

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 2018 Standard 8; SRTO 2015 Standard 1 clause 1.7 and Standard 5 clause 5.1, ELICOS Standards 2018 Standard P4. It also adheres to the reporting requirements to the Secretary of the Department of Education through PRISMS.

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	Confirmation of Enrolment
Counsel	The term 'counsel' used in this policy and procedure has the same meaning as to 'to give advice'.
Compassionate or compelling circumstances	<p>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:</p> <ul style="list-style-type: none"> 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 emergency travel and this has impacted on their studies a traumatic experience which could include: <ul style="list-style-type: none"> involvement in or witnessing of a serious accident or Witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologist's reports) where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol. 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

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	keep copies of these documents, together with a record of why the decision was made, in the student's file.
DoHA	Department of Home Affairs
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.
ELICOS	English Language Intensive Course for Overseas Students
Satisfactory course progress	is where student do not fall into the categories identified below:
Unsatisfactory course progress	<p>is where a student is:</p> <ul style="list-style-type: none"> • Is judged as NYC in a pre-requisite unit • Is judged as NYC in 50% of units included in the study period • Is judged as NYC in 50% of units included in the end of a study period • Is identified by a trainer/assessor as requiring intervention • Has an attendance pattern that is considered to be placing the student at risk of not achieving satisfactory course progress • Does not participate in the course as per the course schedule or attendance requirements. <p>Unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported and a cancellation of the student's visa.</p>
Study period	A study period at CAC is a 'term' of 11 weeks consisting of several stages.
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
Student Management System	CAC currently uses aXcelerate student management system for overseas students.

Policy:

Central Australian College (CAC) 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. CAC has a documented course progress policies and procedure and will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
2. CAC systematically records the outcome of student course progress.

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3. CAC clearly outlines and informs the overseas student about the course requirements before they commence the course, where applicable attendance in each study period.
4. The intervention strategy will be activated where there is evidence from the student assessment tasks, participation in tuition activities or other indicators of academic progress that the student is at risk of not meeting the course requirements. CAC may activate an intervention strategy at any point before the study period where the learner has been identified as at risk of failing to meet course progress requirements within the CoE duration.
5. CAC 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 10 (complaints and appeals) and that the student has 20 working days in which to do so.
6. CAC will assist students at risk of not meeting course progress requirements in sufficient time to achieve satisfactory course progress.
7. CAC ensures fair and systematic assessment of the ELICOS students to provide them with optimal opportunities for achieving successful outcomes from their course.
8. CAC will report students under section 19 of the ESOS ACT, who have breached the course progress requirements through PRISMS.
9. Allowable extensions of course duration
CAC must not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:
 - a There are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or
 - b CAC has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
 - c An approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).
 - d If the duration of the student's enrolment is extended, the Student Administration must advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Responsibility:

- The Academic Director, RTO Manager and Training Coordinator 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 Academic Director/ Training Coordinator will assign Trainers and Assessors to check learners' progress, conduct intervention and support students at risk.
- The Student Administration Manager will provide administrative support, including updating student records, informing the students of the intention to report, hearing an appeal and reporting the student through PRISMS.

The above policy statements are implemented by confirming to the procedures outlined below:

1. Process to identify student at risk

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- 1.1. Training and Assessment Strategy for each course outlines the standard requirements for students to be deemed competent in each unit successfully leading to satisfactory course completion.
- 1.2. 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 21 Unit 22 Unit 23 Unit 24 Unit 25 Unit 26 Unit 27	Unit 7 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

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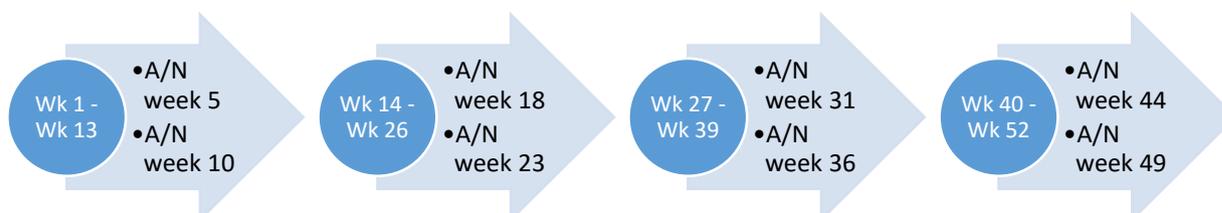
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Term 2	Stage 3	Unit 7 Unit 8 Unit 9	Unit 6 Unit 7
	Stage 4	Unit 10 Unit 11 Unit 12	Unit 8 Unit 9
For ELICOS	Academic monitoring	Student must achieve a score of 50% in formation and summative assessments in a study period	
	Attendance Monitoring	Student at risk are identified if their projected attendance drops to 80%	

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, only the Warning Letter shall be sent to the student. 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.

- 1.3. CAC implements a Students' Academic Tracker (Excel Sheet) maintained by Trainer/Assessors and Student Academic Progress Record sheet maintained by Training Coordinators which is updated every month to track the course progress for each student for each unit within the course they are enrolled in.
- 1.4. It is the responsibility of the Trainer/Assessor to keep the 'Student Academic Record Sheet' updated after each assessment is completed by the student for both VET and ELICOS students
- 1.5. Every month the RTO Manager/ Training Coordinator reviews the excel sheets by cross-referencing with the data entered in the student management system.
- 1.6. Student at risk 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).
- 1.7. 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 9. 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 2.1.8.
- 1.8. Attendance Monitoring
Although CAC does not report VET student on non-attendance, attendance is monitored every week to identify student at risk. However, ELICOS students are reported on unsatisfactory attendance.
 - a. Student attendance is monitored as below:
 - i. Student attendance data is collated every 4 weeks and notification sent thereafter.
 - ii. Student whose projected attendance is below 50% in 4 weeks are notified of poor attendance.

Please see figure below:



Wk = Week, A/N = Attendance Notification

- b. Responsibility of attendance monitoring.

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- i. Trainers/ Assessors are responsible for monitoring student attendance. Student must sign the attendance sheet on the day they attend the class. Student's weekly attendance is submitted to the Student Administration for data entry and identifying student at risk.
 - ii. Student Administration collates the attendance data from the Trainer/Assessors and identifies learners at risk.
 - iii. Student Administration sends "Notification of poor attendance" to the learners. Continuous non-attendance may trigger earlier intervention.
- c. Frequent absence from the class may lead to erratic course progress and actions may be taken by the RTO manager as per clause 1.7 above.
- d. For ELICOS Program:
- i Central Australian College will continually monitor attendance for students enrolled in ELICOS program. Learners attendance in the program will help monitor their course progress, by monitoring the sessions they have missed.
 - ii ELICOS Students must attend a minimum of 20 hours face to face scheduled course contact per week for the course.
 - iii Students attendance is recorded everyday by the Trainer as per their scheduled timetable The Trainer will continuously monitor attendance and give additional support to those who miss their classes due to external factors. If a student doesn't attend school for five consecutive days without approval, Trainer and the Administrative staff will attempt to contact the students, to notify and assist them in meeting the requirements of the course before their attendance drops below 80%.
 - iv Records of all contact and counselling made with the student who have been absent for more than five consecutive days will be recorded in the student contact log within the student management system.
 - v For the purpose of reporting not attending classes or student who are at a risk of falling below 80% will trigger a warning. Student will be asked to attend school and meet their respective Training Managers for intervention, from the day the warning letter has been sent they will have 20 days to appeal. Learners' attendance will be monitored as per Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

2. Stages of notifying students

Upon identification of student at risk, they are notified through an email with an official letter attached sent through the student management system. Administration Manager issues the letter, upon update form the Training Coordinators.

2.1. Implication on enrolment

This is an informal letter sent to the student notifying them of the implication to CoE. Student Administration sends out these letters on recommendation of the Training Coordinator.

2.2. Warning letter

Any student who falls below 50% academic progress in a stage would be issued with a Warning Letter (identified through the timetable). The letter informs the student that 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 have to contact CAC and organize an appointment with the Training Coordinator to discuss concerns and negotiate an intervention strategy to ensure they stay above the 50% academic progress requirement for the following term.

2.3. Intention to report

When a student's projected academic progress falls below 50% for two consecutive study periods the student shall be sent an 'Intention to Report' letter notifying the student that CAC intends to report the

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student for unsatisfactory course progress outlining the reasons. They are informed of their right to access the complaints and appeals process, in accordance with Standard 10 (Complaints and Appeals) within 20 working days.

If the student does not respond to the warning letter 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 contact log in the student management system.

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.

3. Reporting students for unsatisfactory progress or unsatisfactory attendance*

3.1. When the student appeals 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 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: Only ELICOS students are reported on unsatisfactory attendance

3.2 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.

- a. CAC shall report the student through PRISMS within 5 days of finalising the decision to report.
- b. Admin Manager must only report unsatisfactory course progress in PRISMS in accordance with Section 19 (2) of the ESOS Act if:
 - i The internal and external complaints process has been completed and the decision or recommendation supports CAC, or
 - ii The overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - iii The overseas student has chosen not to access the external complaints and appeals process, or
 - iv The overseas student withdraws from the internal or external appeals processes by notifying CAC in writing,
 - v 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.
- c. Recommendation to Cancel COE form will be completed by Student Administration with final authorization from the Training Coordinators to approve reporting.

3.3. The decision to report an ELICOS student on attendance and course progress is authorised by the Training Manager (ELICOS). Under the following circumstance the Training Manager may decide not to report the student for falling below 80% attendance:

- If the student is still attending at least 70% of the scheduled course, contact hours and provide genuine evidence of compassionate and compelling circumstances

4. Support for student at risk - Intervention Strategy

Central Australian College implements "Intervention Strategy" to assist students at risk of not meeting the course progress.

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- 4.1. Trainer Assessor and/or Training Coordinator conduct the Intervention in a face to face arrangement with the students. Details of the cause and consequences that led to the student failing to meet the course progress requirements is recorded in the Intervention Form. 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 outline an action plan to reach the specific objective of successfully meeting the course requirements.
- 4.2. If required intervention may be conducted prior to issuing of the notifications and warning letters.
- 4.3. Trainers/ Training Coordinators must make sure students are aware of opportunities and services to assist them if they are identified as at risk of not making satisfactory course progress.
- 4.4. Trainers/ Training Coordinators are advised to keep records of the advice and assistance they give students who have been assisted under the intervention strategy.
- 4.5. Any evidences provided by students, to support the reasons for unsatisfactory academic progress needs to be recorded including doctor's certificates, overseas flight tickets and so forth.
- 4.6. A copy of intervention conducted has to be provided to the student and the original needs to be maintained in the Student Portfolio in the Student Management System by the Trainers along with the supporting evidences.
- 4.7 Any adjustment made to the timetable needs to be either recorded in the intervention form or alternative training plan must be developed. The adjustment to the timetable and intervention conducted must be communicated to the Quality Assurance Team either via an email or note or by giving them access to the drive.
- 4.8. Support to students at risk
Following academic support maybe provided to students at risk can be provided by initiating intervention strategy in the following ways:
 - 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

5. Recordkeeping

- 5.2. Training Coordinators and Trainers/Assessors are responsible for maintaining the intervention strategy, monitoring it and recording it in Students File and uploading the monitoring actions in the Student Portfolio in the student management system.
- 5.3. Administration Manager is responsible for record keeping of all the notification and warning letters, details of phone calls made, and any reports are recorded in the student contact log and student portfolio in the student management system.
- 5.4. The Student Administration Officer and the allocated Trainers / Assessors and Training Coordinators should maintain any further communication that has taken place with the student, regarding the Academic Progress including emails, SMS and Phone call in the student contact log.

Relevant Policies and Documents:

- Assessment policy and procedure
- Complaint and appeals policy and procedure

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- Record management policy and procedure
- Quality assurance policy and procedure
- ELICOS Training and Assessment Strategy
- Trainer's Intervention Procedure

Forms and documents

- Notification of poor attendance
- Implication on enrolment
- Warning letter
- Intention to report letter
- Intervention Form
- Trainer's Academic Tracker (Excel Sheet)
- Students' Academic Progress Tracker (Excel Sheet)
- Student's Attendance Tracker (Excel Sheet)

Responsibility:

- RTO Manager
- Training Coordinators
- Administration Manager
- Trainer and Assessor
- Administrative Staff

Policy Reference:

- The National Code of Practice for Providers of Education and Training to Overseas Students 2018
- Education Services for Overseas Students Act 2000
- ELICOS Standards 2018
- National Code 2018 Fact Sheets
- ASQA's Fact Sheet Overseas Student Attendance

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