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PURPOSE AND SCOPE

Focus Learning Institute (FLI) is dedicated to assisting all students in successfully progressing through their studies as they work towards gaining a qualification. The purpose of this policy is to monitor and assess the academic progress of all students to ensure that student achievement and retention is consistent with our educational objectives and to provide guidelines regarding cases of unsatisfactory academic progress.

This policy is relevant to all FLI enrolled students.

REFERENCES

Standard ISO 9001:2008 sections 5.2, 5.3, 7.2.3
Standards for Registered Training Organisations 2015, Standard 1, Clause 1.3

DEFINITIONS

1. **Special Circumstances**: Special circumstances, covering a range of unexpected, extenuating and compassionate circumstances, are those which were outside the control of the student and/or for which there was no opportunity to prepare in advance.

Unexpected or exceptional circumstances include:

- Medical circumstances: an unexpected illness, a recurrence of a chronic illness or an accident
- A disability or illness for which a variation has already been made will not be accepted unless the disability has been compounded by an unexpected change, or an additional condition

Supporting documentation must take the form of an original certificate or letter on letterhead from a registered treating medical practitioner, registered health practitioner or approved specialist, depending on the nature of the condition.

Compassionate circumstances:

- Hardship or trauma such as the death or serious illness of a close family member, severe disruption to domestic arrangements, being a victim of crime or an accident

Supporting documentation may take the form of a letter from a registered counsellor who has prior knowledge of the student and their circumstances; an original medical certificate or letter on letterhead from a registered treating medical practitioner, registered health practitioner or approved specialist, depending on the nature of the condition; a letter from a person qualified to assess and support the application (e.g. clergy providing grief counselling); or a certificate from a funeral director or death notice.

Supporting documentation will not be accepted from a relative or personal friend of the student, or friend of the student’s family.

Special circumstances:

- religious observance or obligations
- formal legal commitments
- military service
- service with a recognised emergency management service
• representing FLI
• unforeseen and significant employment related circumstances such as an overseas or interstate move at short notice

Supporting documentation for this can include: a certified call from the Australian Defence Force service, a description of the emergency attended for State Emergency Service or Country Fire Service personnel, an original letter confirming changed employment circumstances, an original letter confirming commitments for athletes and performing artists, a copy of an accident report or a court summons.

Supporting documentation will not be accepted from a relative or personal friend of the student, or friend of the student’s family.

RESPONSIBILITIES

The responsibility for implementing the requirements of this procedure rests with the Operations Managers – Corporate and Institute.

Supporting students to succeed

FLI values the diverse backgrounds of its students and provide a range of support services to assist students achieve their full academic potential.

FLI have an obligation to monitor academic standards by maintaining and insisting upon appropriate levels of academic achievement and progression from its students throughout their enrolment.

Monitoring academic progress

Students are given access to course and unit information, including progression and assessment guidelines, at the start of each study period.

The specific duration of a study period is confirmed at enrolment with all students.

In order to ensure students’ progress through their course, FLI reviews student academic progression at the following points in time per study period:

a) For all courses, an academic progress review is conducted at the end of a study period. Student results will be reviewed at this point.

Ongoing monitoring of students may also take place throughout the study period.

1. Procedure: DURING THE study period

1.1 During the study period, students will have their progression monitored by their allocated student support officer and the academic team / trainer

1.2 If a student is identified as being at risk, they will be contacted by their student support officer who will initiate a suitable intervention strategy to support future progression
2. Procedure: END OF study period

1.1 At the end of a study period, all students will have their progress reviewed.

1.2 Students that have successfully completed all assessment tasks will either move onto the next study period or be taken through to graduation.

1.3 Students that have not completed all necessary assessment tasks will be contacted by an FLI representative. At this point, in light of special circumstances, an Extension may be available. Please refer to this policy for further details.

1.4 If an Extension is not available, the student will be withdrawn from the course.

1.5 If an FLI representative is unable to make contact with a student that has not successfully completed the study period, they will be withdrawn from the course. Please refer to the Withdrawal Policy for further details.