



MONITORING COURSE PROGRESS & COURSE DURATION POLICY AND PROCEDURE

Related Standards	The National Code 2018 – Part B – Standard 8 – Overseas Student Visa Requirements: Monitoring Course Progress and Course Duration
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Purpose

This policy and procedures supports The National Code 2018, Part B – Standard 8 which states:

“8.3 The registered provider must monitor the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student’s CoE.

8.4 The registered provider must have and implement documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements.”

Scope

This procedure articulates ACE’s practices as they apply to International Students in compliance with Standard 8 of the National Code 2018.

Definitions

At Risk:	An ‘At Risk’ student is a student who for any reason, is considered as not, or potentially not, meeting course progression requirements.
Course:	Program of study for the attainment of a testamur or certificate.
Course Progression / Progress:	The measure of advancement through academic merit or skill based competencies towards the completion of a course as per unit/module guidelines.
Compassionate or Compelling Circumstances:	Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student’s program progress or wellbeing. These could include, but are not limited to: Serious illness or injury, where a medical certificate states that the student was unable to attend classes; Bereavement of close family members such as parents or grandparents; Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student’s studies; or A traumatic experience which could include: Involvement in, or witnessing of a serious accident; Witnessing or being the victim of a serious crime - When this has impacted on the student. (Note these cases should be supported by police or psychologists’ reports); where the registered provider was unable to offer a pre-requisite course/unit; or inability to begin studying on the program commencement date due to delay in receiving a student visa.
Intervention Strategy:	Any documented action targeted at addressing the needs of an ‘at risk’ student.

Satisfactory Progress:	Satisfactory completion of the academic merit or skill based competency requirements as per unit / module guidelines.
Unsatisfactory Progress:	At a minimum where student has failed or is not deemed competent in 50 % or more of units attempted in a study period as per course outline. A student may only repeat a unit once before not meeting academic progress for individual units which may affect their overall academic progress for the study period.
Study Period	13 weeks
Student	An international student who holds a Student Visa, and is an 'overseas Student' as defined by the ESOS Act.

1. Policy

1.1 ACE must monitor, record and assess the course progress of each student for each unit of the course for which the student is enrolled in accordance with this policy and procedures to ensure they are able to complete the course within the expected duration specified on the CoE.

1.2 This policy and procedure specifies the:

- a. requirements for achieving satisfactory course progress
- b. process for assessing satisfactory course progress
- c. procedure for intervention for students at risk of failing to achieve satisfactory course progress
- d. process for determining the point at which the student has failed to meet satisfactory course progress; and
- e. procedures for notifying students that they have failed to meet satisfactory course progress requirements.

1.3 The process for assessing satisfactory course progress is identified by the number of units assessed as 'Competent' within one study period – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a study period. The number of units per study period varies for each qualification and is reflected in the timetables.

1.4 This policy and procedures must be read in conjunction with the following policies and procedures:

- a. Student Support Services
- b. Complaints and Appeals
- c. Deferring, Suspending or Cancelling Overseas Student's Enrolment

2. Procedures

2.1 Recording Student Academic Performance

- a. The student's academic performance for each unit shall be recorded using the Results Report as submitted by the Trainer/Assessor to the Office Administrator who will register the academic results into the student management database on receipt of this document at the conclusion of every four week period. The Results Report shows the list of students enrolled in a qualification and their academic results for each assessment.
- b. All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled in and complete. The assessment shall be conducted by qualified trainers / assessors using ACE's assessment tools/methods and recording processes as

Monitoring Course Progress	Version 6.0	Updated: January 2018
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required. All academic results are entered in to the student management database by the Office Administration department.

- c. It is the responsibility of the Office Administrator to ensure that records are updated after each assessment is completed and recorded by the Trainer/Assessor.

2.2 Monitoring Student Academic Performance

- a. Academic progress of all current students will be checked by the Office Administration Department using the results entered into the student management database **every four weeks from the commencement of the academic year**. A report will be given to each Trainer for their classes at the end of each four week period for the Trainer to monitor the progress of each of their students.

- b. A student who does not achieve at least 50% competency rate across their units within each four week period shall be notified via a:

1st Warning: Unsatisfactory Academic Progress email to their student email address. This email notifies students that their progress is currently being monitored and that if their progress falls below 50% at the end of the following four weeks they will be deemed 'at risk' and directly contacted to begin a Progress Intervention Strategy.

- c. If the student does not achieve at least 50% competency rate across their units within **the consecutive four week period** they shall be notified via a:

At Risk: Unsatisfactory Academic Progress email asking them to contact ACE's head office to arrange a confidential meeting with their Trainer to initiate an Intervention Strategy.

- d. If the student does not make contact with ACE's administration within four working days, ACE will contact the student via email and telephone to arrange a meeting. At this stage the Course Coordinator notifies the Student Support Services Officer. The Course Coordinator or primary Trainer/Assessor will arrange to meet with the student on campus within four working days in a confidential discussion to assist with their learning needs.

- e. The Student Support Services Officer will then contact the student as well to actively offer support to assist them in meeting their course progress requirements in areas of literacy, numeracy or welfare.

- f. The Student Support Officer will report back to the Course Coordinator with any recommendations (if appropriate) for considerations and implementation of the Intervention Strategy.

3. Intervention Strategies for students at risk of not achieving satisfactory Academic Progress

These strategies may be implemented by the following staff or a combination of these:

- Trainer/Assessor
- Course Coordinator
- Student Support Services Officer

Monitoring Course Progress	Version 6.0	Updated: January 2018
Authorised by CEO	CRICOS # 03219A	RTO # 22424
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- a. An *Intervention Strategy* is negotiated and signed by the Course Coordinator/Trainer and student at the meeting. The Intervention strategy is provided to the student in writing and a copy placed in the student file.
- b. The intervention procedures will include meeting regularly with the student to identify the cause that is placing the student a risk. These procedures may include provisions for:
 - i. extra tuition and support
 - ii. advising the student to take up extra units during the compulsory or non-compulsory study periods, if ACE provides such extra units. However, this is not recommended if the student has failed some units, as taking up extra units may ‘overload’ the student.
 - iii. Academic skills support
 - iv. additional English support
 - v. personal support
 - If the student has personal issues that do not require external support services the Course Coordinator may make adjustments to the training program to facilitate learning and achievement. E.g. adjustments on the timetable or attendance; starting earlier/ later or finishing early to accommodate domestic arrangements or rescheduling the course.
- vi. Welfare support

If the student identifies personal/welfare issues that do require an intervention strategy the following applies:

- A revised course schedule, study and/ or attendance arrangements, delivery and assessment arrangements are negotiated with the student. (where appropriate).
- The student attends a review meeting every three weeks with the Course Coordinator. The effectiveness of this intervention strategy is monitored and adjusted if necessary. Their academic progress continues to be monitored every four weeks.

- vii. Assessment/Re-assessment: If the student fails his/her assessments, he/she will be provided with ongoing support as prescribed in the Training and Assessment Policy and Procedures: Assessment and Re-assessment and the Assessment Appeals.
- viii. variation of student enrolment load
- ix. reduce enrolment load
- x. where appropriate, advise the students on the suitability of the course in which they are enrolled;
- xi. assisting student by advising of opportunities for the students to be re-assessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they has not been previously able to demonstrate competency; and
- xii. advise students that unsatisfactory course progress in a further four week consecutive study period after the commencement of an Intervention Strategy for a course could lead to the student being reported to the Department of Home Affairs via PRISMS. (eight weeks for courses longer than six months)**

- c. The student attends a review meeting every two-three weeks with the Course Coordinator, depending upon their study load. The effectiveness of this intervention strategy is monitored and adjusted if necessary. All meetings, adjustments, variations and any strategies arranged must be documented. A copy must be provided to the student and one placed in the student’s file.
- d. If the student is adhering to the Intervention Strategy, but may require an extension to their CoE in order to successfully complete their course then the Course Coordinator will meet with the student to discuss this option and any visa requirements.

Monitoring Course Progress	Version 6.0	Updated: January 2018
Authorised by CEO	CRICOS # 03219A	RTO # 22424
©Australian Careers Education Pty Ltd		Page 4 of 6

- e. Note that if student fail to make sufficient progress (50% competency across all units) across three consecutive four week periods and has not genuinely adhered to the Intervention Strategy then ACE will notify the student of the *Intention to Report* them to the Department of Home Affairs for Unsatisfactory Course Progress via PRISMS.

4.

4.1 Reporting of Unsatisfactory Student Progress via PRISMS

In the event that a student deemed at risk and having commenced an Intervention Strategy at ACE falls below 50% competency for a third consecutive four week monitoring period (12 weeks of monitoring) and has not genuinely participated in the Intervention Strategy process, then ACE will report that student via Prisms following this procedure:

1. Student is notified via email and registered post of ACE's intention to report via a *Formal Notification: Unsatisfactory Course Progress*.
2. The written correspondence from ACE clearly outlines the reasons for reporting and how the student has failed to make satisfactory course progress.
3. The written correspondence clearly sets out a date by which the Intervention Strategy will expire and the student will be expected to have achieved at least a 50% competency rate across their current units. This expiration date must not be earlier than:
 - Three months prior to course completion date.
 - This expiration date gives a clear indication to both the student and ACE of the student's capacity to complete their course within their expected duration.
 - The written correspondence clearly states that upon expiration of the Intervention Strategy the student's progress will be reviewed and if below 50% competency then ACE will initiate its *Intention to Report procedure* (as stated below).

4.2 Intention to Report (upon Expiry of Intervention Strategy)

1. If upon the expiration of the Intervention Strategy the student has not achieved at least a 50% competency rate across their current units then:
 - Written correspondence from ACE (email and registered post) advises the student of ACE's Intention to Report via Prisms for Unsatisfactory Course Progress.
 - The correspondence also notifies the student of their right to access ACE's Complaints and Appeals process within 20 working days of the date of the correspondence.
2. In the event that a student accesses either an internal or external complaints or appeals process, ACE cannot report that student via Prisms until the outcome of that process is completed and the decision supports ACE's decision to report, or the student has withdrawn from the complaints or appeals process.
3. ACE must not report any student for failing to meet course progress requirements until 20 working days have passed in the event that the student does not access any complaints or appeals process.
4. ACE can only extend the student's duration of enrolment via PRISMS if there is documented evidence of:
 - a. compassionate or compelling circumstances
 - b. evidence that ACE is implementing or has implemented an Intervention Strategy for the student to assist them to make adequate course progress

Monitoring Course Progress	Version 6.0	Updated: January 2018
Authorised by CEO	CRICOS # 03219A	RTO # 22424
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- c. the student has applied to defer or suspend their enrolment.

5. Responsibilities

- CEO
- Trainers
- Course Coordinator
- Student Support Services Officer
- Officer Administrator

6. Policy Base

- ESOS Act 2000
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code).

7. Primary Documents (Related to this Policy)

- 1st Warning Letter: Unsatisfactory Course Progress.
- 2nd Warning Letter: At Risk of Unsatisfactory Course Progress.
- Intervention Strategy Agreement.
- Intention to Report: Unsatisfactory Course Progress Letter.

8. Secondary Documents (Impacted by this Policy)

- Student Handbook.
- Staff Handbook.
- Deferring, suspending or cancelling the overseas student’s enrolment policy (ESOS 9).

Monitoring Course Progress	Version 6.0	Updated: January 2018
Authorised by CEO	CRICOS # 03219A	RTO # 22424
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