

Course Progress Monitoring Policy and Procedure

Purpose

The objective of this policy is to establish a framework for monitoring and supporting the progress of students during their course at ICM. It aims to ensure that students receive adequate training, assessment, and support services tailored to their individual needs, thereby maximising their learning outcomes.

Scope

This policy applies to all employees of ICM, including administration personnel, trainers, assessors, and staff involved in Vocational Education and Training (VET). It encompasses all matters concerning international students and VET programs of ICM.

Policy

The Course Progress Monitoring Policy and Procedure at ICM is designed to ensure that students receive the necessary support and guidance for effective learning throughout their course. Our commitment is to provide individualised training, assessment, and support services that meet the unique needs of each student. We recognise that monitoring course progress is crucial in maximising learning outcomes. We adhere to regulatory requirements, including Clause 1.7, which emphasises the provision of tailored support, and Clause 5.4, which highlights the importance of keeping students informed about any changes to agreed services. By maintaining a publicly available complaints and appeals policy, we encourage students to engage with our staff and provide valuable feedback to continuously improve our services. Our dedicated Head of Training and Administration personnel, along with trainers, assessors, and support staff, are responsible for implementing this procedure, ensuring awareness among all stakeholders. Through regular assessments, individual progress tracking, performance review meetings, and personalised support interventions, we strive to monitor student progress effectively and create a supportive learning environment. By adhering to this policy, we aim to facilitate students' success and enable them to achieve their learning goals and objectives.

Responsibilities

The following individuals have specific responsibilities regarding the implementation of this policy:

Head of Training & Administration Personnel

- Responsible for overseeing the implementation of this procedure during training and assessment.
- Ensures that all staff and students are aware of the policy and its application.
- Provides guidance and support to trainers, assessors, and administrative staff in monitoring and supporting student progress.

Trainers and Assessors

- Responsible for monitoring and tracking the progress of their assigned students.
- Provide timely feedback to students regarding their performance, identifying areas of improvement and development.
- Collaborate with support services to address any challenges or concerns faced by students.

Procedure

Support Services

ICM will provide the following support services to assist students in their course progress:

Initial Assessment

- Conduct an initial assessment at the beginning of the course to establish a baseline of students' skills, knowledge, and learning needs.
- Identify any pre-existing challenges or requirements that may impact their progress.

Regular Assessments

- Administer assessments and evaluations at regular intervals throughout the course to gauge students' understanding and progress.
- Provide timely and specific feedback on assessments, highlighting strengths and areas for improvement.

Individual Progress Tracking

- Maintain individual progress records for each student, documenting assessment results, feedback, and support provided.
- Track attendance and participation in classes, workshops, or practical sessions.

Individualised Support

- Students will have access to individualised support services tailored to their specific needs, such as academic assistance, language support, or counselling.
- Trainers and assessors will work closely with students to identify their support requirements and ensure they receive appropriate assistance.

Progress Monitoring

- Regular progress monitoring will be conducted to track students' performance and identify any issues or challenges they may be facing.
- Trainers and assessors will maintain records of student progress, including assessments, feedback, and any additional support provided.

Performance Review Meetings

- Conduct periodic performance review meetings with students to discuss their progress, address concerns, and set goals for improvement.
- Provide guidance on study strategies, time management, and other relevant areas to enhance learning outcomes.

Support Intervention

- Identify students who are experiencing difficulties or falling behind in their studies.
- Collaborate with support services staff to develop personalised support plans for struggling students.
- Implement interventions, such as additional tutoring, mentoring, or counselling, to address identified challenges.

Communication

Students will be kept fully informed of any changes to the agreed services, course requirements, or assessment procedures.

- Maintain regular communication with students to keep them informed of their progress, areas for improvement, and available support services.
- Clearly communicate any changes to course requirements, assessment procedures, or support services.
- ICM will maintain open lines of communication with students, ensuring they have a platform to express their concerns, provide feedback, or seek clarification regarding their progress or support services.

Complaints and Appeals

- ICM has a publicly available complaints and appeals policy to address any concerns or grievances raised by students.
- Students are encouraged to engage with staff to voice their concerns, provide feedback, or lodge complaints, as their input is valuable for improving services and meeting the needs of current learners.

Evaluation and Continuous Improvement

- ICM will periodically evaluate the effectiveness of this policy and procedure to ensure its alignment with best practices and regulatory requirements.
- Feedback from students, trainers, assessors, and other stakeholders will be sought and considered for continuous improvement.

Documentation and Record Keeping

- Ensure all records related to student progress monitoring, assessments, feedback, and support interventions are accurately maintained.
- Store records securely and in accordance with privacy and data protection regulations.

Continuous Improvement

- Regularly evaluate the effectiveness of the progress monitoring process.
- Seek feedback from trainers, assessors, support services staff, and students to identify areas for improvement.
- Make necessary adjustments to the monitoring procedure based on feedback and best practices.

Policy Compliance

- Ensure compliance with the Course Progress Monitoring Policy and other relevant institutional policies and procedures.
- Regularly review and update the monitoring procedure to align with any policy changes.

Policy Review

- This policy will be reviewed annually or as necessary to ensure its relevance, effectiveness, and compliance with relevant laws and regulations.

This Procedure for Monitoring Course Progress aims to ensure that students receive ongoing support and assistance, enabling them to achieve their learning goals effectively. By adhering to this Course Progress Monitoring Policy and Procedure, ICM aims to provide a supportive learning environment that meets the individual needs of students and maximises their learning outcomes.

Relevant laws, regulations, and standards (Standards for RTOs) to this policy.

The Course Progress Monitoring Policy and Procedure at ICM aligns with relevant laws, regulations, and standards for Registered Training Organisations (RTOs). The following standards from the Standards for Registered Training Organisations 2015 are particularly relevant:

- Standard 1: The RTO provides quality training and assessment across all its operations. This policy ensures that ICM provides quality training and assessment by monitoring and supporting students' course progress effectively.
- Standard 5: The RTO systematically monitors and improves training and assessment strategies and practices. The procedure outlined in this policy allows for the systematic monitoring of student progress and provides a framework for continuous improvement in training and assessment practices.
- Standard 6: The RTO actively promotes and uses the outcomes of its evaluation and continuous improvement processes to enhance the outcomes for learners. The policy encourages the collection of feedback from students and stakeholders, which is used to improve services and meet the needs of current learners.
- Standard 7: The RTO ensures compliance with all regulatory requirements. This policy ensures compliance with regulatory requirements, including the provision of individualised support, informing students of changes in services, and having a publicly available complaints and appeals policy.
- Clause 1.7: Training and assessment is delivered to meet the individual needs of learners. This policy emphasises the provision of support services that meet the individual needs of students, as required by Clause 1.7.
- Clause 5.4: Students are fully informed of any changes to agreed services. The policy aligns with Clause 5.4 by ensuring that students are kept informed about any changes to the agreed services through effective communication.

ICM demonstrates its commitment to providing high-quality training, assessment, and support services to its students by adhering to these laws, regulations, and standards, while continuously striving for improvement and compliance with regulatory requirements.