Procedure title	Supporting Students to Achieve Programme Requirements
Procedure area	Student Services
Procedure available for Students – yes/no	Yes
Procedure detail	**Definition** **Student Services** is made up of Programme Support (PS), Learning Support (LS), Creativity Kaiako (CK), Compliance, and Restricted Programme Support (R-PS). **Goals** ● To support each enrolled student to develop workable strategies that will enable them to engage with and remain on their programme to achieve completion ● To provide support to students in order to ensure The Learning Connexion achieves maximum student completion and retention rates ● The Student Services team, Creativity Kaiakos and Toi Kaiakos (if applicable) will work together to enable students to learn, acquire and then develop the skills necessary to complete their programmes **Requirements for Programme completion** Each programme has a specific set of requirements relating to engagement and outcomes: (See - Programme completion policy) (See - Student Handbook - Programme Delivery) Students must show evidence of initial and ongoing active engagement in their programme by: ● Photographic evidence of both creative process work and fully developed work (recorded in the Workroom and student_records/R-PStudent_records Google Drives) ● Meeting the requirements of the first 10% check/pre-assessment check ● Regular attendance in classes (for onsite students) or the equivalent independent study (evidenced in the Workroom)

Support from Student Services

Students who need support to meet programme requirements are identified through:

- Toi Kaiako/Creativity Kaiako awareness of student's engagement levels
- The assessment process
- Students seeking support from SS/PS/Creativity Kaiako/Toi Kaiako
- Programme Support - interactions with students and regular reviews of attendance
- Learning Support - regular review of engagement through digital records
- Student Services Group Meetings (for all onsite/distance delivery students) – action plans for follow-up, notes in Phoenix and regular review of student progress
- Students seeking literacy support from Restricted Programme Support
- Automated reminders from Workroom alerting no uploads have been received during a set period (6 weeks part-time/4 weeks full-time) - applies to mainstream students only

Onsite/Distance Delivery Toi Kaiako and/or Creativity Kaiako to:

- Raise any academic and/or pastoral care concerns with a member of the Student Services group as soon as possible, if they believe a student is not achieving course requirements, despite attending and/or showing active engagement
- Discuss programme requirements and in what area/s they are not yet achieving with the student
- Form an action plan with Student Services to assist the student to re-engage with the programme

Restricted Programmes

- Toi Kaiako/Creativity Kaiako notifies Restricted Programme Support of any concerns. Restricted Programmes Support passes these concerns to the Education Staff at the relevant facility

Onsite/Distance Delivery Student Services Group Meetings

- Learning Support Lead is responsible for updating the agenda and running the Student Services meeting
- Meeting occurs weekly during term time, with alternating weeks focussing on Onsite and Distance Delivery students
- New concerns are added to the agenda during the meeting
- Progress of existing cases is discussed and actions are noted,

and are cross-checked with PS 'Tracking and Changes' list of students they are monitoring
● Learning Support uses the agenda as a case management tool

Termly Reporting

Each term Student Services and Restricted Programme Support report to the Academic Board on statistical data as follows:

● Total number of students being supported by Student Services (as a percentage of total students – DD/Onsite)
● A breakdown of the figure above into students who completed their programme and those who did not (as a percentage of supported students – DD/Onsite)
● Total number of Onsite and Distance Delivery students finishing their programmes
● Switches of study mode, e.g. full-time to part-time, as well as Limited Full-Time Status and Component hours applications
● Statistical data of the pastoral care provided by Student Services, as required by the [Education (Pastoral Care) Amendment Act 2019](#)
● Statistical Data on the Government Priority Groups (Students with Disabilities, Maori & Pasifika Students, Students under-18, International Students)

Tracking process

TRACKING PROCESS FOR ONSITE AND DISTANCE-DELIVERY STUDENTS
For students not meeting programme conditions, and/or showing active engagement.

Notes:
● ALL communication regarding tracking to be noted in Phoenix, *including attempts to contact students*.
● PS creates bring-ups in Phoenix for all tracking due dates for PS and the Creativity Kaiako
● All cases to be discussed at the next SS meeting to evaluate the situation and put forward an action plan - this will usually start with tracking
● Communication with students is essential to identify barriers to achievement. If there are extenuating circumstances, note them in Phoenix (under the current guidelines). SS will discuss what (if any) impact this will have on the usual tracking process.

Tracking - Stage 1: Reminder

<u>Note</u>: If 10% not met, refer to 10% Active Engagement Check Tracking Process below.

1. PS send reminder email that evidence of active engagement is due (FT- 7 day deadline/PT- 14 day deadline) and that there are wider implications if the evidence is not received by that deadline. Email is copied to LS and Creativity Kaiako, student is added to the SS agenda.
2. PS to send a follow up text or call within a few days of sending the reminder email to check whether it has been received.
3. If the student is under 18, LS/PS to alert the person who guaranteed the enrolment form, or the appropriate person if Consent to Confer is held.
4. LS may also follow up with students for an assessment of their situation, and will update the SS agenda. Should any difficulty be found, LS to assess needs and create an individual learning plan (ILP) to help the student achieve the necessary skills.

Tracking - Stage 2: Track 1

This is where the student fails to contact PS, LS or Creativity Kaiako, and/or the student is still not showing sufficient programme engagement after the Reminder email.

1. PS to send Track 1 email (FT - 7 day deadline/ PT- 14 day deadline). Depending on the situation, this information may include withdrawal options.
2. PS or LS will also contact the student 2 or 3 days after Tracking sent.
3. PS to update tracking step at SS group meeting.

Tracking - Stage 3: Track 2

Track 2 (FT - 7 day deadline/PT- 14 day deadline) to be sent to students who have not shown any active engagement with programme requirements despite tracking letters and offers of additional support.

1. PS/LS to continue to attempt contact, including alternative contacts if unable to reach the student around day 2-3.
2. PS to update tracking step at SS group meeting.
3. If a student has a current VoS in Phoenix, the Compliance team will send an email making the student aware of the long term implications of not meeting programme requirements – 10 day

email to let them know we are notifying StudyLink on (x) date that they are not meeting programme requirements (on a case by case basis).

4. Students with extenuating circumstances who have shown some active engagement and made progress with support, will be assessed by their Creativity Kaiako on their ability and commitment to catch up. If the Creativity Kaiako is uncertain, they will consult with the relevant Delivery Coordinator. The Creativity Kaiako will advise R-PS/PS of the outcome.

Tracking - Stage 4: Track 3 (for Restricted Programme Students only)

Track 3 (14 day PT withdrawal) to be sent to students who have not shown active engagement with programme requirements and additional support letter.

1. R-PS to continue attempt at contact including alternative contact details around day 2-3.
2. If they are not meeting requirements, they could be withdrawn as a limited completion or, if evidence has been received from the student of their intention to supply works, they may remain on the programme with continuing support from the RP team.
3. R-PS to send case to Assessment and Moderation.

Last step of tracking process

1. PS and/or R-PS to note the outcome to the Assessment and Moderation for approval.
2. PS and/or R-PS to inform students of the decision.

10% ACTIVE ENGAGEMENT CHECK TRACKING PROCESS

For any student not meeting either the initial 10% engagement (deadline is dependent on programme level and FT or PT).

L4 FT - Distance Delivery

After one week the Creativity Kaiako will check the student's Workroom and Phoenix for engagement and contact. If there is none, they will notify PS/LS who will attempt to contact the student.

Note: The next step will depend on the response received:

1. If no contact or work is received after the first nine days, a tracking email to be sent advising student they have a further five days to upload work to the Workroom. PS/LS will continue to attempt to contact student.
2. If no contact or work is received, the student is withdrawn as

an Early Withdrawal using the 'Abandoned' option in Phoenix, with the end date three weeks from the start date ending on a Sunday. A refund of fees will be given, less a 10% administration fee. Restart application will be required.

3. After four weeks from the start date if the student makes contact or work is received, a reinstatement may be considered on a case by case basis.

4. If a student submits work after the first nine days, and it is deemed to be not enough to meet the check, they will receive a tracking email advising further five days to upload any work to the Workroom that has not yet been uploaded.

5. If they then meet the check, study will continue. If they still do not meet the 10% check, they will either be withdrawn as a Non-Completion or moved to part-time study, depending on the circumstances.

6. If withdrawn, the end date is four weeks after the start date, ending on a Sunday. No refund is given. Restart application will be required.

L4 FT - onsite

1. After one week the Creativity Kaiako will check the student's Workroom and attendance for engagement and contact.

2. If a student does not turn up on the first day, PS will attempt to make contact from this point.

3. If no contact or work after the first nine days, a tracking email is sent to the student advising they have a further five days to upload work to the Workroom.

4. PS/LS will continue to attempt to contact student.

Note: The next step will depend on the response received:

1. If no contact or work is received, the student is withdrawn as an Early Withdrawal using the 'Abandoned' option in Phoenix, with the end date three weeks from the start date ending on a Sunday. A refund of fees will be given, less a 10% Administration Fee. Restart application will be required.

2. If, after four weeks from the start date, a student makes contact or work is received, a reinstatement may be considered on a case by case basis.

3. If a student submits work after the first nine days, and it is deemed to be not enough to meet the check, they will receive tracking correspondence advising they have a further seven days to upload any work to Workroom that has not yet been uploaded (work must have been completed in the first two weeks). If they then meet the check, study will continue.

4. If they still do not meet the 10% check, they will either be withdrawn as a Non Completion or moved to part-time study,

depending on the circumstances. If withdrawn, the end date is four weeks after the start date, ending on a Sunday. No refund is given. Restart application will be required.

L4 PT/ L5 and L6 FT/PT and Level 7 FT/PT - Distance Delivery

1. After two weeks the Creativity Kaiako will check the student's Workroom, Phoenix and (for Level 7 only) student_records in Google Drive for engagement and contact. If there is none, Creativity Kaiako to ask PS/LS to contact student.

2. If no contact or work is received after three weeks, the student is withdrawn as an Early Withdrawal using the 'Abandoned' option in Phoenix, with the end date three weeks from the start date ending on a Sunday. Refund given, less a 10% administration fee. Restart application will be required.

3. If after four weeks, the work received is not enough to meet the 10% check, tracking correspondence to be sent. This will advise the student has an additional 7 days for FT / 14 days for PT to upload any work that has not yet been uploaded (work must have been completed in the first four weeks). If they then meet the check, study will continue.

4. If they do not meet the requirements of the programme at this point, the student is offered part-time study or withdrawn as a Non-Completion with the end date four weeks from the start date ending on a Sunday. No refund is given. Restart application will be required.

L4 PT/ L5 and L6 FT/PT and Level 7 FT/PT - onsite

1. After two weeks the Creativity Kaiako will check the student's Workroom and attendance for engagement and contact.

2. If a student does not turn up on the first day, PS will attempt to make contact from this point.

3. If no contact or no work is received after three weeks, the student is withdrawn as an Early Withdrawal using the Abandoned option in Phoenix, with the end date three weeks from the start date ending on a Sunday. Refund given minus 10% admin fee. Restart application will be required.

4. If after four weeks, the work received is not enough to meet the 10% check, tracking correspondence to be sent. This will advise the student has an additional 7 days for FT / 14 days for PT to upload any work that has not yet been uploaded (work must have been completed in the first four weeks). If they then meet the check, study will continue.

5. If they do not meet the requirements of the programme at this point, the student is offered part-time study or withdrawn as a Non-Completion with the end date four weeks from the start

date ending on a Sunday. No refund is given. Restart application will be required.

TRACKING PROCESS FOR RP STUDENTS

Procedure for tracking students not meeting programme requirements (active engagement).

<u>Notes</u>:

- Communication with students is essential to identify factors which may be limiting their ability to achieve outcomes which meet the expected levels

- Speaking/calling one to one with the student is the preferred method, followed up by written correspondence, or other available means of communication

- ALL communication regarding tracking to be noted in Phoenix, *including attempts to contact students*

- R-PS creates bring-ups in Phoenix for all tracking due dates for R-PS and the Creativity Kaiako

- If there are extenuating circumstances, note them in Phoenix (under the current guidelines). R-PS and the Creativity Kaiako will discuss what (if any) impact this will have on the usual tracking process

RP Tracking - Stage 1: Track 1

Tracking starts if student fails to contact R-PS or Creativity Kaiako and/or any student where TLC has not received a folder of work for six weeks. This step is taken in consultation with the student's Creativity Kaiako.

1. R-PS to send Track 1 email with a deadline of 14 days.
2. If no work or communication is received by the due date, student will progress to tracking 2.
3. If work is received, then the tracking process will not progress any further and the student will be considered to be off tracking.
4. It is at the discretion of R-PS and the student's Creativity Kaiako as to what will be considered sufficient work and/or communication remove the student from tracking.

RP Tracking - Stage 2: Track 2

1. Track 2 to be sent to students who have not shown any active engagement with programme requirements (14 day deadline).
2. R-PS to continue ongoing communication with the facility by email to get a message to student to contact TLC within the 14

day period.

5. If no work or communication is received by the due date, student will progress to tracking 3.

RP Tracking - Stage 3: Track 3

1. Track 3 to be sent to students who have not shown any active engagement with programme requirements after the 14 day deadline following the second tracking email.

2. R-PS/LS to continue ongoing communication with the facility by email to get a message to student to contact TLC within the 14 day period.

3. If no work or communication is received by the due date, the withdrawal process will be initiated.

4. Students with extenuating circumstances outside of their control (such as facility transfers, being in Management, illness/injury, preparing for parole/appeals etc) who have shown limited active engagement and/or some progress with the support given, will be assessed on a case by case basis on their ability and commitment to catch up. *(Also see 'Extenuating Circumstances' note below).*

5. R-PS to send case to Assessment and Moderation.

Last step of tracking process

1. R-PS to note the outcome to the Assessment and Moderation group for approval. R-PS to inform students of the decision.

Withdrawal Guide

EXTENUATING CIRCUMSTANCES
Extenuating circumstances may include having additional needs, both long term and immediate which are financial, social, medical or disability related.

Should extenuating circumstances be found, Student Services will discuss what (if any) impact this will have on the usual tracking process.

Extenuating circumstances must be evidenced where possible and documented in Phoenix. Confidential issues will be kept in the Student Services Confidential folder and shared as required.

Appropriate support will be offered alongside the standard tracking process.

Programme Extension

A programme extension can be offered on a case-by-case basis with

The Learning Connexion – TLC
PO Box 9811, Wellington 6141 (0800 278 769)

	the approval of compliance and one person from Assessment & Moderation on a recommendation from Student Services/Programme Support staff. For RP students, the recommendation comes from RP Programme Support in conjunction with the student's Creativity Kaiako. Where applicable, the student must be made aware, as early as possible, that they will not receive StudyLink payments for a programme extension.
Related Policies/ Procedures	(See - Programme completion policy) (See - Student Handbook - Programme Delivery)
Date Created	August 2016
Review Dates	August 2017, April 2018, Oct 2019, May 2022, Aug 2024
Next Review Date	Aug 2025
Links	

Mā te kimi ka kite, Mā te kite ka mōhio, Mā te mōhio ka mārama
Seek and discover, Discover and know, Know and become enlightened