Purpose:

Monitoring Course Progress Policy and Procedure is to ensure that Central Australian College (CAC) systematically monitors student’s course progress. This policy confirms that the CAC has a detailed procedure to proactively notify and counsel students who are at risk of falling to meet their course progress requirements.

Scope:

This policy applies to all overseas students enrolled in Central Australian College under Student VISA and Trainer/Assessors delivering training to International Students for the qualifications within the Central Australian College scope of delivery. The Training Manager is responsible for monitoring student course progress, initiate intervention strategy and providing support to students at risk. The DOS/Training Manager will also assign trainer(s) to intervene and support such students at risk. The Student Administration Officer will provide administration support, including updating student records, to implement this policy.

Relevant standards, acts and legislations

This policy is governed by the National Code Part D, Standard 10 of ESOS Act. And also adheres to the reporting requirements to the Secretary of the department of Education through PRISM.

Definitions

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Credit Transfer</td>
<td>The gaining of exemption or credit by a Registered Training Organisation (RTO) to students for units of competency completed under accredited training. These unit codes must identically match the units that you are applying for credit.</td>
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<td>CoE</td>
<td>Certificate of Enrolment</td>
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<td>DIAC</td>
<td>Department of Immigration and Citizenship</td>
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<td>DOS</td>
<td>Director of Studies</td>
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<td>ESOS Act (Framework)</td>
<td>Education Services for Overseas Students Act 2000 is a national code that applies to delivering of education and training courses to overseas students.</td>
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<td>PRISMS</td>
<td>Provider Registration and International Student Management System</td>
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Policy:

Central Australian College confirms the implementation of a detailed procedure for monitoring, recording and assessing the course progress of each student for each unit of the course for which the student is enrolled in accordance with the policy statement outlined below:

1. Central Australian College outlines standard assessing requirements to achieve satisfactory course progress
2. Central Australian College monitors course progress of each unit for each students
3. Central Australian College systematically records the outcome of student course progress
4. Central Australian College makes aware and inform students on outcome of their course progress in every stage of their study period.
5. Central Australian College contacts and counsels students to achieve satisfactory course progress
6. Central Australian College notifies the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice informs the student that he or she is able to access Central Australian College complaints and appeals process as per Standard 8 (complaints and appeals) and that the student has 20 working days in which to do so.
7. Central Australian College will report students under section 19 of the ESOS ACT, who have breached the course progress requirements through PRISM.

The above detailed policy statement is implemented by following the procedures outlined below:

1. Central Australian College ensures that all students’ academic performance is monitored and students are given every opportunity to achieve the required academic progress for each course they are enrolled in. This required academic progress is identified by the number of units assessed as ‘Competent’ within one term – that is, a student must be deemed ‘Competent’ in at least 50% of the total number of units assessed throughout a study period. A study period at CAC is a ‘term’ consisting of delivering number of units of competencies within the qualification by number of weeks.

2. Central Australian College implements a Trainer Tracker Excel Sheet and Academic Progress Record sheet for Trainers and Training Manager to update monthly basis on the course progress for each student of each unit within the course they are enrolled in. The RTO Manager overviews and reviews monthly both the excel sheets by cross referencing with student file.

3. Central Australian College records all student progress data in the RTO Manager Student Management System by the Administration Manager overlooked by the RTO Manager.

4. Central Australian College implements five (5) Stages of notifying students and finally to the Secretary of the Department of Education through PRISM.

5. Central Australian College has a standard process to implement and activate Intervention strategy for students identified to be in Medium and High risk of course progress.

6. Central Australian College has communications strategy to contact and counsel students upon determining the points at which the student has failed to achieve satisfactory course progress.

Procedure:

The implementation of the procedures outlined above in relevance to the Policy statement are further detailed below:

1. Standard assessing requirements to achieve satisfactory course progress
   1.1. Central Australian College has Training and Assessment Strategy for each course outlining the standard requirements for students to be deemed Competent in each unit successfully leading to satisfactory course completion.
   1.2. The Timetable provides the serial order of the units of competency to be delivered and assessed for the successful completion of the course. The timetable is broken down with terms breaks which determines the study period. The term break for each course would be different from the other, which is determined as per the number of units of competency and the nominal hours (further broken into weeks) required for students to complete the course.
   1.3. All students shall be deemed ‘Competent (C)’ or ‘Not Yet Competent (NYC)’ for each unit within the qualification they are enrolled and complete. The assessment shall be conducted by qualified trainers / assessors using the CAC’s assessment tools/methods and recording processes as required. All academic results are entered in to the RTO Manager Student Administration Officer.
   1.4. It is the responsibility of the trainer’s that the ‘Student Academic Record Sheet’ is also updated after each assessment is completed and recorded.
   1.5. Academic progress Risk level is identified by the number of units assessed as ‘Competent’ within each term – that is, a student must be deemed ‘Competent’ in at least 50% of the total number of units assessed throughout each term of the entire study period.
   1.6. Students are given several attempts to complete the course until they successfully deemed ‘Competent’ in each unit of Competency. If their attempts fails to be ‘Competent’ within the term, an Intervention strategy is activated to complete the unit simultaneously without effecting the ongoing timetable. The Intervention strategy is been detailed further in Clause 5
1.7. Students are notified by issuing Notification and warning letter whenever they are being identified under Medium and High Risk, which is detailed under Clause 4

1.8. Student despite of all effort if fails to meet the satisfactory requirements of the course progress within the Course Completion period, after the Third Warning letter is been issued, Student is reported to Department of Education by PRISM within 28 days of notifying students by issuing the Third Warning Letter.

1.9. Students are made aware at every stage that they have access to internal and external complaint and appeal procedure outlined under Central Australian College Complaint and Appeal Policy and Procedure as per Standard 8 of ESOS Act.

2. Course Progress Monitoring and recording procedure of each unit for each student

2.1. On commencement and completion of every unit is monitored by Trainers and Assessors filling out the Trainer Tracker Excel Sheet. The Tracker identifies the student’s progress in terms of every unit of competency as per the timetable.

2.2. On monthly basis, the Training Manager/ Director of Studies review the Trainer tracker cross referencing with the Student file consisting of actual evidence and updated the Academic Progress Tracker.

2.3. The Training Manager determines the total number of units of competencies that each student is behind in each term for each course. On analysing the completion rate for each term, the risk level is identified (HIGH RISK (H) student has major glitch in satisfying the course requirement and is in stage of activating Intervention, which to be done face to face with the Training Manager, Medium Risk (M) student has minor glitch and Intervention can be undertaken by the Trainer alone, Low Risk (L) Student is in no risk). Thereafter the percentage of completion is determined and students are notified as per their stage of notification through RTO Manager Student Management System. Intervention strategy is detailed under clause 5

2.4. On implementing the intervention strategy, outcome is recorded in the academic progress tracker and the copy of the Intervention Strategy is kept safely in the student file. Intervention strategy is outlined under clause 5.

2.5. Upon Training Manager updating the student progress risk level, the Administration Manager issues the Notification and Warning Letter. If the third warning letter has been issued and student has not undertaken the Intervention strategy, the student is reported by the Administration Manager to the Department of Education by PRISM.

3. Support to Student at Risk

CAC will extend support to student at risk in the following ways:
- Counselling students
- Organising revised training schedule
- Providing additional coaching and academic support
- Adjusting enrolment load
- Mentoring students through organised Intervention
- Organising referrals for professional counselling
- Adjusting work load

The DOS/training manager will be responsible for ensuring that student at risk are extended these support and monitored

4. Stages of notifying students

Student notification and issuance of warning letter upon identifying failure to meet course progress requirements in five (5) stages detailed below:
4.1. Any student falls below 50% academic progress in a study period
Student’s shall be sent a Notification Letter indicating that they have fallen below 50% academic performance for the study period to date, and failure to achieve Competency in further units undertaken in that study period may result in failing to achieve academic progress for the term. Failing to achieve this academic progression in two consecutive study period will be deemed in breach of Visa requirements and be reported to the appropriate government agency(s). The students are given the opportunity to be counselled in their progress if required.

4.2. When a student’s projected academic progress falls below 50% for a completed study period
When a student’s academic progress falls below 50% for a completed study period the Student Administration Officer will notify the DOS/Training Manager and a ‘1st Warning Letter’ shall be sent indicating the student has to contact the CAC and organise an appointment with the Training Manager to discuss concerns and negotiate an Intervention strategy to ensure they stay above the 50% academic progress requirement for the following Term.

If the student does not respond within 7 days the Student Administration Manager will attempt to contact the student via telephone. When this fails the matter shall be forwarded to the Training Manager.

4.3. Any student who is below 75% academic progress in their current term after falling below 50% in their previous term
Student’s shall be sent a ‘2nd Warning Letter’ notifying them they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled. They are informed they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous term. They are informed that if they fall below the required academic progression in two consecutive study period they will be reported to the appropriate government agency(s).

They are also informed that are required to organise an appointment with the Training Manager to discuss continued poor academic progress and negotiate an intervention strategies to ensure they stay above the 50% Academic requirement for the study period.

If the student does not respond within 7 days the Student Administration Manager will attempt to contact the student via telephone. When this method of contact fails the matter shall be forwarded to the Training Manager.

4.4. When a student’s projected academic progress falls below 50% for 2 consecutive study periods
The student shall be sent a ‘Breach Recorded’ letter indicating they are going to be reported to DIAC for unsatisfactory academic progress in their course of study. They are informed that this has occurred as they have failed to be deemed Competent in more than 50% for two consecutive study periods.
They are also informed of their ability to access the appeals and complaints process and have 20 working days to do so.
If the student does not go through any appeal or complaint process within 20 days, the report shall be submitted via PRISMS.

**Note:** Where there are less than 3 units to be assessed for the study period, and a student is deemed NYC in a single unit, the student shall only be sent only the 1st Warning Letter. This is due to the fact that if they are deemed NYC in more than 1 unit they will fall below the 50% requirement for the term.

4.5. Reporting 'Breach of Student Academic Progress’

All students who fall below 50% academic progress requirement and have no supporting reasons shall be reported via PRISMS to the appropriate government agency(s) for a breach of their Visa condition.

Students have 20 working days from the date the ‘Breach Recorded’ letter is processed to appeal the decision of their academic non-performance. If they do not choose to use this option then they shall be reported as indicated.

This process of reporting breaches into PRISMS is the responsibility of the Student Administration Officer who monitors the projected academic progress fortnightly. They are also supported by the monitoring conducted by the Training Manager.

Recommendation to Cancel COE form will be completed by Student Administration for CEO/DOS to approve reporting

A copy of all letters, details of phone calls made, and any reports are to be kept in the student files.

5. Intervention Strategy

5.1. Central Australian College implements a standard Intervention Strategy to assist identified students at risk of not meeting the course progress requirements in each stage of not meeting the course progress requirements outlined and detailed under clause 1, 2 and 3.

5.2. The Intervention strategy is conducted by student and Trainer sitting face to face and detailing the cause and consequences of failing to meet the course progress requirements. In case of High Risk Students, The Training Manager accompanies the Trainer. The students and Trainer agrees upon the additional support to be provided for completion of the pending units of competency and outlines an action plan to reach the specific objective of successfully meeting the course requirements.

5.3. Students are provided with the following support but are not limited to, which includes:
   - Additional Tutorial Classes
   - After class hour support
   - Counselling on academic progress
   - Mentoring
   - Out of time assistance via phone and emails in case of self-pace study
Monitoring Course Progress Policy and Procedure

- Organising referrals for professional counselling
- Adjusting work load

Supporting Documents and Policies:
- Assessment policy and procedure
- Course completion policy and procedure
- Complaint and appeal policy and procedure
- Record Management Policy and Procedure

Forms and documents
- Poor Academic Performance in a single term Warning Letter
- Below 50% Academic Performance 1st Warning Letter
- Below 75% Academic Performance in subsequent term 2nd Warning Letter
- Academic Performance Breach Recorded Letter
- Intervention Strategy
- Trainer Tracker Excel Sheet
- Academic Progress Tracker

Responsibility:
- Managing Director
- RTO Manager/ Director of Studies
- Training Manager
- Administration Manager
- Trainer and Assessor
- Administration Manager
- Curriculum Manager

Communication
The policy will be communicated by via:
- CAC Management Meeting
- CAC Trainer Meeting
- CAC Website
- CAC Trainer drive