



MONITORING COURSE PROGRESS POLICY AND PROCEDURE

Related Standards	The National Code 2007 – Part D – Standard 10 – Monitoring Course Progress
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Purpose

This policy and procedures supports The National Code 2007, Part D – Standard 10 which states:

“Registered providers systematically monitor students’ course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the course progress requirements.”

As per the requirements of standard 10 of the national code 2007 ACE is responsible in the monitoring of course progress, however, ACE has chosen to Monitor Attendance Progress and report accordingly (see Standard 11 of the National Code 2007). For students, this procedure also describes the circumstances in which the ACE will intervene and counsel if students do not meet course progress requirements. This procedure and policy is for the holistic development and benefit of students in their career perspective.

Scope

This procedure articulates ACE’s practices as they apply to International Students in compliance with Standard 10 of the National Code 2007.

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.
Intervention Management Tool:	A method, tool or process that allows the following processes: <ul style="list-style-type: none"> • Recording of submission of assessment tasks and the grade awarded, • Identifies if the student is above or below the designated ‘At Risk’ level, • Recording of communication with student.
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 twice before not meeting

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	academic progress for individual units which may affect their overall academic progress for the study period.
Term	Usually a semester is divided into two Terms
Student	An international student who holds a Student Visa, and is an 'overseas Student' as defined by the ESOS Act.

1. Policy

- 1.1** As per the requirements of standard 10 of The National Code 2007, ACE is responsible in the monitoring of course progress; however, ACE has chosen to Monitor Attendance Progress and report accordingly (see Standard 11 of the National Code 2007).

For students, this procedure also describes the circumstances in which ACE will intervene and counsel if students do not meet course progress requirements. This procedure and policy is for the holistic development and benefit of students in their career perspective.

- 1.2** 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.
- 1.3** ACE implements appropriate documented course progress policies and procedures for each course, which are provided to staff and students, that specify 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. procedure for notifying students that they have failed to meet satisfactory course progress requirements.
- 1.4** ACE must assess the course progress of the student at the end point of every study period.
- 1.5** ACE implements an intervention strategy, which must be made available to staff and students, that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy must specify:
- a. procedures for contacting and counselling identified student
 - b. strategies to assist identified students to achieve satisfactory course progress; and
 - c. the process by which the intervention strategy is activated
- 1.6** 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.
- 1.7** This policy and procedures must be read in conjunction with the following policies and procedures:
- a. Student Support Services
 - b. Complaints and Appeals
 - c. Completion within Expected Duration

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- d. Monitoring Attendance

2. Procedures

2.1 Recording Student Academic Performance

- a. The student’s academic performance for each unit shall be recorded using the Unit Summary Sheet as submitted by the trainer/assessor to the Records Manager who will register the academic results into the Wisenet on receipt of this document. The Unit Summary Sheet 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 required. All academic results are entered in to the Student Management System by the Office Administration department.
- c. It is the responsibility of the Records Manager and the Course Coordinator to ensure that records are updated, if required, after each assessment is completed and recorded.
- d. These records are checked regularly by the Course Coordinator for currency and accuracy.

2.2 Monitoring Student Academic Performance

Where students have been identified as at risk of failing to meet their course progress requirements, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position.

- a. A student who does not achieve 50% competency rate for two consecutive terms shall be considered in breach of the academic progress requirement. The following process are provided to rectify the situation:
 - i. 1st Warning when falling below the required academic performance for one study period.
 - ii. 2nd Warning when close to not achieving the required academic performance for a consecutive ~~term~~ study period.
- b. The Records Manager will monitor student academic performance via the “Wise.NET” student management software and report any issues, as outlined below, to the Course Coordinator.
- c. The Course Coordinator notifies the Student Support Services Officer of any student who is deemed ‘at risk’ of not meeting their course requirements.
- d. The Student Support Services Officer will then contact the student to actively offer support available to them to assist them in meeting their course progress requirements.
- e. Where a student is deemed to be “at risk” of not achieving a satisfactory academic progress, intervention strategies shall be implemented to provide the student the opportunity to improve their academic progress.
- 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.

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

- a. Intervention meetings are initiated as soon as possible, at least within 5 working days, after the student being identified as 'at risk'.
- b. An intervention strategy could be activated by:
 - i. a letter to the student
 - ii. personal contact with the student by a suitably authorised staff member
 - iii. contact with the student by the course counsellor/convenor
- c. An intervention strategy is negotiated and signed by the Course Coordinator and student at the meeting. The Intervention strategy is provided to the student in writing and a copy placed in the student file.
- d. The intervention procedures will include meeting 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:

- An intervention strategy is negotiated and signed by the Course Coordinator and student at the meeting. The Intervention strategy is provided to the student in writing.
 - 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.
- 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;

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- xi. assisting student by advising on 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 two consecutive study periods for a course could lead to the student being reported to DIBP.
- e. The student attends a review meeting every two weeks with the Course Coordinator. The effectiveness of this intervention strategy is monitored and adjusted if necessary.
 - f. All meetings, adjustments, variations and any strategies arranged must be documented.
 - g. The Course Coordinator reviews the student’s progress and commitment to the arrangements every two weeks.
 - h. The intervention strategy will last for as long as appropriate and practicable. Appropriate internal and external personnel contribute to the process where required.
 - i. Each meeting, agreement, adjustment and communication in this process is documented and placed in the Students file.
 - j. The student is required to abide by the new arrangements negotiated or ACE may cease provision of the services/ arrangements.
 - k. Students who do not abide by the terms of the agreement or after intervention do not achieve satisfactory course progress are invited to a meeting with the Course Coordinator. A letter will be sent to the student within 5 working days of the issue being brought to the Course Coordinators attention.
 - l. At the meeting the reasons/ circumstances are identified and the Course Coordinator (with input from appropriate internal/ external stakeholders) will decide whether to implement another intervention strategy and informs the student of ACE’s intention in writing.

4. Escalations

If the matter persists, the student’s case will be escalated to the CEO.

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 2007 (The National Code).

7. Primary Documents (Related to this Policy)

- Notification Letter of Performance
- Course Progress Feedback
- Intervention Strategy Agreement

Secondary Documents (Impacted by this Policy)

- Student Handbook

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- Staff Handbook
- Student Support Service Guide
- ESOS 06: Student Support Services Policy And Procedure

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