Expectations

What You Need to Know

Behaviour & responsibility

Knoei students have a responsibility to:
- Respond to and complete all documentation required at time of enrolment for Knoei & Monarch Institute,
- Cohort expectations include using courtesy, respect and fairness,
- Show respect of others time, safety and well-being,
- Refrain from behaviour that may be perceived as unsafe, intimidating, discriminating, harassing, bullying or disruptive to others,
- Use computing and online resources appropriately,
- Participate actively and positively in learning and assessment activities,
- Communicate relevant information to enable Knoei to assist you to undertake study,
- Proactively seek assistance from the Knoei team when needed.

Knoei staff have a responsibility to:
- Provide students with accurate information about your program and the requirements,
- Treat people with courtesy, respect and fairness regardless of age, gender, ethnicity, sexuality, religion or disability,
- Make every effort to provide a safe learning environment as far as is reasonably practicable,
- Provide the necessary resources to support students in completing your education and training.

Actions:

Students who repeatedly breach behaviour expectations as outlined above should expect the following:

- Warning 1 – Verbal via in person or phone call
- Warning 2 – Email to student & school
- Warning 3 – Email to student & parent
- Final warning – Monarch to review student enrolment in Diploma due to breach of behaviour expectations.

Student attendance & progression expectations

Knoei students have the responsibility:

- Make every effort to attend your weekly scheduled tutorials with the understanding that this contributes towards your success in the qualification.
- Maintain satisfactory progress to ensure successful outcomes in your studies
- Proactively seek assistance from the Knoei team when needed.
- Cohort expectations include planning how you will maintain your progression in the Knoei weekly course work and assessments.
- Make every effort to meet assessment requirements and submit work on time,
- Keep up to date with your academic progression and completion of learning,

Knoei staff has a responsibility to:

- Identify students at risk of not meeting progress requirements and providing appropriate support and guidance,
- Provide the necessary resources to support students in completing your education and training,
- Show commitment to supporting students in achieving their learning goals and completing their module work within the specified time frame

Actions:

Attendance in tutorials is considered a requirement towards your competency in the qualification. If you are unable to attend a tutorial, email your facilitator or hello@groei.com.au to advise as soon as possible or at least 2 hours prior to class commencing.

- If you have an unexplained absence, you will receive an email to confirm why you were unable to attend & to remind you to catch up via the recording.
- If you have two or more unexplained absences, your parents/guardian's will be included in your follow up email.
- If you have ongoing explained/unexplained absences, your parents/guardian's will be included in your follow up email as attendance in your classes contributes to your completion.
- If you have ongoing unexplained absences, you will be referred to Monarch Institute for review.

Progression in your course work is key to getting the most out of the program.

All students have to complete a portfolio project, therefore it is important for the Knoei LMS work to be up to date. The Knoei LMS course work directly speaks to the work required in the portfolio project.

Progression will be monitored on a weekly basis and students can expect the following action and support where they fall behind:

- Student who are a week behind in the LMS and other work will be emailed and receive a phone call. Students are free to attend one of the drop-in virtual tutorials for opportunity to catch-up, with support. Please note, a member of our team may book students into the next available drop-in session as a requirement of their catch-up plan if needed.
- Students who are more than a week behind without explanation or an agreed plan to catch up will receive an email that includes their parent or guardian and/or school. Please note, a member of our team will automatically book students into the next available drop-in session as a requirement of their catch-up plan.
- Students who are showing ongoing disengagement from the course will be referred to their school and Monarch Institute for review.

Don't forget, students who are up to date in the Diploma will be considered for the **Mentor and project funding program**. Being up to date includes your work in the Knoei LMS, project work and Monarch assessments.

Knoei has a great team who are here to support and if students are struggling with any part of their course work or need suggestions on how to manage their coursework, they are encouraged to contact their facilitator or Linda via hello@groei.com.au .

Academic Policy:

Extension requests:

If you are unable to complete your Knoei LMS, project or Monarch Institute work buy the due date communicated by your facilitator, refer to below:

1. Student completes Application for Assessment Extension (No later than 72 hours before the due date for Monarch Institute). Requests can be sent to hello@groei.com.au and should include the reason for your request as well as how long you anticipate you need to complete. Students will receive an outcome of their request within 48 hours.
2. Students who do not submit a request for an extension and do not submit their assessment on time, will receive an email notification & their parent will be cc'd. This will be followed up with a phone call until a plan for submission has been confirmed.
3. Students who do not submit or respond will be referred to Monarch Institute for review.