

Support and Progress Policy



Purpose

The policy provides a platform upon which discretionary decisions can be made, by responsible staff pertaining to the progression of an enrolled student. It defines ideal course progression requirements for enrolled students and specifies the way in which I.G. Institute is committed in providing continuous support to all its students so that they can achieve satisfactory academic progress towards meeting the learning outcomes of the course. I.G. Institute determines the support needs of individual learners and provides access to the educational support services necessary for the individual learner to meet the requirements of the training and assessment as specified in the Training Package of the accredited course.

This policy ensures to all I.G Institute students have access to support services throughout their academic and non-academic issues during the entire period of their enrolment with I.G. Institute. All staff are made aware of all requirements of this policy and are responsible to provide support all student when required.

The policy also enables compliance against Standard 1 and 5 are recorded, acknowledged and dealt with the support needs of individual learners and provides access to the educational and support services necessary under Standards for Registered Training Organisations (RTOs) 2015, specifically Clause 1.7 and 5.2 b) requirements. The RTO implement a transparent Support and Progress Policy that enables learners and clients to be informed of and to understand their rights and the RTO's responsibilities under the Standards.

Policy

1. I.G Institute ensure to make a commitment to all students of the principles of maximising the learning goal/ achievements outcomes.
2. I.G Institute has implemented an effective policy and procedure to support all its students to successfully complete their course within the timeframe provided at enrolment.
3. I.G Institute ensure personnel that have been appointed to support student to adjust in their new learning environment.
4. I.G Institute appointed personnel like our Student Services are the first point of contact in regards to student inquiring for support with either academic or non-academic
5. I.G. Institute all appointed staff members are responsible to provide student support to all students within their period of enrolment.
 - 5.1. Other appointed staff such as trainers are to support student and help them progress through their course seamlessly.
 - 5.2. may measure training to plan and subsequently choose to intervene, to support students at risk of not making satisfactory course progression.
 - 5.3. also identifies the possible consequences for the student of not making satisfactory course progression
6. I.G. Institute ensures to provide opportunities and access to all students to participate in services designed to assist student in meeting course requirements.
7. I.G. Institute ensures that all student will be provided with clear direction what/ when support services are available and the appointed key personnel to requesting support.
8. I.G. Institute ensure that all students will be provided with personal/ welfare support
9. I.G. Institute ensure that when student required academic support of an assessment a process of appropriate and reasonable adjustments of assessments whilst maintaining integrity of the assessment outcomes.
10. I.G. Institute requires for all its students to maintain a consistent attendance with their chosen course, this is to ensure that all student receive the maximum amount of volume of learning.
11. I.G. Institute requires for all its student to maintain an open line to communication and is their responsibility to;
 - 11.1. Inform the college when the student is unable to attend their scheduled class
 - 11.2. Inform the college when they have fallen ill and present a medical certificate to the student services.
 - 11.3. Follow up on missed course work and or class work as a result of being absent
 - 11.4. Trainer are to provide additional support to student that have been absent and to bring them up to speed.
12. I.G. Institute ensure all student will be informed at the time from the appointed personnel that all communication will be noted and stored into our Student Management System
13. I.G. Institute ensures that all support service needs of the students when and if required are to be documented into Student Management System student profile.

Policy History

Current Version	Current Version Release Date	Author	Description of Changes
V1.0	October 2017	Sally	Created
POL.V2.0SP	July 2020	Sofia Somboulidis	Amendments <ul style="list-style-type: none"> • Format • Wording • Added points • Separated procedure from policy • Footer • Header • Policy history Added Purpose of the policy