

Course Progression Policy

1. Purpose

This policy outlines the requirements for student course progression at Key 2 Learning College (the College) and measures to promote student compliance with those requirements, which include student support.

The policy fulfils the College's compliance monitoring obligations, including those specified by the Australian Skills Quality Authority (ASQA), the Education Services for Overseas Students (ESOS) Framework and National Code of Practice for Providers of Education and Training to Overseas Students (2018). The policy also ensures the integrity and quality of training provided to students to meet Community Work Australia (CWA) expectations.

2. Principles

The identification of students at risk of failing to meet course attendance and course progress standards balances the College's commitment to support and assist students, with its obligation as a registered Vocational and Education Training provider to safeguard the integrity of Australia's migration laws.

3. Scope

This policy applies to all students enrolled in the CWA Accredited CHC52021 at Key 2 Learning College.

4. Associated Policies and Forms

This policy is to be read in conjunction with other policies and procedures and forms (found on Key 2 Learning College website) including:

- International Student Handbook
- PP080 – Attendance, Assessment and Academic Integrity Policy
- PP075 - Placement Policy
- PP048 - Appeals Feedback Complaints and Policy
- PP056 - Student Support Services Policy and Procedure
- PP008 - Student Code of Conduct
- PP023 - Access and Equity Policy and Procedure
- PP060 - Confidentiality Policy and Procedure
- F082 – Student Progression Contract

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5. Course progression

- 5.1 **Components:** Course progression involves all the elements of a student's active engagement with their studies which are required to ensure they complete their course within the required duration to fulfil visa requirements, and meet expected standards of behaviour at the College.

Course progression refers to the College's requirements for;

- attendance, including punctuality, and active engagement with studies
- display of skills, knowledge and experience which meets training standards
- timely submission of assessments
- submission of work which is the student's own work
- acceptable classroom behaviour and adherence to Student Code of Conduct
- timely payment of course fees and penalties

- 5.2 **Attendance, Assessment and Academic Integrity:** The requirements for satisfactory course progression are set out in **PP080 - Attendance, Assessment and Academic Integrity Policy** and address the following student actions, choices and capabilities;

5.1, 5.2	general attendance requirements for Theory, Tutorial Support and Student Vocational Placement
5.3	specific attendance requirements associated with CHCDIV002
5.4	fail to attend Theory or Tutorial Support days without an acceptable reason (6.1, 6.2, 6.4), or leave class without permission, on two (2) occasions
5.5	fail to attend the first Theory session of a new Unit of Competency, or two (2) Theoretical sessions for any Unit of Competency without an acceptable reason (6.1, 6.2, 6.4)
5.6	fail to engage in studies in a constructive, focused and alert way
6.3	fail to attend class due to illness (despite providing a Medical Certificate) on three (3) occasions within a two (2) month period; or prolonged or frequent illness that prevents a student from fulfilling the inherent requirements of the course
7.1	general requirements for punctuality (unless for reasons of accident/physical harm reported in F009 – Incident and Accident Form)
8.1	the timely submission of Assessments by the date shown in the Course Schedule, or as specified by the Trainer

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8.2	submission of complete Assessments, that take account of feedback where necessary before re-submission
8.3	application for an Assessment Extension with credible evidence of genuine need (6.1, 6.2, 6.4 or accident/physical harm reported in F009 – Incident and Accident Form), within two (2) business days prior to the due date and on no more than three (3) occasions across the 20 Units of Competency that make up CHC52021 – NOTE: approval is not guaranteed
9.1	submission of work represented as the student's own work, which has been copied from another student or the internet, or created by someone other than the student or by a cheating service
9.2	submission of work created or altered by AI content generators or tools
10.1	capability to display essential, non-negotiable skills, knowledge and behaviour to successfully complete the course, including (but not limited to): • spoken English fluency to build conversational rapport to encourage trust and cooperation • ability to recognise, interpret and respond to non-verbal cues • capacity for self-awareness and reflection
11.1	fail to attend Theory days for Units with a Credit Transfer (CT)

5.3 Payment of Fees: The requirements for satisfactory course progression include the timely payment of course fees. Students are required to pay fee instalments as set out in the Key 2 Learning Letter of Offer, including prior to the issuance of the Certificate of Enrolment (CoE) and then on or before the due date of subsequent fee instalments. Where fee instalments have not been paid within seven (7) days of the due date, and no other arrangements have been made by the student to settle their fees, students will be;

- issued with a Letter of Warning and a \$200.00 penalty, and
- required to meet with the CEO and Administration/Student Support Officer to agree to a payment plan

NOTE: Where students do not adhere to payment plans and invoices remain unpaid, the College reserves the right to cancel a student's CoE and report to the Provider Registration and International Student Management System (PRISMS).

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5.4 Student Code of Conduct: The Student Code of Conduct is a general expression of required behaviour which is further specified in PP080, and linked to the provisions of this policy PP081. Disciplinary Breaches of the Code of Conduct are addressed through confidential discussions that display properties of natural justice and procedural fairness, to observe the College's duty of care to all students and involve;

- student, CEO, Course Coordinator/Trainer, Student Support Officer (and any other person relevant to the breach), and a support person nominated by the student (if requested)
- appropriate responses calibrated to the circumstances and nature of the breach, including student support for those involved where relevant
- in circumstances involving a third Formal Letter of Warning (PP081) for repeated breaches of the College's policy framework, or fraud or deception, threats, bullying or harassment of the College, students or staff, criminal behaviour or egregious breaches of the Code, the College reserves the right to cancel a student's CoE and report to PRISMS
- students called to a Disciplinary Meeting for Breach of Student Code of Conduct will have access to the College's Appeals Feedback and Complaints Policy (PP048) which complies with Section 137K of the Migration Act and Section 20 of the ESOS Act 2000.

6. Disciplinary measures

6.1 Penalties and sanctions: The College respects adult learners as capable of making informed choices about the reasons for their study in Australia, the basis on which that is permitted and their choice of Key 2 Learning as the training provider. The College also holds students accountable in relation to the general expectations set out in the Student Code of Conduct and further specified in PP080 - Attendance, Assessment and Academic Integrity Policy. The consequences of failing to meet these expectations are calibrated and include;

- temporary (physical and/or digital) removal from the training environment
- financial penalties and costs
- Letters of Warning – formal notification recording the breach of identified policy provisions including information for student support, or where the College intends further action, avenues of appeal
- Student Support Contract – a documented plan to support students to meet agreed course progression requirements
- Disciplinary Meeting for Breach of Student Code of Conduct
- cancellation of the student's CoE and report to PRISMS

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6.2 Non-financial penalties

A. Removal from class + marked Absent for course progression purposes	
5.6	student falls asleep or engages in disruptive behaviours

B. Repeat Unit of Competence with another class (no cost)	
5.3	student fails to attend 100% - CHCDIV002 (Theory + Tutorial Support days)
5.5	student fails to attend first day of a new Unit of Competency or any two (2) Theory sessions for any Unit without an acceptable reason (6.1, 6.2, 6.4)

C. Medical assessment to confirm ability to meet course requirements	
6.3	Prolonged or frequent illness (three occasions within two months) – College requires student to provide independent medical evidence of ability to meet attendance and progress requirements

6.3 Financial penalties, costs and Letters of Warning

D. LMS (CANVAS) is locked + \$100 penalty required to re-open the account	
7.2	late arrival to either Theory or Tutorial Support days (after 9.30am) on more than three (3) occasions (unless for reasons of emergency recorded on F009 – Incident and Accident Form)
8.1	failure to submit Assessment by the due date shown on the Course Schedule, or a new date specified by a Trainer (eg following resubmission)
8.2	failure to submit complete Assessments, or to incorporate feedback in a resubmission (second attempt) leading to a third (and final) attempt, with a new date specified by a Trainer
8.6	an Assessment Extension request is refused (NOTE: the decision is not subject to the Appeals Feedback and Complaints Policy - student can contact the Course Coordinator for review of the decision)

E. \$100 penalty	
7.2	additional \$100 penalty for each further instance of late arrival for class (whether Theory or Tutorial Support day) following penalty incurred at A .

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7.3	Additional \$100 penalty where staff have to make up Role Plays or other forms of assessment outside of class hours, owing to a student's late arrival to class
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F. Formal Letter of Warning

9.1	on the first occasion, submission of work represented as the student's own work, which has been copied from another student or the internet, or created by someone other than the student or by a cheating service – student must resubmit in their own words by a date set by a Trainer
9.1	on the first occasion, students who allow their work to be copied
9.2	on the first occasion, submission of work created or altered by AI content generators or tools– student must resubmit in their own words by a date set by a Trainer
11.1	fail to attend Theory days as specified for Credit Transfer (CT)
10.1	On the first occasion, Unable to meet Inherent Requirements

G. Formal Letter of Warning + \$100 penalty

5.4	on the first occasion, fail to attend the course without an acceptable reason (6.1, 6.2, 6.4), or leaving class without permission on two (2) occasions
9.1	on the second occasion, submission of work represented as the student's own work, which has been copied from another student or the internet, or created by someone other than the student or by a cheating service – student must resubmit in their own words by a date set by a Trainer
9.1	on the second occasion, students who allow their work to be copied
9.2	on the second occasion, submission of work created or altered by AI content generators or tools– student must resubmit in their own words by a date set by a Trainer
10.1	On the second occasion, Unable to meet Inherent Requirements

H. Formal Letter of Warning + \$150 penalty

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5.4	on the second occasion, fail to attend the course without an acceptable reason (6.1, 6.2, 6.4), or leaving class without permission on two (2) occasions
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I. Formal Letter of Warning + \$200 penalty + Intention to Cancel CoE and report to PRISMS

5.4	on the third occasion, fail to attend the course without an acceptable reason (6.1, 6.2, 6.4), or leaving class without permission on two (2) occasions– student subject to provisions at M
9.1	on the third occasion, submission of work represented as the student’s own work, which has been copied from another student or the internet, or created by someone other than the student or by a cheating service – student subject to provisions at M
9.1	on the third occasion, students who allow their work to be copied – student subject to provisions at M
9.2	on the third occasion, using AI content generators or tools to create, paraphrase, translate or alter the student’s work – student subject to provisions at M
5.4, 5.5	persistent breach of requirements (failure to attend) – student subject to provisions at M
5.6	persistent breach of requirements (failure to engage actively/constructively with studies) – student subject to provisions at L
7.2	persistent breach of requirements (late arrival) – student subject to provisions at M
10.1	On the third occasion, Unable to meet Inherent Requirements

J. Repeat Unit of Competence with another class (at student’s cost)

5.5	fail a Unit of Competency repeated with another Diploma class - student will pay the cost of a third attempt as per the published Schedule of Costs for Units of Competency
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6.4 Removal from the course – inability to meet course requirements

K. Unable to meet course attendance and progress requirements

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6.3	prolonged or frequent illness preventing a student from meeting the course attendance and course progression requirements
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L. Unable to meet Inherent Requirements of the course	
9.3	student unable to verify own knowledge by means of written assessment or verbal interview in respect of core learning outcomes
10.1	student unable to demonstrate performance requirements to achieve core learning outcomes, notwithstanding: • one (1) additional coaching session with one-on-one input from a Trainer and peer mentor • access to supplementary training resources (videos) and time to practice and refine the requisite performance evidence • one (1) final Role Play opportunity to display performance evidence that meets Assessment criteria (for a new Role Play Case Scenario), with a Trainer and independent Assessor

6.5 Removal from the Course – Disciplinary Breach of the Student Code of Conduct

M. Disciplinary Breach of the Student Code of Conduct
In circumstances involving a third Formal Letter of Warning for repeated breaches of the College’s policy framework (PP081), or fraud or deception, threats, bullying or harassment of the College, students or staff, or criminal behaviour, the College reserves the right to cancel a student’s CoE and report to PRISMS. Students will have access to the College’s Appeals Feedback and Complaints Policy (PP048) which complies with Section 137K of the Migration Act and Section 20 of the ESOS Act 2000

6.6 Progression Plans: Other than for reasons set out at **6.4 Removal from the course – inability to meet course requirements**, students who have been identified and recorded as not meeting satisfactory course progress requirements are provided with a Progression Plan, which involves;

- meeting between student, Course Coordinator and CEO or Trainer

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- discussion and agreement on reasonable student supports, training goals and agreed timeframes
- clear reporting responsibilities and itemisation of consequences of failing to meet agreed goals and timeframes.

7. Student support

- 7.1 **Components:** The College acknowledges the challenges faced by overseas students and is responsive to issues which can arise as students complete their studies.

As part of its duty of care obligations, students are encouraged to reach out and communicate with Trainers and staff where issues first arise, or where there are circumstances of genuine and compelling need.

This allows staff to respond within an early intervention and prevention approach to maximise student welfare, supporting students to complete their course within the required duration to fulfil visa requirements as required by the ESOS Framework.

Student support measures include, but are not limited to;

- academic assistance such as tutorial support and learning resources
- referral to English Language Intensive Courses for Overseas Students (ELICOS) agencies to improve spoken and written English fluency to meet course requirements
- confidential counselling with a qualified student counsellor
- free access to financial counselling support to assist with personal budget management
- a responsive and flexible approach to course progression (due dates for Assessment, re-doing Assessments without cost) in circumstances of genuine and compelling need
- facilitating access to professional services listed in the International Student Handbook

Student Agreement

I have read and understood the Key 2 Learning College Course Progression Policy.

I agree to all terms and provisions set out in the Policy as a condition of my enrolment with the College.

I understand that failure to comply with any of the provisions within this Policy may result in the cancellation of my enrolment with the College for the qualification for which I am enrolled.

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Name: _____

Signature: _____

Date: _____