

## Course Progress Monitoring Policy and Procedures

### Purpose

This policy and procedures outline Australian Federation College's approach to ensuring international students' maintain satisfactory course progress throughout their studies to ensure they can complete their course within the required duration as specified in their confirmation of enrolment (CoE). This policy and procedures also outline the procedures for managing unsatisfactory course progress.

This policy meets the requirements of Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

### Policy

In line with the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018) and Standards for Registered Training Organisations (RTOs) 2015 (Standards for RTOs 2015), Australian Federation College is required to establish and maintain a documented policy and procedure for monitoring students course progress and attendance.

Australian Federation College systematically monitors international students' course progress and attendance to ensure they are able to complete their course within the required duration.

The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.

Australian Federation College advises students before they commence their course of the requirements to achieve satisfactory course progress, including that students who do not meet course progress are at risk of having their visas cancelled. This advice is included in the International Student Handbook, Written Agreement and within the Orientation.

All records will be kept of course progress and monitoring.

### **Satisfactory Course Progress**

A student who has successfully completed 50% or more of course requirements in a 'Study Period' is deemed to have satisfactory progress.

### **Unsatisfactory Course Progress**

A student who has not successfully completed 50% or more of course requirements in a 'Study Period' is deemed to have unsatisfactory progress.

### **Study Period**

Generally, at Australian Federation College each 'Study Period' is a Term (10 weeks). Each Study Period (Term) at Australian Federation College is further divided into 2 'Study Block' with 5 weeks in each.

Study Block A: runs from week 1 to 5 of the Study Period (Term).

Study Block B: runs from week 6 to 10 of the Study Period (Term).

However, this may vary for fast-track programs for which relevant TAS/s must be referred and adhered to at *all* times.

### **'At Risk' Student**

For the purpose of 'Satisfactory Course Progress', a student will be deemed 'At Risk' of not meeting course progress and thus not completing their course within the expected duration of study for one or more followings factors:

- have an overall result of Not Yet Competent (NYC) in one or more unit;
- failure to submit assessments;
- do not attend classes on a regular basis or regular late arrivals/ leaves early;
- do not participate in learning activities within the classroom; or
- poor behaviour at class.

'At Risk' students will be required to participate in an intervention strategy.

### **Monitoring Course Progress**

A number of strategies will be used to determine whether a student is at risk of, or is making unsatisfactory course progress.

Course progress is monitored during each 'Study Block' as follows:

- where a student has been listed in the '**At Risk Register**' by their trainer and assessor;
- by reviewing assessment outcomes during and at the end of each 'Study Block'.

Course progress monitoring will determine the need for a student to participate in an intervention strategy. Australian Federation College commits to an early intervention approach.

All course progress monitoring is achieved by reviewing data on the student management system and/or 'At Risk' report from trainers and assessors.

### **Intervention Strategy**

Students who are identified 'At Risk' of not meeting course progress requirements are required to participate in an intervention meeting.

The intervention strategy will be developed to see if Australian Federation College is able to provide support to the students' circumstances to assist them maintaining satisfactory course progress and will be documented in an **Intervention Form**.

Intervention strategies could include (but not limited to):

- strategies to improve attendance;
- strategies to improve time management and prioritisation skills;
- assisting students to seek more help from the college or external sources;
- strategies to complete and submit assessments on time;
- providing general counselling to support their wellbeing;
- assisting in improving writing, role play, presentation, referencing or computer skills;
- advising students on the suitability of the course in which they are enrolled, if relevant;
- advising students of opportunities, they may have to re-assess their previously 'NYC' assessment/s;
- advising students that not achieving 'Satisfactory Course Progress' in two consecutive 'Study Period' may result in student being reported to the Department of Home Affairs and risk of subsequent cancellation of their visa (subject to internal and external appeal processes); and
- advising students to attend extra tutoring outside of class hours.

Administration/ Accounts Officer, Student Support or Wellbeing Officer at Australian Federation College runs weekly (or as appropriate) **'Lunch Box Session'** for students to assist them address many of the above areas. More details can be found on **'Student Support Policy and Procedures'**

Students who are identified as 'At Risk' will be informed in writing that they are at risk. This will be done as follows:

- invitation to attend intervention meeting – deemed 'At Risk' for the 'Study Block' as per the policy including an overall 'NYC' for one or more unit.
- first warning letter – have not achieved 'Satisfactory Course Progress' for the 'Study Period'.
- second warning letter – student is not adhering to the terms agreed on the intervention strategy in the subsequent 'Study Period'. This shall be assessed at the end of (or during) 'Block A' of this Study Period.
- notice of intention to report – have not achieved 'Satisfactory Course Progress' in two (2) consecutive 'Study Period' despite an intervention strategy.

Australian Federation College may choose to intervene at any point before the end of 'Study Block' or 'Study Period' should a student be deemed 'At Risk' as per this policy.

Trainers and assessors are expected to proactively support students regularly if they identify a student as at risk of failing a unit. Students may approach their trainers and assessors at any time for informal feedback on their course progress and/or their study related assistance.

Trainers and assessors are expected to identify 'At Risk' students on an ongoing basis during the study period and report it to the Student Support/ Administration/ Wellbeing Officer or Academic Coordinator by completing **'At Risk Register'**.

### ***Extension to an Expected Course Duration***

Extensions to the course duration specified on the CoE will be allowed if:

- compassionate or compelling circumstances apply and demonstrable evidence of such is provided.
- where an intervention strategy is in place (or is about to be implemented) for the student because they are at risk of not meeting course progress requirements.
- an approved deferment or suspension of study under Standard 9 of The National Code 2018.

If course duration of students are extended under any of the above provision, Australian Federation College will advise students to contact the Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Compassionate and compelling circumstances are personal circumstances that are involuntary and outside of students control and present them with limited or no choice.

For example,

- serious illness or injury;
- death of a close family member;
- major political unrest in the home country or natural disaster;
- being witnessed to a crime or a crime committed against students;
- Australian Federation College is unable to offer a pre-requisite unit to students in a study period; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

### ***Reporting Students***

Where a student has demonstrated unsatisfactory course progress for 2 consecutive 'Study Period' despite interventions implemented, Australian Federation College will:

- notify the student in writing of the intention to report the student for unsatisfactory course progress.
- inform the students of the reasons for the intention to report.
- advise the student of their right to dispute the decision by accessing Australian Federation College's Complaints and Appeals Policy Procedure within 20 working days of receiving the notice of intention to report.

The student may appeal the decision to report them on the following grounds:

- a competency decision has been inaccurately recorded or calculated.
- compassionate or compelling circumstances with supporting evidence.
- the intervention strategy has not been implemented appropriately according to Australian Federation College's own documented policy and procedure.

Australian Federation College will only report unsatisfactory course progress in PRISMS if:

- the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider;
- the international student has chosen not to access the internal complaints and appeals process within the 20 working day period;
- the student has chosen not to access the external complaints and appeals process; or
- the international student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

All records will be kept on the student's file including warning letters and the notice of intention to report.

## Procedures

### 1. Assess Course Progress

- 1.1 At the end of each 'Study Block', review data from student management system to determine if students are at risk of not meeting course progress requirements as per the definitions in this policy. However, Academic Coordinator (or a delegate) could review data from student management system at any time and decide whether an early intervention is required for a student to assist them maintaining satisfactory course progress.
- 1.2 If a student is deemed to be 'At Risk' at this stage or earlier but has achieved (or has potential to achieve) 'Satisfactory Course Progress' for the 'Study Period' then contact the student via phone call and email. Invite them to attend intervention meeting with the Academic Coordinator (or a delegate) to develop and implement an intervention strategy.
- 1.3 If a student has not achieved 'Satisfactory Course Progress' for the 'Study Period' then contact the student via phone call and email. Invite them to attend intervention meeting with the Academic Coordinator (or a delegate) to develop and implement an intervention strategy. They will receive a First Warning Letter.

### 2. First Warning (if applicable) and/or Invitation to Attend Intervention Meeting (Commencement of Intervention)

- 2.1 Call the student and invite them to attend intervention meeting followed by an email to the student. If relevant, as per clause 1.3 of this procedure, email First Warning letter as well.
- 2.2 Student's invitation notification (and Warning, where relevant) details must be entered on the '**Term Notification and Warning Register**' for record keeping and tracking purpose.
- 2.3 In consultation with the Academic Coordinator (or a delegate) and the student, schedule a meeting in the earliest practical time.
- 2.4 Use the **Intervention Form** to guide the meeting with the student.
- 2.5 Document agreed interventions on the **Intervention Form** and implement immediately. Include the **Intervention Form** on the student's file.
- 2.6 Appropriate and ongoing counselling and support should be made available to students.
- 2.7 Monitor progress through regular communication and document progress on form.
- 2.8 In consultation with the student, adjust the intervention if required and update the **Intervention Form**.
- 2.9 Sign-off on form when the intervention is complete and the student is meeting course progress requirements.

### 3. Second Warning

- 3.1 Where the student is not adhering to the terms agreed on the intervention strategy at the end (or during) 'Study Block A' of subsequent 'Study Period', email the student a Second Warning Letter of 'Unsatisfactory Course Progress'. This should re-affirm that not achieving 'Satisfactory Course Progress' in two consecutive terms may result in student being reported to the Department of Home Affairs and risk of subsequent cancellation of their visa (subject to internal and external appeal processes).
- 3.2 Student's warning details must be updated on the '**Term Notification and Warning Register**' for record keeping and tracking purpose.
- 3.3 In consultation with the Academic Coordinator (or a delegate) and the student, schedule another meeting in the earliest practical time.
- 3.4 Use the **Intervention Form** to guide the meeting with the student.

- 3.5 Advise the student that despite the interventions agreed to, they have still not been making progress. Identify their reasons for such and document in the progress report section of the **Intervention Form**.
- 3.6 Appropriate and ongoing counselling and support should be made available to students.
- 3.7 Document any agreed adjusted interventions on the **Intervention Form** and implement immediately.
- 3.8 Monitor progress through regular communication and document progress on form.
- 3.9 Sign-off on form when the intervention is complete and the student is meeting course progress requirements.

#### **4. Notice of Intention to Report**

- 4.1 Students identified as not making 'Satisfactory Course Progress' in two (2) consecutive 'Study Period', will be notified in writing (**Notice of Intention to Report**) as soon as practicable of the College's intention to report the student to the Department of Home Affairs for 'Unsatisfactory Course Progress'.
- 4.2 Student's warning details must be entered on the '**Term Notification and Warning Register**' for record keeping and tracking purpose.
- 4.3 Australian Federation College must continue to provide required support, assistance and services to the student during this process.
- 4.4 If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS for breach of course progress requirements in the earliest practicable time.

## Responsibilities

Student Support/ Admissions/ Administration Officer will be responsible for:

- reviewing data and 'At Risk Register' to check course progress of students and reporting to Academic Coordinator (or a delegate).
- recording/updating notification and warning details on '**Term Notification and Warning Register**'.
- schedule meeting in consultation with students and Academic Coordinator (or a delegate).
- assisting issuance of notification and warning letters.
- assist in monitoring agreed student intervention plan.
- conducting weekly 'Lunch Box Session'.

Student Wellbeing/Support Officer will be responsible for:

- providing general counselling and support to students.

Trainers and assessors are responsible for:

- promptly assessing students' assessments and giving feedback.
- notifying the Student Support/ Admissions/ Administration Officer or Academic Coordinator of students they consider to be having difficulties with course progress by completing '**At Risk Register**'.

The Academic Coordinator (or a delegate) will be responsible for:

- conducting meetings with students and developing and monitoring intervention strategies.
- issuing notices of intention to report.

The CEO/PEO (or a delegate) will be responsible for:

- reviewing student appeals in relation to course progress.
- reporting students through PRISMS.