

Student Retention and Success Policy

1.0 Purpose

To ensure that Bendigo Kangan Institute (BKI) students both domestic and international are given every opportunity to complete their Training Product of study successfully and in accordance with prescribed legislation, guidelines and standards.

2.0 Scope

This policy applies to both domestic and international onshore students enrolled with BKI.

3.0 Legislative Context

Standards for RTOs 2015 ESOS Act 2000

National Code of Practice for Providers of Education and Training to Overseas Students 2018

ELICOS Standards

BKI Teaching and Learning Business Rules 2019 TAFE VET Funding Contracts

Student Identifiers Act 2014

VRQA requirements for Registration of Non-Secondary Senior Schools Victorian Curriculum and Assessment Authority Accreditation

4.0 Policy Statement

BKI students must be compliant with course progression and attendance requirements as per this policy. International students must also comply with any additional attendance or progression requirements that are a condition of their student visa. BKI strives to provide students an equitable, inclusive, respectful learning environment free of bullying, harassment, discrimination, and injuries.

Students have a right to:

- An environment that is supportive of their continued learning outcomes,
- Knowledge of what their participation and attendance requirements are,
- An understanding of how issues will be managed if they arise.

4.1 Student Welfare

Student Welfare is supported by BKI via a variety of mechanisms. BKI identifies and responds to individual learning styles and learning needs in order to promote and support positive learning experiences and individual success.

BKI provides personal counselling, careers counselling and advice about living and working in Australia to international students upon their arrival as well as during the course of their studies.

BKI endorses the right of all students to access its programs, services and facilities and to learn in an environment free from discrimination as covered by the BKI Student Code of Conduct policy.

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BKI offers the following services that allow students to participate fully in their course of study:

- Student Counselling
- Disability Liaison Officer
- Learning Support Team
- Accessibility Support Learning Staff Welfare, Scholarships and Emergency Relief Services Support
- Careers counselling and course advice delivered by the Skills and Jobs Centre
- An employment centre which assists student with their employability skills and connect them with industry.
- Library access and online support

In order to provide support to students, BKI has in place strategies to identify any additional support required by students prior to their enrolment or commencement. Additional support is given in a variety of areas both personal and academic. Literacy and Numeracy support, assistive technology, additional tutorials and online support are some of the ways in which BKI assists students to successfully complete their studies.

This process is applied to BKI applicants seeking to enrol into:

- A government funded VET Training products
- A non-government funded VET Training products that includes an assessment, a certificate or statement of attainment issued and/or training runs longer than a day
- Recognition of Prior Learning (RPL)
- A new Training Product as an existing BKI student
- An accredited short course

Each applicant is provided with a Pre-Training Review prior to enrolment to ensure that the Training Product they will be undertaking will meet their needs and learning styles as a learner as well as confirming if they may need additional support in order to successfully complete their Training Product.

This Pre-Training Review process does not apply to the following applicants enrolling through:

- International
- Corrections Victoria
- VET Delivered to Secondary Students (VETDSS)

Pre-Training Review officer reviews results of the Language, Literacy and Numeracy (LLN) test and interview to determine the most suitable training option for the application base on:

- objectives for training,
- level of digital literacy including whether the digital self-assessment is suitable,
- competency previously acquired,
- capabilities and needs (this includes physical, medical, learning and commitments) and
- whether training may need to be tailored

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Based on the review, Pre-Training Review officer may make offer for the course or suggest an alternative course which is more suitable for the applicant.

If the LLN assessment results are lower than the recommended a Pre-Training Review officer will discuss the possibility of LLN and other learning support with the applicant.

Depending on the LLN level result:

- If one level below, the recommendation is to enrol the applicant into additional learning support
- If two levels below, the recommendation is to enrol the applicant into Learning Support prior to enrolling into their proposed course.

If the applicant disagrees with suggested support, the Teaching Department makes decision whether to accept the applicant into the proposed course without the additional Learning Support recommendation.

A training plan is also created by BKI for each individual student showing what the students additional needs are and allows trainers the opportunity to provide the additional support.

4.2 Communication of Course Requirements

Students are informed about training, assessment and support services before they enrol or enter into an agreement to undertake a course with BKI. As an institution that looks at supporting students holistically, BKI ensures that students are aware of how to access tools to support them in their intended course of study by making this information readily accessible via its website.

Course information, student obligations, disciplinary processes, student welfare matters, learning progress and celebration or events are communicated through various means, including Student Handbooks, course overviews, the Bendigo Kangan Institute websites and Student Portals, notices to parents/guardians, newsletters, invitations, pre-training interviews, orientation, parent/teacher interviews, and student/teacher interviews. Where a course is to be delivered online, BKI will provide details of minimum technological requirements to participate and expected hours of self-directed learning per week for completion of the course.

BKI seeks to foster communication and cooperation between members of the institute community and to provide an environment in which issues between parties can be resolved to mutual satisfaction.

4.3 International Students Attendance and Progression Requirements

International students must be compliant with the mandatory conditions of their student visa which may require that the student must maintain satisfactory attendance in their course or satisfactory course progression for each study period. Satisfactory course progression requires results of competency achieved for at least 50% of all units studied in that study period.

Pursuant to the National Code 2018, CRICOS registered providers of the training products to international students, must monitor students course progression as well as attendance in certain instances. In order to monitor course progression of international students, BKI has in place policies, procedures and guidelines which enable teachers to identify, notify and assist international students who are at risk of not meeting attendance or progression requirements.

BKI informs students in their marketing, letter of offer and international student handbook prior to the student commencing their course and the requirements to meet satisfactory course progress and attendance requirements where applicable.

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4.3.1 ELICOS Students and Foundation Programs

English Language Intensive Courses for Overseas Students (ELICOS) must meet satisfactory attendance requirements for the course that they are enrolled in. In keeping with the National Code – attendance must be maintained at 80% or above (percentage may be higher depending on state or other regulatory requirements) of the scheduled contact hours.

BKI has in place processes for working out minimum attendance for ELICOS students as well as process for recording actual attendance.

BKI has strategies in place to identify, notify and assist overseas students who are absent for more than five consecutive days without approval or who are at risk of not meeting attendance requirements prior to the student's attendance falling below the 80% minimum standard.

BKI has procedures in place to determine the point in time at which an ELICOS student has failed to meet satisfactory course attendance and will implement this procedure as needed being mindful to take into account individual circumstances as which may be impacting on a student's attendance.

4.4 Intervention Strategies for assisting International and Domestic Students with Course Progression

BKI has in place appropriate intervention strategies which assist students to maintain course progression requirements. Student attendance as well as evidence of ongoing participation are monitored by the teaching departments and are a component of BKI's ongoing compliance with the regulatory authorities. Students will be considered "at risk" of non-completion of studies if they fall below required attendance or fail to hand in assessment tasks as required. BKI will provide students with information about any possible resubmissions of unsuccessful assessments. Teaching departments will provide meaningful feedback to students about their assessments to provide them with the opportunity to improve performance and understand their progress.

Students who are considered to be "at risk" are assisted by a variety of methods which include but are not limited to;

- Being advised of available study skills workshops, academic counselling, English language support or other support such as counselling, medical, accommodation or financial counselling services.
- Being required to meet regularly with a staff member of BKI to review course progress
- The temporary reduction of the student's study load or changing enrolment to another subject area.

4.4.1 Evidence of Participation for Domestic Students

In order to meet the requirements of the TAFE VET Funding Contract BKI must demonstrate evidence of a student's participation in the course of training for which funding is being provided. Student attendance, work submitted, course engagement and assessments undertaken are all able to be used as evidence of participation.

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4.4.2 Apprenticeships and Trainees Progression

Evidence of student training and course progression by apprentices and trainees' needs to be maintained by BKI and documented in the negotiated training plan which is signed by the student and the employer within four weeks of commencement of the contract. Contact with the apprentice/trainee and the employer is maintained according to BKI procedures. If a student is not attending off the job training or there are other circumstances which have the potential to affect successful training outcomes by the student, contact will be made with the student and the employer in order to seek a resolution to any issues affecting the training. If a resolution is not able to be reached between BKI, the student and employer in regard to student attendance or lack of training time in the workplace, BKI is able to notify the Apprenticeship Support Officer or the Australian Apprenticeship Support Network of the student's lack of progression.

BKI will provide the employer with information about the progress of apprentice at least four times per year and will notify the employer when the apprentice completes each of the agreed levels in the training plan, including finalisation of the off-the-job training component and seek the employer agreement to completion of the training contract.

4.4.3 International Students - Intervention Plans

BKI may put a plan in place that requires an international student to behave in a specific manner in order to achieve satisfactory course progression. Plans can include requirements such as the need to attend a minimum number of classes, submit assessment items within a specified timeframe and date or reduce the number of units being undertaken by the student. The plan that is put in place is agreed to and signed by the student and provided to the manager of the teaching department so that it is able to be reviewed on a regular basis.

If a student fails to engage with the requirements of the intervention strategy the student is informed of the requirement BKI has to inform the Department of Home Affairs of the students failure to comply with the requirements of the course of study and in turn the conditions of their student visa.

4.5 Reporting of unsatisfactory course progress or unsatisfactory course attendance.

The reporting of unsatisfactory course progress is made by BKI to the relevant regulatory authority and is dependent on the cohort that the student belongs to. The requirements for reporting unsatisfactory course progress differ for the domestic and international students and can depend on the course of study as in the case of ELICOS students and apprentices.

Prior to BKI reporting unsatisfactory progress or attendance to the relevant regulator or withdrawing a student's enrolment due to non- participation, BKI staff and teachers provide students with support and opportunities to address any underlying issues which may be affecting their progression.

4.5.1 Reporting unsatisfactory course progression or attendance for international students.

Reporting requirements for the unsatisfactory course progression or attendance of international students are met by BKI in keeping with its obligations pursuant to the National Code. The Code stipulates the requirements that BKI must meet prior to reporting the overseas student to the regulatory authorities in keeping with the ESOS Act. Reporting is only undertaken once the student

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has been informed in writing of the intention to report and the student has been informed of their access to BKI's complaints and appeals process.

BKI may not allow a student to extend the length of their course if the international student is not able to meet the requirements of their course within the expected time, unless there are compelling circumstances which the student has provided evidence of. Extensions of the duration of the course of study may also be allowed as part of an intervention strategy. If BKI does extend an international student's enrolment the student must be advised that they need to contact the Department of Home Affairs to confirm any possible impacts on their visa requirements.

4.6 Complaints

BKI provides appropriate mechanisms for students to provide feedback and to have grievances and complaints addressed efficiently and effectively, including the Feedback Policy (Compliments and Complaints) and procedure. There are also mechanisms for appealing assessment results in the form of an assessment appeals policy and procedure which is accessible to all students via the Bendigo TAFE and Kangan Institute websites.

Students' complaints are acknowledged in writing, and addressed promptly, fairly, equitably and in accordance with the principles of natural justice.

The outcome of complaints or appeals processes will be provided in writing to students and where necessary reported to the relevant regulators, only after both internal and external complaints mechanisms have been exhausted.

Where a student's complaint or appeal is upheld and found in the student's favour BKI will immediately implement the decision or recommendation required and advise the student of the action taken.

4.7 Successful course completion.

Following successful course completion, BKI will issue certificates or statements of attainment depending on the qualification or course of study undertaken by the student. In order to meet certification requirements pursuant to the Australian Qualifications Framework, BKI only issues certification documentation that meets the requirements of the AQF Qualifications Issuance policy as well as the Standards for RTO's 2015.

BKI does not issue AQF certification documentation without being in receipt of a verified unique student identifier. (USI). Exemptions do apply for the issuing of certification documents without a USI pursuant to the Unique Student Identifiers Act 2014. Where BKI issues certification documents and an exemption applies, BKI will retain evidence of the grounds for the exemption.

BKI issues certification within the required timeframe and retains records of certification issued for 30 years as per the Standards.

Where BKI issues a statement of attainment in relation to a course of training, BKI ensures that the statement correctly identifies the person entitled to receive the statement as well as the accredited units completed by the student. The statement is issued in a manner that ensures it is not able to be mistaken for a testamur for a full AQF qualification.

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5.0 Roles and Responsibilities

Role	Responsibilities
Teaching Department	Relates to the department offering training in which a student is enrolled/

6.0 Definitions

Word/Term	Definition
PRISMS	Provider Registration and International Student Management System
ELICOS	English Language Intensive Course for Overseas Students
Pre-Training Review	A process to determine the individual learning needs of a student in order to ascertain that they have sufficient skills to successfully undertake training in their chosen course.
National Code 2018	The National Code 2018 expands on the Education Standards for Overseas Students (ESOS) Act/

7.0 Supporting Policy Documents and Forms

Document Name
BKI Monitoring Attendance of International ELICOS Students Procedure
Monitoring Course Progress for International Students Procedure
Student Attendance and Contact Records
Feedback Procedure (Compliments and Complaints)
Appeals Procedure
Code of Student Behaviour Procedure

Executive Owner: Chief Experience and Growth Officer

Doc Custodian: Head of Student Services

Version No: 1.1

Issue Date: 18 Mar 2022

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8.0 Version Control and Change History

Ver.	Issue Date	Document Custodian	Description of Change	Approval Authority
1.0	26 Jun 2019	Chief Academic Officer	Initial policy	Board of Studies
1.1	18 Mar 2022	Head of Student Services	Minor updates to align with new Feedback Policy	Head of Legal, Governance, Risk and Compliance

9.0 Document Owner and Approval Body

Document Custodian	Approval Authority	Approval Date	Issue Date	Scheduled Review Date
Head of Student Services	Head of Legal, Governance, Risk and Compliance	18 Mar 2022	18 Mar 2022	01 Jun 2023

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