

Monitoring Course Progress Policy and Procedure

Purpose

The purpose of this procedure is to:

- ensure that student course progress is monitored and reviewed,
- that the RTO takes intervention action when a student is at risk of not progressing satisfactorily or completing their course and the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students are met.

For students on overseas student visa, the RTO has implemented the Department of Home Affairs DHA Approved Course Progress Policy and Procedures for its vocational and technical education courses.

Responsibility

The CEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

Definitions

- *Study Period* – one study period is defined as 12 weeks.
- *At Risk* – where the student has failed or is deemed not yet competent in 50 per cent or more of the units attempted in any study period or fails a prerequisite unit in a study period
- *Unsatisfactory academic performance* is defined as failing more than 50% of units in two consecutive study periods.
- *Intervention Strategy*- Systematic plan of action, adapted to assist students on a course status of referral or restricted in meeting course progress requirements. The strategy may include requiring students to make use of support services, and other measures deemed appropriate by the CEO or equivalent.

Requirements /Process

1. For all courses, academic progress is recorded and monitored as part of the course progress requirements and the student behaviour requirements.
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3. Students are required to adhere to our student academic requirements applicable to their course at all times.
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 5. Students are required to adhere to our student academic requirements applicable to their course at all times.
 6. Students are required to complete their course within the expected duration of study as recorded on their training plans and/or written agreements and unless the exceptional circumstances as listed in 'completion within expected duration of study' procedure apply.
 7. At the time of initial enrolment each student will be furnished with a training plan which will identify the units required to be completed in each study period in order to complete the qualification within the normal duration as indicated on the CRICOS register and/or written agreement. Students are informed during an orientation about their course requirements and progress review dates.
 8. The RTO has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress. At a minimum, the intervention strategy is activated where the student has failed or is deemed not yet competent in 50 per cent or more of the units attempted in any study period. (Students at Risk)
 9. Early Intervention measures are taken to inform the students of their increased chances of being at risk.
 10. The progress of each student is monitored, recorded and assessed.
 11. At the end of each study period, students will be assessed against the Monitoring Course Progress Policy and Procedure. If a student is identified for the first time to be 'at Risk' (failing 50% or more of the units in that study period) the intervention strategy is implemented. The intervention strategy will be activated within the first four weeks of the following study period.
 12. If a student is identified as not making satisfactory course progress in a second consecutive study period in a course, the RTO will notify the student of its intention to report the student to the DHA for unsatisfactory progress. For domestic students, the RTO will notify them of intention to cancel their enrolment. The RTO does this through the Intention to Report Letter – Unsatisfactory Course Progress (Overseas Students) or Intention to Cancel Enrolment – Unsatisfactory Course Progress that informs the student that they are able to access the RTO's Complaints and Appeals within 20 working days.
 13. A student may appeal on the following grounds:
 - a) The RTO's failure to record or calculate a student's marks accurately, and/or
 - b) compassionate or compelling circumstances, and/or
 - c) The RTO has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

14. The RTO may choose to intervene at any point before the end of a study period for example if the student does not attend the classes regularly or does not respond to the RTO's attempts to assist the student in achieving satisfactory course progress.
15. Students who are "at risk" of not meeting satisfactory course progress requirements will be interviewed, counselled and will be placed on a course intervention strategy. The purpose of intervention strategy is to identify and assists students who are at risk of not making satisfactory course progress.
16. Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the RTO does not report the student, and there is no requirement for intervention.
17. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through the provider's intervention strategy, and the RTO will not report the student.
18. Where:
 - a) the student has chosen not to access the complaints and appeals processes within the 20- working day period,
 - b) the student withdraws from the process, or
 - c) the process is completed and results in a decision supporting the RTO (i.e. the student's appeal was unsuccessful), the RTO will notify the Secretary of DHA through PRISMS as soon as practicable of the student not achieving satisfactory course progress (Overseas Student Visa holders). For domestic students, the RTO will proceed with cancellation of their enrolment.
19. If the student chooses to access the complaints and appeals procedure, the RTO shall not cancel the student's enrolment / report the student until the appeal procedure has been finalized
20. Overseas students can also be reported for unsatisfactory course progress after the course has finished.

PROCEDURE

1. The progress of students is monitored through the completion of unit assessments, which occur as a minimum at the end point of each study period. A Study Period is equal to 12 weeks.

2. Student competency results are recorded in our Student Management System.
3. Students are informed about review dates during student orientation. Review dates are normally every 12 weeks (each academic term).

Early Intervention

4. Early Intervention measures are taken to inform the students of their increased chances of being at risk. For early intervention, warning letters/emails/phone calls are made to all the students who are marked 'Not Yet Competent' in any unit during a study period.
5. A communication template similar to 'Early Intervention Template' may be used to inform the student that they might be 'at risk' at the end of the study period if they fail one or more units. This communication may be done by email/phone call/letter.

Completion of Study Period

6. Within 10 working days of the completion of a study period / a review date, the training manager will generate and print a unit summary report/ student results for every enrolment to be reviewed.
7. The training Manager then updates the Course Progress and Intervention Register
8. The Training Manager will review the progress of all students for Satisfactory Course Progress in the study period and mark students who have not successfully completed at least 50% of the number of assessments/ part of assessments that they are scheduled to be finished.
9. Training Manager will provide a copy of the register/report to the Administration staff who will prepare warning letters and send relevant warning letters to the students with unsatisfactory course progress results.
10. The trainer/assessor is notified by the Training Manager for all students who are observed as at risk of risk of not completing the course
11. There are 2 warning letters to be sent via post to students with unsatisfactory course progress:
 - First Academic Progress Warning
 - Final Unsatisfactory Academic Progress Warning
12. The First warning letter is sent out to inform the student that they are 'at risk' and are required to attend the counselling session at the RTO for additional support. The Training Manager/ Student Support Officers will counsel students. Students failing to attend the course counselling interview/ intervention meeting without a reasonable reason will be sent the final warning letter via post.
13. Intention to report/cancel may also be sent at any time, if the student has not responded to the request for intervention meetings in the entire study period, or student has not attended classes and as a result not demonstrated course progress.
14. Notification for intention to report/cancel needs to clearly state the reason for

intention to report. The student must be informed they have 20 working days to appeal to the RTO.

15. A copy of each letter will also be kept in the student's file.
16. 10 working days gap is given between the first warning letter and the final warning letter.
17. At the meeting, an intervention strategy will be negotiated with the student and will be recorded after the meeting and signed off by the student and the Training Manager. A written copy of the intervention meeting record will be provided to the student and placed in their file.
18. The intervention strategy measures may include
 - Revised study timetable
 - Fortnightly intervention meeting for the current study period with trainers/assessor
 - Study groups
 - Course extension – additional time required
19. At the fortnightly intervention meetings, the following will be reviewed
 - Programs to address academic and non-academic issues
 - Student study time table drawn up
 - The fortnightly academic involvement report from each subject trainer
 - Assessment Outcomes
 - Any other matters relevant to progress
20. If required, the Training Manager may refer the student to the Student Support services for assisting in the student with non – academic issues. The student may request a courses deferment / suspension if compassionate circumstances are identified.
21. For overseas student visa holders, where a student on the intervention strategy requires more time to complete their qualification the current Confirmation of Enrolment must be cancelled, and a new Confirmation of Enrolment must be completed by the Administration Officer and lodged on PRISMS. The new Confirmation of Enrolment must indicate the revised completion date and the reasons for the revised date. (Extension)
22. The effectiveness of the intervention strategies must be judged during this process and amended if appropriate. This information must also be recorded, and feedback provided at the appropriate staff meeting under agenda item: continuous improvement.
23. Training Manager / Student Support Officer will also keep a register of Continuous Improvement.
24. In a situation where the students do not access the appeals process within 20 working days from the date of intention to report, or the student withdraws from the appeal process then RTO must:

- report the overseas student visa holders to the Department of Home Affairs - DHA as soon as practical following the PRISMS process required to Cancellation of enrolment and Notification to DHA from PRISMS. If a student is reported to the DIBP for unsatisfactory progress a CoE will be cancelled as soon as practical by PRISMS. Administration Officer reporting the student must clearly state the dates of all the intervention letters, meeting records, and date of intention to report letter in the comment section while cancelling the COE and reporting the student. Copy of the Cancelled CoE is maintained in the student file and a letter is sent to the student informing them of the cancelation of their CoE due to Unsatisfactory Course Progress.
- cancel the enrolment for domestic students

Version No, Date	Modification Details
1.0, June 2017	Published the first version of the policy
2.0, January 2019	Updated the reference to DHA Updated the policy to suit operational procedures
3.0 September 2019	Format update

Related Documents

- Course Progress Register
- First Academic Progress Warning Letter
- Final Academic Progress Warning Letter
- Intention to report Letter
- Early Intervention letter
- Intervention Meeting Record

Next Review Date: January 2020