



Policy No: **P11**

Name: **Monitoring Course Progress**

References: **Stds: 5, 6. ESOS: Std 10**

1 Purpose

1.1 This policy and related procedure relate to the monitoring of a student's academic performance and the consequent procedures for reporting to DIBP of unsatisfactory performance.

2 Responsibility

2.1 Student Support Officer/ Administration Manager

3 Definitions

- 3.1 Academic performance: assessment of competency as the student progresses through the qualification.
- 3.2 Unsatisfactory course progress: Where the student has failed or is deemed Not Yet Competent (NYC) in 50% or more of the units attempted in any study period (National Code 10.4)
- 3.3 Satisfactory course progress: attending scheduled classes and successfully completing all assessments and obtaining a (C) Competency in all the units in the prescribed study period.
- 3.4 Study Period: JPIC uses 'term' to define a study period. The term duration, usually a contact period of ten (10) weeks, is considered a study period.

4 Policy

- 4.1 JPIC will adopt a proactive approach in monitoring students' course progress and notifying and counseling students who are at risk of failing to meet the accepted course progress requirements. Students who persist in failing to meet course progress requirements – even after attempts by JPIC to notify and counsel them through the intervention strategy – shall be reported to DoE and DIBP in accordance with the ESOS Act 2000.
- 4.2 This policy and procedure will be made available to students through the student orientation program, website and International Student Handbook.
- 4.3 JPIC reasons that course progress is closely linked to students' active participation in class learning and assessment activities, and timely completion of major assessments. At the beginning of each term and/or unit of competency, trainers/assessors will provide information on assessment requirements, conditions, assessment due dates and other relevant competency requirements.
- 4.4 Each student's academic record shall be recorded on the Student Management System where reports will be extracted regarding all students' course progress.
- 4.5 All students shall be assessed as '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 RTO's assessment tools/methods and recording processes as required.

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Version Date: January, 2015
Authorised by: CEO

Review Date: January, 2016
Document Owner: CEO

4.6 It is the responsibility of Student Administration to enter all students' results into the Student Management System.

4.7 An Unsatisfactory Course Progress will be noted when a student has failed, or is deemed Not Yet Competent (NYC) in 50% or more of the units attempted in a study period.

Early detection of unsatisfactory course progress

As an early detection process, the Student Support Officer/Administration Manager will check student results on a weekly basis to ascertain if there are any early signs that indicate a student has an issue or problem. They will contact students immediately for an informal discussion regarding their course progress to ascertain if any reasonable adjustment is necessary.

Trainers will contact students at the completion of each unit if the student has received a 'NYC' grade to invite them to meet to ascertain if there are any issues and if the student requires assistance to resubmit the assessment or resit the exam.

Monitoring of students with unsatisfactory course progress at the end of the first study period

At the end of each term or study period, printed results from the Student Management System will be provided to the Student Support Officer/Administration Manager for course progress review. Any student with a 'NYC' result in 50% or more units of competency will be deemed to be 'at risk' and will be contacted in writing via a 1st Warning Letter to attend a formal intervention meeting. Students with 'at risk' status may not be allowed to undertake new units of competency until the course progress matter is resolved or addressed through appropriate intervention strategies/procedures.

Students who fail to achieve competence in a majority of units of competence undertaken during a study period will be advised that this lack of academic performance in two consecutive study periods could lead to the student being reported to DoE and DIBP resulting in the cancellation of his or her visa, depending on the outcome of any appeals process.

Monitoring of students with unsatisfactory course progress during a second consecutive study period.

1. During the second consecutive study period, printed results from the Student Management System will be provided to the Student Support Officer/Administration Manager for course progress review on students identified to be 'at risk' during their first study period. Any student with a NYC or a fail result in 50% or more units of competency will be contacted via email/telephone/SMS for an informal discussion regarding their course progress.
2. At the completion of the second study period, printed results from the Student Management System will be provided to the Student Support Officer/Administration Manager for course progress review on students identified as 'at risk' during their first study period. At this stage a

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2nd Warning Letter/Notice of Intention to Report will be sent by mail to the students advising that they need to meet with the Student Support Officer/Administration Manager.

- a. The purpose of this meeting will be:
 - i. To inform the student of the consequences of not achieving satisfactory course progress in consecutive study periods
 - ii. To advise students that they have until the start of the next study period (i.e. until the end of break period between the second and third study periods) to be able to demonstrate competency in a majority of units undertaken during the study period otherwise JPIC will be obliged to report them to DIBP/DoE.
 - iii. To remind students of past strategies identified for achieving satisfactory course progress
 - iv. To determine any other reasons for the ongoing unsatisfactory course progress

Outcomes, actions and agreements of that meeting signed by both the International /Student Support Officer/Administration Manager. A copy of this agreement will be given to the student and a copy kept on the student's file.

2nd Warning Letter/Notice of Intention to report

If the Student is unable to demonstrate competency in a majority of units half way during the second consecutive study period, and has not fulfilled the necessary actions which were agreed upon, JPIC will notify the student in writing of its intention to report the Student to DIBP-DoE for unsatisfactory course progress.

The second warning letter serves as a Letter of Intention to Cancel Enrolment. This written notice ("Letter of Intention to Report for Unsatisfactory Progress") will be sent by registered mail. The written notice will inform the Student that he or she is able to access JPIC's complaints and appeals process as per ESOS Standard 8 (Complaints and Appeals) and that the student has 20 working days in which to do so. A copy of this letter is retained within the student's file.

Reporting of student's breach of visa conditions via PRISMS

If the student chooses not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting JPIC, then JPIC will notify the Secretary of DoE through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Copies of all outcomes and notifications related the appeal process is kept on the Student's file in accordance with JPIC's Complaints and Appeals Policy and Procedure.

Note: Where there are less than 3 units to be assessed for the term, 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 or a fail in more than 1 unit they will fall below the 50% requirement for the term.

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Intervention Strategies for students at risk of not achieving satisfactory Course Progress

Stage of Intervention	Intervention Time
Stage 1: Early detection of, and intervention in, unsatisfactory course progress.	During First Study Period - email, call or sms from Student Support Officer (SSO). Trainers to contact student at the completion of each unit of study if they have received a grade of 'NYC' to ascertain the need for reasonable adjustment.
Stage 2: Unsatisfactory course progress (50% or more NYC's of total units) at end of a designated study period.	End of First Study Period - First warning letter and intervention meeting with (SSO).
Stage 3: Monitoring of students with unsatisfactory course progress during a consecutive study period	During Second Study Period - email, call or sms from Student Support Officer (SSO) Trainers to contact student at the completion of each unit of study if they have received a grade of 'NYC' to ascertain the need for reasonable adjustment.
Stage 4: No improvement noted in student performance midway through the term and/or student constantly failed to meet the assessment requirements	Mid Second Study Period – Formal meeting with SSO
Stage 5: Letter of Intention to Report	End Second Study Period
Stage 6: Reporting of student's breach of visa conditions via PRISMS	20 working days after letter of intention to report; and after any appeal process has been exercised and exhausted

5 Related Documents

1st Warning Letter

2nd Warning/Notice of Intention to Report Letter

6 Version History

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Number	Date	Reason	Prepared by	Approved By
1.0	June 2010	New Policy	Nina Pearce	Johnson Pearce
2.0	July 2012	Reviewed and updated	Nina Pearce	Johnson Pearce
3.0	January 2015	Reviewed and updated for audit	Nina Pearce	Johnson Pearce

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