

## Monitoring Course Progress

The PGA of Australia Institute (PGA) closely monitors course progress of students. The PGA monitors course progress to ensure the student is progressing in their course.

### On Campus Students

The PGA Training Coordinator assesses midterm and at the end of each student period (ten-week term) the students course progress. The Training Coordinator assesses the student's course progress midterm to identify, notify and assist overseas and domestic students to ensure the student is in a position to complete their course within the expected duration.

The Training Coordinator will assess each student's course progress midterm by assessing the amount of assessment work completed. The Training Coordinator will inform the student if their course progress is assessed as being at risk.

A student would be deemed at risk if they had not been found to have completed the allocated units of competency by the due date as per timetable at the midterm period and an intervention strategy would be implemented at this time to avoid the student either failing or becoming further behind and not being up to date at the end of the study period. Students are informed of the procedure if their course progress does not improve, no formal warning letter at this stage will be given.

If a student has not completed and been found competent in the allocated units of competency by the due date as per their timetable for a study period (an allowance of one unit outstanding may be allowed depending on the students' circumstances) another intervention strategy will be implemented. The student is informed they may access the PGA Complaints and Appeals process within 20 working days.

The implementation strategy may include but not limited to:

- Reviewing study techniques and skills
- One on one support meetings with trainers/assessors
- Small group tutoring sessions with trainers/assessors
- Providing English language support if required (lessons from an English teacher may cost extra if a referral to an English teacher is required)
- Private tutoring (may cost extra to employ a private tutor)
- Improving attendance if attendance is low
- Advising the student of the suitability of the course they are enrolled in
- Informing students of the opportunities for re assessment
- Attend informal/ formal counselling sessions as required
- Receive assistance with personal issues that might be impeding course progress
- Enter into a study agreement with timeframes for completing assessments
- Golf course access/membership may be suspended until student's course progress is no longer at risk

The above intervention strategies are to assist students to be able to complete their course of study within the expected duration.

## **On Campus Students Cont.**

Students must attend all scheduled classes. The PGAI Trainer completes the Attendance Roll at each scheduled class. All students receive a timetable with scheduled classes and due dates for all of their assessments and units of competency to ensure students are in a position to be able to complete the course of study within the expected time frames.

Students who are ill and cannot attend class must inform Student Administration either by phone or email as soon as practical. Students who miss two classes must produce a medical certificate. Students will be contacted by Student Administration if they are absent for more than two days without contact, if a student cannot be contacted for more than five days their emergency contact listed will be contacted to inform them of the student's absence. If the student remains uncontactable, they will be reported to the police/federal police as a missing person.

Please note: Overseas students must adhere to the requirements of their student visas and minimal attendance in classes. If you fail to meet the attendance requirements, your student visa may be cancelled, so it's important to attend your classes.

## **On-line Students**

The PGAI Training Coordinator assesses monthly the students course progress. The Training Coordinator assesses the student's course progress to identify, notify and assist overseas and domestic students to ensure the student is in a position to complete their course within the expected duration.

Online students are provided with due dates for their online modules and it is expected that they will complete the allocated units of competency within these given timeframes. The Training Coordinator will assess each student's course progress by assessing the amount of assessment work completed. The Training Coordinator will inform the student if their course progress is assessed as being at risk during their monthly contact.

A student would be deemed at risk if they had not been found to have completed the allocated units of competency by the due date as per set due dates. An intervention strategy would be implemented at this time to avoid the student either failing or becoming further behind and not being up to date at the end of the study period.

Intervention strategies for online students may include but not limited to:

- Reviewing study techniques and skills
- One on one support meetings with trainers/assessors
- Advising the student of the suitability of the course they are enrolled in
- Informing students of the opportunities for re assessment
- Attend informal/ formal counselling sessions as required
- Receive assistance with personal issues that might be impeding course progress