

1 Overview

Purpose

The purpose of this document is to describe the circumstances in which unit outcomes are resulted as Competency Not Achieved. This policy ensures unit outcomes are finalised within agreed timeframes to support course progress monitoring.

The policy acknowledges the [Standards for Registered Training Organisations \(RTOs\) 2015](#) and the [National Code of Practice for Providers of Education and Training to Overseas Students 2018](#) EQUALS ensures that practices are fair and equitable

Scope

This policy applies to all students enrolled in accredited courses at EQUALS and to all educators and staff who administer enrolments.

2 Policy statement

- 2.1 Students who attempt a unit (defined as enrolment, undertaking training activity, and engagement in the assessment process) and fail to satisfactorily complete one or more unit assessment tasks on or before the agreed due date risk being resulted as Competency Not Achieved (CNA) for the unit and being required to re-sit all or part of that unit.
- 2.2 Failure to attempt an assessment by the due date is deemed as a non-attempt on the student enrolment record. The student will receive a further five (5) working days to attempt the assessment work. A second non-attempt is resulted as a NYS on their student enrolment record and a CNA (Competency not achieved) outcome is recorded for the unit.
- 2.3 If a Student attempts an assessment on or before the due date (including 2nd attempt due date) but receives a NYS for two attempts at the same assessment, the student will be resulted as a NYS on the student enrolment record and a CNA (Competency not achieved) outcome is recorded for the unit.
- 2.4 Where students have received a CNA result on a single unit of competency three times, they will be counselled on the suitability of their current course of study and may have their course enrolment terminated at the sole discretion of EQUALS.
- 2.5 Placement Offers: Refusal to accept an offer of placement is deemed as a non-attempt on the student enrolment record. A second non-attempt is resulted as a CNA (Competency Not Achieved) on the student enrolment record and enrolment at EQUALS may be suspended or cancelled due to failure to make satisfactory course progress in accordance with the [Student Course Progress \(VET\) Policy and Procedure](#).

3 Guidelines

- 3.1 All Students who commence a unit of competency in a course of study at EQUALS are expected to make every reasonable effort to attempt all required assessment work (including reattempts) on or before agreed due dates. If there are compelling reasons why a Student may not be able to abide by agreed due dates, they are required to apply for and negotiate assessment extensions prior to the established due date and abide by the decision of their unit Educator.

- 3.2 At the end of each study period, eligible Students will be scheduled to re-sit units resulted CNA or otherwise negotiate to complete assessment requirements in consultation with their Course Coordinator and Student Services Advisor.

4 Student Appeals

- 4.1 A grievance process has been established to ensure that student concerns are treated in a transparent, timely and just matter. EQUALS ensures that students have access to a fair and equitable process for dealing with grievances and provides an avenue for students to appeal against decisions that affect their progress ([Grievance Handling Policy & Procedure \(Academic and Non Academic\)](#)).
- 4.2 Students wishing to lodge a grievance/appeal are requested to do so using the [Formal Grievance Form](#). Should a student wish to appeal a decision or a proposed action, they will have twenty (20) working days to lodge their appeal.

5 Responsibilities

Compliance, monitoring and review

- Aligns with relevant legislation, government policy and EQUALS values.
- Is implemented and monitored to reflect the changing policy environment and emerging issues identified.
- Is reviewed to evaluate its continuing effectiveness in achieving its purpose and remaining relevant.

6 Definitions

Assessment task: a formative or summative assessment task (whether written, oral, practical or otherwise) contributing to the overall assessment of competency for a Unit of Competency and which is to be formally submitted for marking.

Competency Not Achieved: a result when a student is not successfully demonstrating competency in a unit of competency within a reasonable timeframe, as agreed between EQUALS and the Student and taking into account compassionate and/or extenuating circumstances and deferral applications.

Due date: the date on or before which a Student must complete an attempt at a given assessment task to avoid potential penalty. The due date is negotiated and agreed upon between the Student and Educator and/or Student Services.

Engagement in the Assessment process includes:

- failure to attempt by due date without requesting extension; or
- failure to attempt by due date without requesting deferral or withdrawal; or
- failure to reattempt NYS attempts by negotiated timeframes

Student: a person enrolled in a formal course of learning.

Training activity is defined as any of the following:

- Commencement in online learning modules (access granted and unit commenced with no request for deferral or withdrawal); or
- Class attendance; or
- Submission of assessment work; or

- RPL/CT applications, meetings

Unit of Competency: the specification of knowledge and skill, and the application of that knowledge and skill, to the standard of performance expected in the workplace. A unit of competency is the smallest unit that can be assessed and formally recognised in accredited training.

Terms not defined in this document may be in the [EQUALS Glossary](https://app.smartsheet.com/b/home?lx=GCzY7kacE2GweBYJA3450Q)
<https://app.smartsheet.com/b/home?lx=GCzY7kacE2GweBYJA3450Q>

7 Approval and Amendment History

| Version | Approved by | Approval Date | Details |
|---------|-------------|---------------|--|
| | CEO | 21/07/2016 | Refer archived policy. |
| 1.0 | CEO | 15/03/2019 | Updated overview and terminology, minor updates throughout policy and procedure including edits to responsibilities, definitions, and comprehensive document map and clearer alignment to the appropriate responsible person/body. Change of policy number from 3-7100 to current. |

8 Document Map

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| Approval Authority: | Executive Management Committee | Advisory Committee for Approval Authority |
| Authorised By: | Chief Executive Officer | |
| Effective from: | 15/03/2019 | |
| Next Review Date: | 15/03/2022 | |
| File Location: | The current version of this policy can be accessed from the Policy Register (internal users only) | |
| Relevant Legislation: | Education Services for Overseas Students Act 2000 National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standards for Registered Training Organisations 2015 | |
| Related Documents and/or Registers: | Formal Grievance Form Governance & Quality Assurance Framework Grievance Handling Policy and Procedure (Academic and Non Academic) Student Handbook Student Course Progress (VET) Policy and Procedure | |
| Policy Subdivision | <input type="checkbox"/> Corporate or Academic Governance <input type="checkbox"/> Academic Management <input checked="" type="checkbox"/> Operational Management | |
| Administrator: | Quality Advisor | |