

Monitoring Course Progress Policy and Procedure



Purpose

Monitoring Course Progress Policy and Procedure is to ensure that Central Australian College (CAC) systematically monitors student's course progress and meets obligations of relevant legislations. This policy confirms that the CAC has a detailed procedure to proactively notify and counsel students who are at risk of failing 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.

Relevant standards, acts and legislations

This policy is governed by the ESOS Act 2000 National Code 2017 Part D Standard 10; SRT0 2015 Standard 1 clause 1.7 and Standard 5 clause 5.1. It also adheres to the reporting requirements to the Secretary of the Department of Education through PRISM.

Definitions

Term	Definition
Credit Transfer	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.
CoE	Certificate of Enrolment
DIBP	Department of Immigration and Border Protection
DOS	Director of Studies
ESOS Act (Framework)	Education Services for Overseas Students Act 2000 is a national code that applies to delivering of education and training courses to overseas students.
Stages	Stages are study periods divided according to the numbers of units of competency to be completed in a course. The stages play a vital role in monitoring course progress.
Term	At CAC, term is typically a study period of 11 weeks (excluding term breaks and reassessment weeks. No of terms varies as per the duration of the course. For example courses that are 52 weeks in duration, typically have four terms, whereas courses that are 26 weeks in duration have two terms.
PRISMS	Provider Registration and International Student Management System

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 the students aware of their course requirements and informs students on outcome of their course progress in every stage of their study period.

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5. Central Australian College implements an intervention strategy for any students who is not able to make 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.

Responsibility:

- The Training Managers are responsible for defining the workload for the study period, monitoring student course progress, initiating intervention strategy and hearing an appeal. They are responsible to communicate to the Administration Manager to inform the student of the intention to report.
- The DOS/Training Manager will assign Trainers and Assessors to check learners' progress, conduct intervention and support students at risk.
- The Student Administration Manager will provide administration support, including updating student records, informing the students of the intention to report, hearing an appeal and reporting the student through PRISMS.

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 stage – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout the stage. A study period at CAC is a 'term' of 11 weeks consisting of several stages. In each stage of training and assessment learners are required to participate and gain competency in the units delivered. Please see the figure below:

Course with 52 weeks duration			
Terms	Stages	Course with 36 Units of competency	Course with 12 Units of competency
Term 1	Stage 1	Unit 1 Unit 2 Unit 3 Unit 4 Unit 5 Unit 6 Unit 7 Unit 8 Unit 9	Unit 1 Unit 2 Unit 3
Term 2	Stage 2	Unit 10 Unit 11 Unit 12 Unit 13 Unit 14 Unit 15 Unit 16 Unit 17 Unit 18	Unit 4 Unit 5 Unit 6
Term 3	Stage 3	Unit 19 Unit 20	Unit 7

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		Unit 21 Unit 22 Unit 23 Unit 24 Unit 25 Unit 26 Unit 27	Unit 8 Unit 9
Term 4	Stage 4	Unit 28 Unit 29 Unit 30 Unit 31 Unit 32 Unit 33 Unit 34 Unit 35 Unit 36	Unit 10 Unit 11 Unit 12

Course with 26 weeks in duration			
Terms	Stages	Course with 12 Units of competency	Course with 9 Units of competency
Term 1	Stage 1	Unit 1 Unit 2 Unit 3	Unit 1 Unit 2 Unit 3
	Stage 2	Unit 4 Unit 5 Unit 6	Unit 4 Unit 5
Term 2	Stage 3	Unit 7 Unit 8 Unit 9	Unit 6 Unit 7
	Stage 4	Unit 10 Unit 11 Unit 12	Unit 8 Unit 9

- Central Australian College implements a Students' Academic Tracker (Excel Sheet) maintained by trainers and Student Academic Progress Record sheet maintained by Training Managers to be updated every month to track the course progress for each student for each unit within the course they are enrolled in. Every month the RTO Manager overlooks and reviews the excel sheets by cross referencing with student file.
- Central Australian College records all student progress data in the RTO Manager Student Management System. The Administration Manager overlooks the data maintained in the RTO Manager. Trainers and
- Central Australian College implements three (3) stages of notifying students and then finally reports them to the Secretary of the Department of Education through PRISM.
- 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.
- 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:

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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 term breaks which determines the study period. The term break for each course is 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 completed except for Graduate Diploma qualification which follows the grading system (refer to TAS for further information). 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 the RTO Manager by Administration Officers.
 - 1.4. It is the responsibility of the trainer’s to keep the ‘Student Academic Record Sheet’ updated after each assessment is completed by the student.
 - 1.5. Academic progress risk level is identified by the number of units assessed as ‘Competent’ within each stage – that is, a student must be deemed ‘Competent’ in at least 50% of the total number of units assessed throughout each stage of the study period (term).
 - 1.6. Students are given several attempts to complete the course until they are successfully deemed ‘Competent’ in each unit of competency. If they fail to be competent in these attempts within the term, an intervention strategy is activated to complete the unit simultaneously without affecting the ongoing timetable. The intervention strategy has been detailed further in Clause 5.
 - 1.7. Students are notified by issuing Notification and warning letter whenever they are being identified as being in Medium and/or High Risk in meeting the requirements of the course, which is detailed under Clause 4.
 - 1.8. Despite of all effort if a student fails to meet the requirement of ‘satisfactory course progress’ within the course completion period after the warning letter has been issued, student should be reported to Department of Education by PRISM within 25 working days of notifying students by issuing breach letter.
 - 1.9. Students are made aware at every stage that they have an access to internal and external support services. They can also access CAC Complaints and Appeals Procedure outlined as per Standard 8 of ESOS Act to appeal any decisions made by the management.

2. Monitoring course progress and recording procedure of each unit for each student
 - 2.1. Upon commencement of each unit, Trainers/ Assessors monitors students’ progress by filling out the Students’ Academic Tracker (Excel Sheet) maintained by the trainers, until the student is marked ‘competent’ in that unit of competency. The Academic Tracker monitors the student’s progress of every unit of competency as per the timetable.
 - 2.2. Every month, the Training Manager/ Director of Studies reviews the Trainer’s Academic Tracker by cross referencing with the Student file consisting of actual evidence and update the Students’ 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. Upon analysis of the completion rate for each term, the risk level is identified. High Risk (H) student have major issues in satisfying the course requirement and are at the stage of activating intervention, which is conducted face to face with the Training Manager. Medium Risk (M) student have lower risk and the intervention can be conducted by the Trainer alone, Low Risk (L) student will be in no risk rating however trainer needs to communicate and counsel the student regarding the course progress. Following the risk analysis the percentage of completion is determined and students are notified as per the stages of notification through RTO Manager Student Management System. Intervention strategy is detailed under clause 5.

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- 2.4. Upon 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. Administration Manager issues the Notification and Warning letters, after the Training Managers update the Students' Academic Progress Tracker. If the third warning letter has been issued and student has not undergone intervention, the student is reported by the Administration Manager to the Department of Education via PRISM.
3. Support to students at risk

The DOS/Training Managers are responsible for ensuring that student at risk are extended these support and monitored. Support to students at risk can be provided in the following ways:

- By providing consultation to the students
- Organising revised training schedule recorded in the intervention form
- Providing additional coaching and academic support
- Adjusting enrolment load
- Mentoring students through organised intervention
- Organising referrals for professional counselling
- Adjusting work load

4. Stages of notifying students

Student notification and issuance of warning letter upon identifying failure to meet course progress requirements as detailed below:

4.1. Any student who falls below 50% academic progress in a stage
 Students would be sent a Notification Letter indicating that they have fallen below 50% academic performance for the study period to date (identified through their timetable) by the Administration Manager upon update provided by the Training Manager, who monitors students course progress through the Students' Academic Tracker maintained by the trainers. Failure to achieve Competency in units undertaken in that study period may result in failing to maintain satisfactory academic progress for the term. The students are given an opportunity to be counselled in their progress if required. Intervention should be conducted by the Trainer to reflect the counselling provided and strategies undertaken to address the issue.

4.2. When a student's projected academic progress falls below 50% for a completed stage
 When a student's academic progress falls below 50% for a completed study period the Training Managers will update the Students' Academic Progress Tracker based on the Trainers Academic Tracker. The Administration Manager will issue the 'Warning Letter' to the student indicating that 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 to the warning letter issued 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. The communication attempt will be recorded in the Students Diary in RTO Manager.

4.3. Any student who is below 75% academic progress in their current term after falling below 50% in their previous term
 When a student fails to make any academic progress and is below 75% in their academic progress. As reflected on the Trainers Academic Tracker and Student's Academic Progress Tracker maintained by the Training Manager, Administration Manager shall issue 'Breach Letter' to the student notifying that they are at risk of breaching their requirement to maintain satisfactory

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academic progress for the qualification. They will be informed that 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. The communication attempt will be recorded in the Students Diary in RTO Manager.

- 4.4. When a student's projected academic progress falls below 50% for two consecutive study periods The student shall be sent a 'Breach Recorded' letter indicating they are going to be reported to DIBP 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 to DIBP 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 be sent only with the 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. Where the students appeal is successful, outcomes may vary according to the findings of the appeals process:

- a. If the appeals show that there was an error in calculation, and student actually made satisfactory course progress (successfully completed more than 50% of the course requirement for that study period), CAC will not report the students and there is no requirement for intervention.
- b. If the appeals process shows that student the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through intervention strategy and CAC does not report the student

Note:

Compassionate or compelling circumstances

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- 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 (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- a traumatic experience which could include but is not limited to:
 - involvement in or witnessing of an accident or
 - a crime committed against the student or
 - the student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

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Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. Trainers/ Training Managers are to use their professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, they should consider documentary evidence provided to support the claim. Trainers/ Training Managers/ Admin Manager should keep copies of these documents, together with a record of why the decision was made, in the student's file.

Erratic course progress as a potential indication of non-bona fide students

- If the Trainer/ Training Manager suspects that a student is not a bona fide student, the Central Australian College may cancel the student's enrolment, as allowed under Standard 13. However, Marketing and Admin Manager must ensure that prior to enrolment and during orientation students were made aware of the grounds on which cancellation of enrolment may occur, as required under Standard 2.1f.

4.6. Reporting students for unsatisfactory progress

- Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in two consecutive study periods, and the student has not made a successful appeal against this assessment.
- Course progress in a non- compulsory study period is to be disregarded when considering whether there has been unsatisfactory progress in two consecutive compulsory periods.
- If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, the CAC does not report the student of the for unsatisfactory course progress.
- When a student is reported for unsatisfactory course progress, DIBP will, in all but exceptional circumstances, cancel the student's visa. DIBP will rely on CAC's report of unsatisfactory course progress, as the report cannot be made until the college has provided completed the complaints and appeals process. If a student is dissatisfied with the provision of a complaints and appeals process the student may lodge a complaint with Department of Education and training.
- Section 19 (2) of the ESOS Act 2000 requires providers to report the student for unsatisfactory course progress 'as soon as practicable' after the breach occurs. CAC shall report the student through PRISMS within 5 days of finalising the decision to report (Source: DEEWR DIAC course progress policy and procedures for CRICOS Providers of VET Courses)

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 Administration Manager 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 DOS/ Training Managers to approve reporting this will be done within 5 days of no response for appeal from the learner after the breach letter is sent.

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

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5. Intervention Strategy

- 5.1. Central Australian College implements a standard Intervention to assist identified students at risk of not meeting the course progress requirements outlined and detailed under clause 1, 2 and 3.
- 5.2. The Intervention is conducted by Trainer in a face to face arrangement with the students. Intervention form is used to record details of the cause and consequences that led to the failing to meet the course progress requirements. In case of High Risk students, Training Managers accompany the Trainer. Depending upon the circumstances the students and Trainer agree upon any additional support that needs 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. Intervention may be conducted prior to issuing of the notifications and warning letters.
- 5.4. Trainers/ Training Managers must make students aware of opportunities and services to assist them if they are identified as at risk of not making satisfactory course progress.
- 5.5. Trainers/ Training Managers are advised to keep records of the advice and assistance they give students who have been assisted under the intervention strategy.
- 5.6. Any evidences provided by students, to support the reasons for unsatisfactory academic progress needs to be recorded including doctor's certificate and so forth.
- 5.7. A copy of intervention conducted has to be provided to the student and the original needs to be maintained in the student files by the Trainers along with the supporting evidences.
- 5.8. Any adjustment made to the time table needs to be recorded in the intervention form. The adjustment to the timetable and intervention conducted must be communicated to the Quality Assurance Team either via an email or note or by updating in the Students' Academic Progress Tracker.
- 5.9. 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
 - Organising referrals for professional counselling
 - Adjusting work load
 - Adjustment to the timetable

6. Recordkeeping

- 6.1. Trainers/ Assessors are responsible for maintaining the intervention strategy, monitoring it and recording it in Students File.
- 6.2. Administration Manager is responsible for maintaining a copy of Notifications and Warning Letters sent to the students in the students file.
- 6.3. Any further communication that has been taken place with the student, regarding the Academic Progress including emails, SMS and Phone call should be maintained in the student file by the Student Administration Officer liaising with the allocated Trainers/ Assessors and Training Managers.

Relevant Policies and Documents:

- Assessment policy and procedure
- Complaint and appeals policy and procedure
- Record Management Policy and Procedure
- Quality Assurance Policy and Procedure

Forms and documents

- Notification

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- Warning Letter
- Academic Performance Breach Letter
- Intervention Form
- Trainer's Academic Tracker (Excel Sheet)
- Students' Academic Progress Tracker (Excel Sheet)

Responsibility:

- CEO
- RTO Manager/ Director of Studies
- Training Manager
- Administration Manager
- Trainer and Assessor
- Curriculum Manager

Communication:

The policy will be communicated by via:

- CAC Management Meeting
- CAC Trainers Meeting
- CAC Website
- CAC Trainers Drive

Policy Reference:

- National Code of Practice for Providers of Education and Training to Overseas Students 2017
- Education Services for Overseas Students Act 2000
- DEEWR – DIAC Course Progress Policy and Procedures for CRICOS Providers of VET Courses

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