



## MONITORING COURSE PROGRESS POLICY & PROCEDURE

### National Code Standard 10

Choice Business College Pty Ltd will assess, monitor and record student results on completion of *each unit of competency* or at the *end point of each study period*, at the minimum.

The ESOS framework and DIBP visa conditions require that students maintain satisfactory academic progress in their course

Choice Business College (CBC) will also monitor the progress of students to ensure at all times students are in a position to complete the course in the time as specified on their COE. *Refer Standard 9 Completion within Expected Duration Policy and Procedure*

A generic course progress policy may not be appropriate for more than one course. Courses that require additional or varied progress rules will be provided a separate course progress policy.

**Unsatisfactory progress is defined by Choice Business College (CBC) as not successfully completing or demonstrating competence in at least 50% of the course requirements in a study period.** CBC advises the course and study requirements of each study period clearly to students on commencement. Any variations are advised to students in writing as soon as they are known.

Trainers will discuss any concerns with students and offer assistance as they arise to help prevent students falling behind in their course progress.

Trainers will constantly monitor the progress of students and report any concerns to the Academic Manager/CEO as soon as identified.

Any student that fails a unit of competency in their course may be considered 'at risk' to not complete the course in the expected duration and intervention strategies commenced at any point, if approved by the CEO. This is at the discretion of the CEO.

For the purpose of course progress **CBC** defines a study period as 1 term (approximately 10 study weeks)

**CBC** will at the minimum monitor and record student's course progress on completion of each unit of competency or a minimum of once per study period (study period = 1 term). Students are notified in writing as soon as it is identified they **are 'at risk'** to not achieve satisfactory course progress (80% course progress or less) (Warning Letter 1) during a study period. Students will be required to meet with a trainer/academic manager to discuss what action/intervention strategies are to be taken.

Intervention strategies are tailored to meet each student's individual needs. Formal intervention strategies and counselling of the student will be implemented.

Intervention Strategies could include:

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- attending tutorials/study groups
- receiving individual assistance
- attending counselling
- receiving assistance with personal issues which are influencing progress
- receiving mentoring
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

Should students continue to not meet satisfactory course progress they will be notified in writing as soon as it is identified they **are 'at high risk'** to not achieve satisfactory course progress (70% course progress of less)(Warning Letter 2). Students will be required to meet with a trainer / academic manager to discuss further intervention strategies to be taken.

Students who are identified as having unsatisfactory course progress over two consecutive study periods will be reported to DIBP for unsatisfactory course progress. Students in this instance will be issued with an Intention to Report Letter for not making satisfactory progress outlining to them they have 20 working days to access the CBC's complaints and appeals process. All records will be kept on student files.

## **BASIC PROCESS:**

1. Students, who fail 20% of their units in any given term (study period) will be deemed as 'at risk', receive a warning letter and offered counselling/intervention strategies.
2. Students who continue to fail 30% of their units in any given term (study period) will be deemed as 'at high risk' and receive a 2nd warning letter and required to attend counselling/undertake intervention strategies.
3. Students who fail more than 50% or more units of competency over two consecutive study periods will receive an 'Intention to Report Letter'.
4. Students are given 20 days from the date of the letter to initiate an internal or external appeal.
5. Student enrolment will be maintained during an appeals process. *Refer Complaints and Appeals Policy and Procedure.*

## **PROCEDURE AND INTERVENTION STRATEGY**

The trainer/facilitator **MUST** monitor record and assess student course progress on completion of each unit of the course or at the minimum, at the end of each study period. Details are to be kept on the student academic file.

At anytime, when a trainer becomes aware of issues or has concerns regarding the student's progress they should first speak to the student (ensuring that all communication is recorded in the student's individual file) and then advise the Academic Manager of these concerns.

At any time during the study period if student is identified by their trainer/facilitator as 'a possible risk', the student will be given a verbal warning and offered counselling and assistance. This must be documented on the students file and advice provided to the Academic Manager /Student Support Officer.

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If the student fails more than 20% of their units of competency in a study period, they must be sent an 'at risk of being reported' for unsatisfactory course progress warning letter and advice they are required to meet with the Academic Manager to discuss / action intervention strategies. Students may take a support person to this meeting.

If the student fails more than 30% of their units of competency in a study period, they will be sent an 'at high risk of being reported' for unsatisfactory course progress warning letter and required to meet with the Academic Manager to discuss further action / intervention strategies. Students may take a support person to this meeting.

The warning letters will also advise students unsatisfactory course progress (less than 50% competency over two consecutive study periods), may lead to them being reported to DIBP and the possible cancellation of their visa. Students will also be told of their rights to appeal such a decision and provided a copy of the Complaints and Appeals Policy and Procedure.

Intervention Strategies to be discussed may include but not limited to -

- Identify what support strategies would best suit the situation and planning implementation.
- Academic and or personal support/counselling offered to the student internally or externally as appropriate
- Planned regular follow up and feedback from the teaching staff to track progress and keep communication open
- Advice on alternate units/courses if considered more suitable/appropriate for the student
- Resitting units
- Any other support appropriate to the individual circumstances.

All records **MUST** be kept on the student file.

Course progress in a non-compulsory study period is to be disregarded when considering whether or not a student has made satisfactory course progress over two consecutive study periods.

If a student is identified for a second, but not consecutive study period as not making satisfactory course progress, CBC **does not** report the student for unsatisfactory course progress.

When a student fails to achieve 50% competency over two consecutive compulsory study periods this will be deemed as not making satisfactory academic progress.

The student will then be provided with a written notice of 'Intention to Report' to DIBP, informing them that they are able to access the Complaints and Appeals process, and that they have 20 working days in which to do so.

The Notice of Intention to Report issued must describe intervention so far/warning letters already sent/ what has taken place and the intention to report the student. It also must detail their right to appeal the decision and provide advice on what the student must do regarding their visa.

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A student may appeal on the following grounds:

- i. CBC's failure to record or calculate the student's marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. CBC's documented policies and procedures that have been made available to the student.

If a student chooses to access the provider's complaints and appeals process, CBC must maintain the student's enrolment while the complaints and appeals process is ongoing as per our *Complaints and Appeals Policy and Procedure*.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements over two consecutive study periods) CBC does not report the student, and there is no requirement for intervention.

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 CBC's intervention strategy, and CBC does not report the student.

*NOTE: CBC will only await the outcome of our internal and one external appeals process before reporting a student for unsatisfactory course progress (if found in favour of CBC).*

If the student chooses not to access the complaints or appeals processes within the 20 working day period or withdraws from the process

OR

On completion of the appeals process unsatisfactory course progress is confirmed, they will be reported to DET and DIBP via PRISMS within 5 working days of finalising the decision to report, for unsatisfactory course progress.

When a student is reported for unsatisfactory course progress DIBP will consider all the information available and if they decide to consider cancellation, DIBP will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation.

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

If CBC suspects a student is not a genuine/bona fide student, CBC may cancel the student's enrolment, as allowed under Standard 13 and as stated in our Standard 13 policy.

*Refer Standard 13 Deferment, Suspension or Cancellation of enrolment policy and procedure.*

**A non genuine/non bona fide student is defined by CBC as a student with erratic (irregular/inconsistent) course progress or does not progress in their course and does not attend/does not participate in regular classes.** CBC on which cancellation of enrolment may occur as provided to them via the International Student Handbook.

All breaches to student's visa conditions must be reported via PRISMS even if the student has ceased study.

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**NOTE: To report a student for not making satisfactory progress, CBC staff must go into the Student Course Variation screen, from the drop down list under 'Reason for Course Variation', and choose *Unsatisfactory Course Progress***

National Code Standard 10 must be adhered to at all times.

## **FORMS/LETTERS /TEMPLATES FOR POLICY/PROCEDURE**

*Course Progress Warning Letter 1*

*Course Progress Warning Letter 2*

*Notice of Intention to Report*

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