

PROGRESS AND MONITORING POLICY

1. PURPOSE

- 1.1 Students of International Child Care College Pty Ltd (**ICCC**) are required to meet the expected guidelines for progress as per the training programs in which they are enrolled. ICCC regularly monitors student participation, workplace feedback, assessment results, and training progression to support positive and timely training outcomes.

2. SCOPE

- 2.1 In this Policy, “**Company**,” “**College**,” or “**ICCC**” refers to International Child Care College Pty Ltd.
- 2.2 This Policy applies to all students of ICCC and is designed to provide guidance to ICCC employees or partnership employees who conduct training and assessment on behalf of ICCC, in the role of Trainers and Assessors, collectively referred to as [**Trainers**].

3. MONITORING

- 3.1 Monitoring students to effectively participate and progress in training is a key element in the quality education process provided by the College. To effectively monitor progression, students are provided with:
- A contracted training period, including start and end dates for course completion;
 - Due dates for assessment activities linked to each unit of competence;
 - Contact details of key personnel to communicate barriers or circumstances which inhibit their effective participation in training; and
 - Supporting tools as required, such as Learner Support sessions, and/or the development of Individual Support Plans (**ISP**) and PACT goals (Actionable, Continuous, and Trackable).

4. PARTICIPATION IN TRAINING AND ASSESSMENT

- 4.1 All students are required to effectively participate in training and assessment activities. Assessment tasks should be attempted prior to or close to the set due date or as directed. Students are expected to login to the learning platform regularly, watch, read, and explore as guided, and respond to emails from ICCC or the Trainer in a timely manner.
- 4.2 Students may be identified as ‘at risk’ if they appear to be in jeopardy of not completing the requirements of the training program within the contracted timeframe.

5. REVIEW OF STUDENT PROGRESS

- 5.1 All students are regularly monitored on participation and progression.
- 5.2 Unsatisfactory progress is defined as not meeting due dates or requests to supply specified assessment responses within the appointed time frame. Where unsatisfactory progress remains, unresolved students will be deemed as ‘at risk.’

Review of Risk

- 5.3 ‘At risk’ students are managed as per ICCC’s Risk Management Policy. As part of risk management, students may be categorised under an appropriate risk level status based on various factors. The following reviews occur as per the level:

- **Level 0** – Review at six weeks completed by Trainer.
 - **Level 1** – ISP required and review at six weeks.
 - **Level 2** – Review ISP and progress at six weeks.
 - **Level 3** – Reviews may decrease to a minimum.
- 5.4 It is the responsibility of the Trainer to review the adherence of a student to their ISP at the pre-determined review date. This is a desktop review, followed by formal communication and/or meetings if the student has not made efforts to adhere to this plan and the risk has therefore escalated.
- 5.5 Student Support will monitor risk levels by placing their review date eight weeks from the ISP meeting date. The purpose of an administrative review at eight weeks is to alert the Trainer to any missed reviews.

Updating/Reviewing an ISP

- 5.6 The Trainer should review and update the ISP regularly based on the student's feedback and performance. If a student achieves their learning outcomes before the end date of the plan, they can exit from learner support with a completion report, or decrease risk level if appropriate. Escalation or de-escalation of risk levels may be determined by the Trainer or management as required.
- 5.7 At the final review date of the ISP, if PACT goals and progress expectations have not been met, the Trainer will determine the next appropriate risk management steps as required.

6. REVISION HISTORY

| Rev | Date | Revision Description | Name |
|------------|-------------|---------------------------------|-------------|
| v1 | 03/06/2013 | Initial Policy | KC |
| v2 | 25/10/2023 | Revised formatting and contents | KC |