored and failure to meet any conditions will result in automatic cancellation of their enrolment.</li> </ul> </li> <li>• Where the student will be informed of the cancellation of their enrolment, inform them of their right of appeal to the NSW Health RTO Executive Manager, within ten (10) working days of receiving the formal letter from the SRP.</li> </ul>
<p>Delivery Site Monitoring of students who are allowed to continue with conditions</p>	<ul style="list-style-type: none"> <li>• Program Coordinators will: <ul style="list-style-type: none"> <li>- Monitor and document a student's progress to ensure students adhere to the conditions.</li> <li>- Provide required support to assist the students to meet the conditions</li> <li>- Inform the delivery site Director/Manager where a student does not adhere to the conditions</li> </ul> </li> <li>• The Chair of the SRP will inform the student in writing that their enrolment is cancelled and their right of appeal to the Delivery Site Director/Manager, within ten (10) working days of receiving the formal letter.</li> </ul>

# NSW Health

## Registered Training Organisation

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