

Course Progress and Completion Policy

Document Owner	Chief Executive Officer		
Responsible Officer	RTO Manager		
Last Update	4/03/2025		
Next Review Date	10/04/2027		
Related Documents	<i>Assessment and Evidence Collection Policy</i> <i>Complaints and Appeals Policy</i> <i>Student Support Policy</i> <i>Student Support Services List</i> <i>BTS Communication and Email Templates</i>		
Version	Authorised by	Approved	Effective Date
1.0	Chief Executive Officer	10/04/2025	14/04/2025

1. Context

This policy outlines BTS's approach to ensuring that VET students make satisfactory progress in their courses and complete their qualifications within the required timeframe, in accordance with the Standards for RTOs.

Additionally, this policy describes BTS's methods for identifying and managing VET students who may be struggling to meet course requirements. This includes referring students to appropriate internal and external academic and student support services when necessary.

2. Definitions

Refer to the *Explanation of Terms* document.

3. Scope

This policy applies to BTS staff and all students enrolled in nationally recognised training products delivered by BTS.

4. Principles

The following principles underpin BTS's approach to course progress and completion:

- **Learner Success** – BTS is committed to supporting learners in achieving their educational goals by providing guidance, resources, and interventions that facilitate satisfactory course progress and timely completion.

Barrington Training Services Pty Ltd trading as Be Trained by Barringtons.

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- **Compliance and Quality Assurance** – BTS ensures adherence to the Standards for RTOs and any other applicable regulatory requirements to maintain high education and training delivery standards.
- **Early Identification and Support** – Learners at risk of unsatisfactory progress will be identified early, and appropriate intervention strategies will be implemented to provide support and improve outcomes.
- **Transparency and Communication** – BTS provides clear, accurate, and timely information to learners regarding course requirements, progress expectations, and available support services to facilitate informed decision-making.
- **Equity and Fairness** – BTS upholds principles of fairness and inclusivity by ensuring that all learners have equitable access to support mechanisms, reasonable adjustments, and opportunities to succeed.
- **Continuous Monitoring and Improvement** – Course progress is regularly monitored, and BTS reviews policies and practices to enhance learning experiences and improve completion rates.
- **Accountability** – Both BTS and learners share responsibility for maintaining satisfactory course progress, with learners expected to engage actively in their studies and the RTO committed to providing necessary support and intervention.

5. Policy details

- a) BTS is committed to supporting learners in achieving their desired qualifications within the designated course duration (Maximum Duration).
- b) To maintain compliance with the Standards for RTOs, BTS ensures that learners' progress is monitored regularly and that timely interventions are in place for learners at risk of not making satisfactory progress. BTS provides clear and accurate information about course requirements and expected completion timelines during the pre-enrolment, enrolment, and student induction processes.

5.1. Course progress requirements

Students are expected to make satisfactory progress throughout their enrolled course. Satisfactory progress is determined by meeting the following criteria:

- To achieve satisfactory course progress, students must attain 100% competency in all units of study during their study period.

5.2. Monitoring and recording course progress

- a) BTS will closely monitor the progress of all learners to ensure they are making satisfactory advancements toward completing their courses within the expected timeframes.

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- b) The progress of each learner will be reviewed periodically, considering the following factors:
- **Assessments:** Learners must complete all assessment requirements, including workplace-based assessments and work placements where applicable, within the designated timeframes and demonstrate competence in the required units of competency.
 - **Attendance:** Learners' attendance (where relevant) will be monitored. If attendance falls below the minimum requirement, BTS will engage with the learner to address concerns.
 - **Engagement:** Active participation in learning activities, including in class, online learning environments, and self-directed learning, will be monitored.
- c) A record of each student's course progress, and relevant notifications, will be maintained on the BTS Learning Management System.

5.3. Warning system

If a learner does not meet satisfactory progress, attendance, or engagement requirements, BTS will implement a structured **three-warning letter system** to inform and support learners in achieving satisfactory progress.

5.3.1. First warning letter – Early notification

If a learner's progress, attendance, or engagement drops below the required standard, such as failure to complete assessments or significant absenteeism, the learner will receive a **First Warning Letter**. The letter will include:

- A clear explanation of the issues identified.
- Specific actions the learner must take to improve (e.g., submit outstanding assessments, attend required classes, engage in learning activities).
- A timeline for improvement.
- Information about the support available.
- Notification that further action may be taken if improvement is not made.

5.3.2. Second warning letter - Escalated notification

If the learner does not show adequate improvement or fails to meet the expectations outlined in the First Warning Letter, a **Second Warning Letter** will be issued. This letter will include:

- A summary of the learner's continued failure to meet the required standards.

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- A reiteration of the actions the learner must take to improve.
- A new timeline for improvement.
- A reminder of the support available to the learner.
- Notification that this is the second and final warning, and further non-compliance could result in suspension or cancellation of the student's enrolment.

5.3.3. Third warning letter – Intention to cancel enrolment

a) If the learner continues to fail to meet the requirements after the Second Warning, a **Third Warning Letter** will be issued. This letter will include:

- A final notice that the learner has failed to make satisfactory progress despite previous warnings.
- Notification that the learner's enrolment may be suspended or cancelled if the issues are not resolved within the given timeframe.
- Clear instructions regarding the learner's right to appeal the decision, following the BTS's ***Complaints and Appeals Policy***.

b) After issuing the Third Warning Letter, if any of the following occurs:

- i. there is no improvement or satisfactory resolution,
- ii. the student chooses not to use the internal complaints and appeals process,
- iii. the student withdraws from the internal appeals process by notifying BTS in writing, or
- iv. the student's appeal is deemed unsuccessful,

BTS may take appropriate action, which could include suspending or cancelling the student's enrolment.

c) In the event of cancelling the student's enrolment, BTS will issue a formal **Notice of Cancellation of Enrolment** and any applicable certification or Statement of Attainment for the competency achieved.

5.3.4. Tracking warning issuance

BTS will keep track of all warning letters issued to students, including relevant details, student responses, and outcomes, on the ***Students Movements and Course Status Register***.

5.4. Intervention strategy for students at risk of unsatisfactory progress

- a) If a learner is identified as being at risk of not making satisfactory progress, BTS will implement an intervention strategy, which may include:
- Contact the learner to identify any issues or barriers hindering their progress, including personal, academic, or language difficulties.
 - Offer additional support such as one-on-one time with the trainer and assessor, study skills assistance, or other necessary accommodations, in accordance with the **Student Support Policy**.
 - Adjust the learner's Training Plan, if needed, to help them get back on track.
 - Refer the learner to relevant external support services, such as counselling or language support, as listed in the **Student Support Services List**.
- b) Intervention strategies will be recorded in the student's profile on the LMS and regular follow-ups will be conducted to monitor the learner's progress.

5.5. Course completion requirements

To successfully complete a course, learners must meet all the following requirements:

- Complete all units of competency and any required assessments to a satisfactory standard.
- Achieve competency in all course modules or units as specified in the Training and Assessment Strategy (TAS).
- Complete any necessary work placement or practical training requirements (where applicable).
- Meet any specific attendance or participation requirements as outlined in the course details.

5.6. Maximum duration of the course

- a) BTS will set a maximum expected duration for each course (Maximum Duration), determined by the Training and Assessment Strategy and the requirements of the training product. This expected duration will be communicated to learners before they enrol. Additionally, the progress of each learner will be monitored to ensure they are on track to complete the course within the specified timeframe.
- b) In the event of delays or interruptions, an extension may be granted under the following conditions:
- i. The learner's progress is being actively monitored.

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- ii. The learner is participating in the intervention strategy, if applicable.
- iii. The request for an extension is based on extenuating circumstances supported by documentary evidence, such as medical certificates or documentation of personal circumstances.

5.7. Reporting and communication with students

BTS will ensure that learners, and employers where applicable, are provided with regular updates on their progress. This will include:

- **Progress Reports:** Learners will receive written or verbal progress reports at regular intervals, outlining their current achievements, outstanding requirements, and any areas for improvement. Learners completing a training product through online or blended delivery may review their course progress in the Learning Management System.
- **Final Assessment Results:** Learners will be informed promptly upon completion of their assessments, including whether they have met the required standard for each unit of competency.
- **Completion Confirmation:** Once all course requirements are met, learners will be provided with formal confirmation of course completion, including their Statement of Attainment or qualification certificate.

5.8. Non-Completion of course

If a learner is unable to complete their course within the maximum duration, or if they fail to meet the course requirements despite intervention strategies, BTS will take the following actions:

- Assess whether the learner has made sufficient progress and whether the course needs to be extended.
- Provide information on options available to the learner, including re-enrolment or transitioning to a different course.
- Inform the learner of any financial implications associated with non-completion or extension.

5.9. Course completion and certification issuance

Upon successful completion of the enrolled course, students will be awarded a nationally recognised qualification award or Statement of Attainment issued by Barrington Training Services, in accordance with the **Certificate Issuance Policy**.

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6. Breaches

If a student or staff member is found to be in breach of this Policy, she or he may be subject to disciplinary action in accordance with the relevant Code of Conduct and Misconduct Procedure.

7. Appeals

Appeals concerning any decision taken in relation to this Policy should be made under the relevant Complaints and Appeals Policy, which can be accessed from the BTS website.

Document History:

Version	Date	Author	Reason	Sections
0.1	4/03/2025	Ivan Negro	Document Creation	All
1.0	10/04/2025	Jennifer Willis	Document Approval	All
1.0	10/04/2025	Allen Barry	CEO Endorsement	All

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