

Student Progress Monitoring and Support Policy & Procedure

1. Policy

This policy/procedure supports ‘Standard 10 – Monitoring Course Progress’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007’

The DOS/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.

The following procedures will ensure 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 period (stage/term) of 11 weeks.

A student who does not achieve this 50% competency rate for two consecutive study periods shall be considered in breach of this academic progress requirement. The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:

- Notified when close to falling below the required academic performance for a each study period
- 1st Warning when falling below the required academic performance for study period
- 2nd Warning when close to not achieving the required academic performance for a consecutive study periods

Where students have been identified as at risk of non-compliance of this requirement, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to DIAC via PRISMS.

Stage 1- Informal Progress Monitoring and Academic Support

As a first step, Stage 1 an informal student program will be implemented.

Trainers will be briefed as the requirement to monitor student progress, unit by unit and identify student application and participation in class and maintain informal records to be maintain in student files.

Where students are identified and not applying to studies and not participating in class, trainer will arrange time to communicate with students in an attempt to identify potential issues such as

- Personal issues
- LLN limitations
- Lack of study skills
- Problems of adjusting living in Australia

Student Progress Monitoring And Support Policy & Procedure v2	Version: 2	Page 1 of 8
Responsibility: DOS	Created: July 2013	Last Reviewed: September 2013

Student Progress Monitoring and Support Policy & Procedure

The trainers will have responsibility to identify support strategies to address these, communication with DOS/Training Manager where required and maintain file notes (Stage 1: Informal Intervention Form)

Stage 2- Formal Progress Monitoring and Academic Support

The monitoring academic procedures in this stage will ensure academic progress records are accurately kept and monitored for all students enrolled within each course. It allows for identification of poor academic results and enables CAC and the students an opportunity to rectify the situation before reporting the breach of the academic performance requirement to the appropriate government agencies.

All staff are made aware of the requirements of this policy through induction, regular meetings and updates and continuous improvement practices. Students are made aware of the academic progress requirements through enrolment processes and throughout the program.

2. Procedure

2.1 Monitoring Student Academic Performance

The Student Administration Officer will monitor student academic performance via the 'Student Academic Performance Record Sheet' (Excel spreadsheet) and report any issues, as outlined below, to the Training Manager. This monitoring will occur in unit level and at the end of a study period and will be supported by the Training Manager who will also monitor the student's academic progress regularly and will invoke intervention strategy be involved in the counselling and reporting process as outlined below.

Intervention Strategy

Every month the DOS/Training Manager and the Student Administration Officer will review the academic progress of all students and monitor the following points:

- ***Any student falls below 60% academic progress in a study period***
 - Student's shall be sent a Notification Letter indicating that they have fallen below 60% 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. (See Appendix A)
- ***When a student's projected academic progress falls below 50% for a completed a 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

Student Progress Monitoring And Support Policy & Procedure v2	Version: 2	Page 2 of 8
Responsibility: DOS	Created: July 2013	Last Reviewed: September 2013

Student Progress Monitoring and Support Policy & Procedure

strategy to ensure they stay above the 50% academic progress requirement for the following Term. (Appendix B)

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.

- ***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. (See Appendix C)

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.

- ***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. (Appendix D)
- 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.

2.2 Support to Student at Risk

CAC will extend support to student at risk in the following ways:

- Counselling students
- Organising revised training schedule

Student Progress Monitoring And Support Policy & Procedure v2	Version: 2	Page 3 of 8
Responsibility: DOS	Created: July 2013	Last Reviewed: September 2013

Student Progress Monitoring and Support Policy & Procedure

- 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

2.3 Recording Student Academic performance

The student's academic performance shall be recorded using the 'Student Academic Performance Record Sheet' and will be stored in the "Trainer's Drive" accessible by training and administration staff. This spreadsheet will calculate the projected academic progress for the term, based on the total number of units that are required to be assessed and the outcome of these assessments.

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 RTOManager Student Administration Officer.

It is the responsibility of the trainer's that the 'Student Academic Record Sheet' is also updated after each assessment is completed and recorded.

These records are checked regularly by the DOS/Training Manager and Student Administration Officer for currency and accuracy.

2.4 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.

Student Progress Monitoring And Support Policy & Procedure v2	Version: 2	Page 4 of 8
Responsibility: DOS	Created: July 2013	Last Reviewed: September 2013

Student Progress Monitoring and Support Policy & Procedure

APPENDIX A: Poor Academic Performance in a single term Warning Letter

POOR ACADEMIC PROGRESS NOTIFICATION LETTER

Date: (insert date)
Student Name: (insert details)
Student Number: (insert details)
Student Address: (insert details)

Dear Student,

As part of your Visa requirements you are required to achieve satisfactory academic progress in the courses enrolled. This progress is defined as achieving Competency in at least 50% of units that a student is assessed in a term.

Our records indicate that your current academic progress may be at risk of falling below the required progression for the term. ***Your current academic progress is below 60% of the total units being undertaken in the current term.***

Please be advised that as soon as your projected academic progress is recorded as unsatisfactory for two consecutive study period **the CAC is obliged to notify the appropriate government agency(s)** via PRISMS that you have breached your student requirements.

If you have any questions or wish to discuss strategies to ensure a satisfactory academic record is achieved, you can contact the CAC and arrange a meeting with the Training Manager to discuss how we can improve this situation.

At the CAC our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any academic progression issues and attempt to reach satisfactory solutions.

Yours sincerely,

Student Administration Officer
8-10 Cross Street
Footscray West, Vic 3012
Ph- 9687 4275
Email- admin@cac.vic.edu.au

Student Progress Monitoring And Support Policy & Procedure v2	Version: 2	Page 5 of 8
Responsibility: DOS	Created: July 2013	Last Reviewed: September 2013

Student Progress Monitoring and Support Policy & Procedure

APPENDIX B: Below 50% Academic Performance 1st Warning Letter

POOR ACADEMIC PROGRESS 1st WARNING LETTER

Date: (insert date)
Student Name: (insert details)
Student Number: (insert details)
Student Address: (insert details)

Dear Student,

As part of your Visa requirements you are required to achieve satisfactory academic progress in the courses enrolled. This progress is defined as achieving Competency in at least 50% of units that a student is assessed in a term.

Your academic progress is below 50% of assessed units for the current term.

This has resulted as you have been unable to achieve Competency in more than 50% of the units undertaken for the term.

You **must** contact the CAC **in person immediately** and arrange a meeting with the Training Manager to discuss how we can improve this situation for the following term.

Please be advised that as soon as your projected academic progress falls below 50% for two consecutive study period, **the CAC is obliged to notify the appropriate government agency(s)** via PRISMS that you have breached your student requirements.

At the CAC our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any academic progress problems and attempt to reach satisfactory solutions.

Yours sincerely,

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Student Progress Monitoring And Support Policy & Procedure v2	Version: 2	Page 6 of 8
Responsibility: DOS	Created: July 2013	Last Reviewed: September 2013

Student Progress Monitoring and Support Policy & Procedure



Student Progress Monitoring And Support Policy & Procedure v2	Version: 2	Page 7 of 8
Responsibility: DOS	Created: July 2013	Last Reviewed: September 2013

Student Progress Monitoring and Support Policy & Procedure

APPENDIX C: Below 75% Academic Performance in subsequent term 2nd Warning Letter

POOR ACADEMIC PROGRESS 2nd WARNING LETTER

Date: (insert date)
Student Name: (insert details)
Student Number: (insert details)
Student Address: (insert details)

Dear Student,

As part of your Visa requirements you are required to achieve satisfactory academic progress in the courses enrolled. This progress is defined as achieving Competency in at least 50% of units that a student is assessed in a term.

Your current academic progress is below 75% of assessed units for the current term. This combined with your unsatisfactory progress last term places you at risk of breaching this Visa requirement.

Please be advised that as soon as your projected academic progress falls below 50% for two consecutive study period, **the CAC is required to notify the appropriate government agency(s)** via PRISMS that you have breached your student requirements.

You **must** contact the CAC **in person immediately** and arrange a meeting with the Training Manager to discuss how we can improve this situation promptly.

At the CAC our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any academic progress problems and attempt to reach satisfactory solutions.

Yours sincerely,

Student Administration Officer
8-10 Cross Street
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Ph- 9687 4275
Email- admin@cac.vic.edu.au

Student Progress Monitoring And Support Policy & Procedure v2	Version: 2	Page 8 of 8
Responsibility: DOS	Created: July 2013	Last Reviewed: September 2013

Student Progress Monitoring and Support Policy & Procedure

APPENDIX D: Academic Performance Breach Recorded Letter

STUDENT ACADEMIC PROGRESS BREACH RECORDED LETTER

Date: (insert date)
Student Name: (insert details)
Student Number: (insert details)
Student Address: (insert details)

Dear Student,

Subsequent to our issuing to you two (2) 'Academic Progress Warning' Letters and our attempts to counsel you through this issue, our records indicate your projected academic progress has fallen below the required 50% for two consecutive study period.

This is in Breach of your Visa conditions.

Please be advised that you are in breach of your Student Visa academic requirements and **the CAC is now required to notify the appropriate government agency(s)** via the PRISMS reporting system.

If you feel you have reasonable grounds for your poor academic progress in your course and wish to appeal this reporting of the breach of academic performance requirement, you **must** contact the CAC **in writing** within 20 days outlining your circumstances. This process is outlined in the attached 'Complaints & Appeals Policy and Procedure' and further information on this process / decision can be gained from Student Administration.

If no response is received within 20 working days of the date of this letter the CAC will proceed with the reporting process.

Please be advised that you are still required to attend the CAC until notified by DIAC.

Yours sincerely,

Student Administration Officer
8-10 Cross Street
Footscray West, Vic 3012
Ph- 9687 4275
Email- admin@cac.vic.edu.au

Student Progress Monitoring And Support Policy & Procedure v2	Version: 2	Page 9 of 9
Responsibility: DOS	Created: July 2013	Last Reviewed: September 2013