



1. Purpose and Scope

This policy is to outline Axial's commitment to providing support and monitoring student progress, attendance, and academic outcomes. This policy ensures students receive the support needed to succeed, comply with academic and attendance requirements, and meet course progress standards.

This policy applies to all students enrolled in Axial's vocational education courses and relevant Axial staff involved in delivering, monitoring, and supporting training and assessment activities.

2. Policy

Axial is committed to supporting students through high-quality learning experiences and services, monitoring academic progress, and addressing any barriers to success. This approach ensures students meet their training requirements and reach their educational and professional goals.

2.1 Student Support Services

Axial provides a range of support services for all students, including:

- **Orientation Program:** Ensuring students are introduced to campus resources, course requirements, and support services.
- **Academic Support:** Providing additional tutoring, mentoring, and workshops to assist students with course requirements.
- **Personal Support:** Offering referrals to a wide range of services available to assist any student who requires this support.
- **Attendance Support:** Monitoring attendance and assisting students in maintaining the required 80% attendance rate.

2.2 Course Progress Requirements

- Students are required to achieve competency in at least 80% of units within each study period.

- **Monitoring Progress:** Student progress will be evaluated at the end of each term, with Axial maintaining records in the VETtrak system.
- **Not Yet Competent Outcomes:** Students receiving four Not Yet Competent results in a unit of competency are advised to contact Axial for tutorial support.

2.3 Attendance Requirements

- Students must attend at least 80% of scheduled class hours.
- **Monitoring Attendance:** Attendance is recorded in each class and monitored every two weeks.
- **Intervention for Low Attendance:** If attendance falls below 80%, or if a student is absent for five consecutive days, an intervention will be implemented.

2.4 Intervention Strategy for At-Risk Students

Axial initiates intervention strategies when students fail to meet course progress or attendance requirements. This includes:

- **Individual Academic and Personal Support:** Meeting with students to discuss academic or personal challenges.
- **Support Options:** Providing additional tutorial sessions, catch-up classes, or personalized study plans.
- **Formal Warning:** Issuing a formal notice if unsatisfactory progress or attendance continues, informing students of potential reporting to regulatory bodies if improvement is not shown.

3. Procedures

3.1 Monitoring and Reporting Procedures

Step 1: Generate Progress and Attendance Reports

- **Frequency:** At the end of each term (progress) and every two weeks (attendance).
- **VETtrak:** Use the Student Management System (VETtrak) to generate reports and identify students below 80% progress or attendance.

Step 2: Review with Trainers and Staff

- **File Review:** Review student records to confirm results, attendance, and any pending assessments.
- **Trainer Input:** Trainers verify completion of all assessments and attendance for accuracy.

Step 3: Implement Intervention Strategy

- **First Instance:** Contact the student for an initial intervention meeting to address any challenges and implement support.
- **Second Instance:** If low performance persists, issue an Intention to Report, advising that the student may be reported to relevant authorities if requirements are not met.

Step 4: Document Support and Progress

- **Records:** Document all meetings, support plans, and intervention measures in VETtrak and the student's file.
- **Regular Updates:** Maintain ongoing communication with students regarding their progress and any required improvements.

3.2 Appeals and Re-assessment Options

- **Re-assessment:** Students may request re-assessment if they believe their progress results are unfair.
- **Appeals Process:** Students can appeal any decisions regarding progress or attendance in accordance with Axial's Complaints and Appeals Policy.

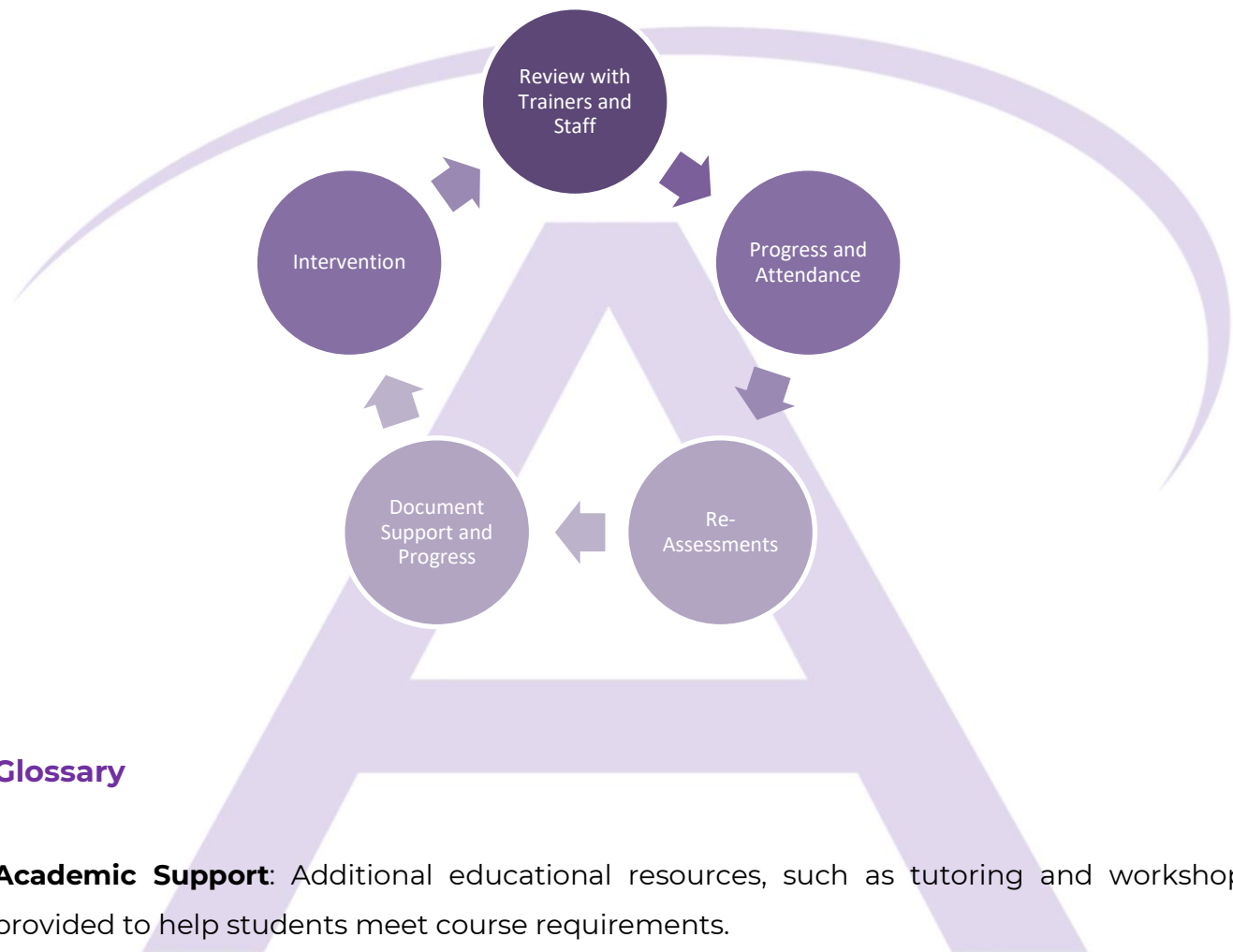
Roles and Responsibilities

- **Student Support Officers (SSOs):** Coordinate support services, monitor attendance, and facilitate intervention meetings.
- **Trainers and Assessors:** Deliver training, assess students, and report progress.
- **Compliance Officer:** Ensures all procedures comply with relevant policies and standards.



- **Administration Team:** Monitors progress and attendance records and generates reports.

Flowchart for Student Support and Progress



Glossary

Academic Support: Additional educational resources, such as tutoring and workshops, provided to help students meet course requirements.

Appeals Process: A formal process allowing students to challenge decisions about their progress or attendance through Axial's Complaints and Appeals Policy.

Attendance Support: Monitoring and assistance to help students maintain a required 80% attendance rate.

Compliance Officer: The individual responsible for ensuring adherence to all policies and standards within Axial's educational services.



Course Progress Requirements: Standards students must meet, including achieving competency in at least 80% of their units.

Document Support and Progress: Recording all intervention meetings, support strategies, and progress updates in VETtrak and student files.

Formal Warning: A notice issued to students who continue to show unsatisfactory progress or attendance, advising them of potential reporting to regulatory bodies.

Individual Academic and Personal Support: Personalized meetings with students to discuss academic or personal challenges impacting their course progress.

Intervention Strategy: A set of actions taken to support students who fail to meet course progress or attendance standards, including additional sessions and formal warnings.

Not Yet Competent Outcome: A result indicating that a student has not yet achieved competency in a particular unit, triggering further support options.

Orientation Program: An introductory program to help students become familiar with campus resources, course requirements, and support services.

Progress and Attendance Reports: Regular reports generated through VETtrak to monitor students' academic progress and attendance compliance.

Re-assessment: The option for students to request a reassessment if they believe their progress outcome was unfair.

Student Support Officer (SSO): A team member who coordinates student services, monitors attendance, and leads intervention meetings.

VETtrak: Axial's student management system, where progress, attendance, and support interventions are documented and tracked.