

Policies and Procedures

POLICY: MONITORING COURSE PROGRESS	
CRICOS Ref:	Standard No: 8, 8.1-8.5, 8.9(8.9.1-8.9.5), 8.10, 8.11, 8.12(8.12.1-8.12.4), 8.13(8.13.1-8.13.3), 8.14(8.14.1-8.14.4), 8.15(8.15.1-8.15.2)
SRTO2015 Ref:	Standard 1, 5, 6 Clause 1.7, 5.1, 5.2 (a, b (i-v), c,d (i-ii) e(i-iii) f, 6.1 (a-c), 6.2, 6.3 (a-e), 6.4 (a,b), 6.5 (a,b)6.6

Statement	<p>Danford College (the College) is committed to ensuring that all students are supported through their course of study to assist them to achieve the qualification in their enrolled course.</p> <p>Pursuant to Standard 8 of The National Code 2018, which requires Registered Providers to:</p> <ul style="list-style-type: none"> • Monitor overseas students' course progress; and where applicable, attendance for each course in which they are enrolled. • Have and implement a policy and procedures to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirement. • Clearly outline and inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period. • Report students, under Section 19 of the ESOS Act, who have breached the course progress requirements. <p>Students will receive information on the College's course progress requirements in pre-enrolment information, the International Student Handbook, at Orientation, in Study Guides and by Trainers throughout the duration of their course.</p>
Purpose	<p>The following procedures will ensure that all students' course performance is monitored and students are given every opportunity to achieve the required course progress for each course they are enrolled in. This required course progress is identified by the number of units assessed as 'Competent' within one term (10 weeks) – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a term</p> <p>A student who fails to achieve a competent result in more than 50% of the units in any single study period will be deemed to be "at risk" of not making satisfactory progress.</p> <p>A student who does not achieve this 50% competency rate for two consecutive terms shall be considered in breach of this course 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 course non-progress.</p> <p>This Policy/Procedure ensures the College's effective monitoring of course progress and that student support is offered to students who are not progressing satisfactorily.</p>

	<ul style="list-style-type: none"> • The progress of each student is monitored, recorded and assessed, at the end of each study period in which they are enrolled; • An Intervention Strategy will be implemented for students identified as being 'at risk' of not meeting satisfactory course progress. • If a student fails to meet satisfactory course progress in a term, then they will be required to meet with and discuss ways of progressing. This will be expressed by way of a signed agreement between the college and the student. • Where a student has been assessed as not meeting satisfactory course progress the student will be informed in writing of the College's intention to report. The student will be informed of his or her right to access the College's complaints and appeals process in accordance with the <i>Complaints and Appeals Policy/Procedure</i>. 															
<p>Scope</p>	<p>This Policy/Procedure applies to international students enrolled in VET courses at the College.</p>															
<p>Responsibility</p>	<p>The Training Manager /Course Coordinator\ Administration Officer is responsible for the implementation of this Policy and Procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.</p>															
<p>Definitions</p>	<p>Course Progress: The measure of advancement through skill based competencies towards the completion of a course as per unit performance guidelines.</p> <p>Study Period: A period of study within a course, which the College has defined as a term of ten (10) weeks duration for Certificate III level, Certificate IV level, Advanced Diploma Level and (two 10 and one 12) weeks duration for Diploma level courses, as specified in the course details.</p> <table border="1" data-bbox="531 1417 1407 1778"> <thead> <tr> <th>Qualification Level</th> <th>Term duration (Study Period)</th> <th>Total terms</th> </tr> </thead> <tbody> <tr> <td>Certificate III level</td> <td>10 weeks</td> <td>2</td> </tr> <tr> <td>Certificate IV level</td> <td>10 weeks</td> <td>3</td> </tr> <tr> <td>Diploma Level</td> <td>Two terms 10 weeks and 1 term 12 weeks</td> <td>3</td> </tr> <tr> <td>Advanced Diploma Level</td> <td>10 weeks</td> <td>4</td> </tr> </tbody> </table> <p>Satisfactory Course Progress: Students are responsible for their course progress. Students are deemed to have achieved 'satisfactory course progress' when they are deemed competent in more than 50% of the units of competency in any study period.</p>	Qualification Level	Term duration (Study Period)	Total terms	Certificate III level	10 weeks	2	Certificate IV level	10 weeks	3	Diploma Level	Two terms 10 weeks and 1 term 12 weeks	3	Advanced Diploma Level	10 weeks	4
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	<p><u>'At Risk' Student:</u> A student who, for any reason, is considered as not, or potentially not, meeting course progression requirements.</p> <p><u>Not Meeting Satisfactory Course Progress:</u> Applies to students deemed to be Not Yet Competent in 50% or more units of competency in two consecutive study periods.</p> <p><u>Intervention Strategy:</u> Any documented action targeted at addressing the needs of an 'at risk' student. An Intervention Plan is developed according to the individual needs of the student.</p> <p><u>Compassionate and Compelling Circumstances:</u> Generally, those beyond the student's control that impact on the student's capacity and/or ability to progress through a course. These could include, but are not limited to: serious illness; death in the family; major political upheaval or natural disaster in the home country which requires the student to return home; or a traumatic incident.</p> <p><u>eCoE:</u> Confirmation of Enrolment – a document issued electronically to intending international students by the registered provider, confirming the student's eligibility to enrol in the particular course of the registered provider. The CoE must accompany their application for a Student Visa.</p> <p><u>Appeal:</u> Request by a student to have a matter heard and/or re-considered after receiving an unfavorable decision.</p> <p><u>The National Code 2018:</u> The National Code, established under the ESOS Act 2000, is a set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on CRICOS (the Commonwealth Register of Institutions and Courses for Overseas Students). Only CRICOS courses can be offered to international students studying in Australia on a student visa.</p> <p><u>ESOS Act 2000:</u> The legal framework governing the responsibility of education institutions towards overseas students.</p> <p><u>PRISMS:</u> The Provider Registration and International Student Management System (PRISMS) which is used to process information given to the Secretary of DEEWR by registered providers.</p> <p><u>Job Ready:</u> A student management system/electronic database that records student details including course progress records.</p>
<p>Legislation</p>	<ul style="list-style-type: none"> • ESOS Act 2000 • National Code 2018 • Migration Act 1958 • The Privacy Act 1988

MONITORING COURSE PROGRESS POLICY/PROCEDURE

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Action/Method	<p>1. Recording Student Course Performance</p> <p>1.1 Course performance is reviewed at the end of each study period (10 weeks duration for Certificate III level, Certificate IV level, Advanced Diploma Level and two 10 weeks and one 12 weeks duration for Diploma level courses) for each student by the Training Manager/Course Coordinator/Administration Officer, considering results, attendance and Intervention Strategy records (if applicable).</p> <p>1.2 Course performance will be recorded by Data Entry Officer on Job Ready, it will calculate the course progress for each study period, based on the total number of units that are required to be assessed in 1 term as stated above and the outcome of these assessments.</p> <p>1.3 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 assessment tools and recording processes as required.</p> <p>1.4 All course results are entered into the Job Ready Student Management System by the Data Entry Officer.</p> <p>1.5 It is the responsibility of the Data Entry Officer to ensure that the 'Student Course Record on Job Ready' is updated after each assessment is completed and recorded. These records are checked regularly by the Training Manager/Course Coordinator for currency and accuracy.</p> <p>2. Monitoring Student Course Performance</p> <p>2.1 Trainers will:</p> <p>2.1.1 Continually monitor Students' participation during classes, completion of course assignments, tests and activities and overall course progress;</p> <p>2.1.2 Record each student's attendance at each class;</p> <p>2.1.3 Provide ongoing constructive feedback to students throughout each study period;</p> <p>2.1.4 Formally assess students' progress at the end of each competency and, where two (2) or more Reportable Incidents (Student NYC) occur, refer the student to the Training Manager/Course Coordinator within 5 working days of the second Reportable Incident for further discussion.</p>

	<p>2.2 At the end of each compulsory study period (10 weeks' duration for Certificate III level, Certificate IV level, Advanced Diploma Level and two 10 weeks and one 12 weeks' duration for Diploma level courses) the college will systematically monitor each student's course progress and identify those students requiring intervention. If it is possible to identify students at risk of making unsatisfactory course progress before the end of the compulsory study period, then the college will initiate the intervention strategies as early as possible. The following strategies apply to monitor and identify a student requiring intervention:</p> <p>2.2.1 <i>Attendance is monitored as a form of additional evidence of students not participating in assessments. Students identified through monitoring as being at risk will.</i></p> <ul style="list-style-type: none"> • <i>Have a verbal discussion with the Training Manager/Course Coordinator to implement additional catch-up assessments where compelling circumstances require such support.</i> • <i>Have a warning letter sent to them requiring to meet with the Training Manager/Course Coordinator or Administration Manager (AM).</i> • <i>At the meeting with the Training Manager/Course Coordinator or AM, students will be reminded that low participation in their coursework provides a greater risk of the student falling below course progress requirement of less than 50 % in a compulsory study period (10 weeks duration for Certificate III level, Certificate IV level, Advanced Diploma Level and two 10 weeks and one 12 weeks duration for Diploma level courses). Students will be warned of their assessment obligations.</i>
<p>Action/Method (cont)</p>	<p>2.2.2 Students identified completing or demonstrating competency in more than 50% and less than 100% of the course requirements in the compulsory study period (10 weeks' duration for Certificate III level, Certificate IV level, Advanced Diploma Level and two 10 weeks and one 12 weeks' duration for Diploma level courses) may have their academic load adjusted to bring them into alignment with their eCoE and/or enrolment end dates. The following applies and written warning letter will be sent to the student:</p> <ul style="list-style-type: none"> • The student repeats the unsuccessful units/modules in a following compulsory study period or • The student is provided with the opportunity to demonstrate competency by undertaking reassessments and make up (catch-up classes and assessments) as per the provisions of the reassessment policy. <p>2.2.3 Students identified completing or demonstrating competency less than 50% of the course requirements in a compulsory study period (10 weeks' duration for Certificate III level, Certificate IV level, Advanced</p>

	<p>Diploma Level and two 10 weeks and one 12 weeks' duration for Diploma level courses). The following applies:</p> <p>If the student is identified for the first time or subsequent times without a preceding period of identification, the student will:</p> <ul style="list-style-type: none"> • Receive a written warning letter from the college advising of not achieving satisfactory course progress under the provisions of the Course Progress Policy in a compulsory study period and they are asked to meet with the Training Manager/Course Coordinator or Administration Manager (AM) • At the appointment with the Training Manager/Course Coordinator or AM, the following will be discussed to determine the best intervention strategy/strategies necessary to assist the student to achieve satisfactory course progress: <ol style="list-style-type: none"> a. Discussion of course suitability for which the student is enrolled into, e.g., is the student completing a course suited to them? b. Opportunities to demonstrate competency by undertaking reassessments as per the provisions of the reassessment policy. This procedure allows reassessment or demonstration of competency in units/modules failed or deemed Not Yet Competent (NYC). c. The Client Counseling, Support and Welfare procedure to identify and assist a student where there may be compassionate or compelling circumstances impacting the student's capacity and/or ability to progress through their course d. The student will be advised that under this policy unsatisfactory course progress in two consecutive study periods (as described above) could lead to the student being reported to Immigration Department via PRIMS and it may lead to cancellation of their student visa, depending on the outcome of any appeals process <p>2.2.4 If the student is identified completing or demonstrating competency less than 50% of the course requirements in a compulsory study period for a second consecutive time. The following applies:</p> <ul style="list-style-type: none"> • The intervention strategies as per below of this policy will be reviewed further with the student. • The procedure Intention to Report Students to Immigration Department for Unsatisfactory Course Progress will be initiated by Definition of consecutive periods under this policy is two compulsory study periods that the student was enrolled in and studying, whether or not separated by holiday or deferment periods. Under this policy a compulsory study period is 1 term (10 weeks duration for Certificate III level,
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	<p>Certificate IV level, Advanced Diploma Level and two 10 weeks and one 12 weeks duration for Diploma level courses)</p> <p>3. Intervention Strategy</p> <p>3.1 If an international student is identified as not achieving satisfactory course progress at the end of term (10 weeks duration for Certificate III level, Certificate IV level, Advanced Diploma Level and two 10 weeks and one 12 weeks duration for Diploma level courses), to meet the course requirements, an Intervention Plan will be developed by the Training Manager/Course Coordinator in consultation with the Trainer and student to discuss the issues of concern and offer the student support mechanisms to assist him or her in achieving competency. These could include:</p> <p>3.1.1 English language support for oral and written comprehension 3.1.2 Assistance with academic skills such as assignment writing, meeting assessment requirements and research skills 3.1.3 Attending a study group</p>
	<p>3.1.4 Counseling with the Student Counselor for assistance with personal issues affecting course progress 3.1.5 Opportunity for reassessment 3.1.6 Changing courses 3.1.7 Mentoring by the Trainer or a nominated student 3.1.8 Referral to an external organisation for assistance 3.1.9 Reduction in course load 3.1.10 Combination of above.</p> <p>3.2 Intervention Plans must contain:</p> <p>3.2.1 a statement advising the Student that unsatisfactory Course Progress while the Student is subject to an Intervention Plan could lead to the Student being excluded from the College and reported to the Immigration Department via PRISMS, which could result in the cancellation of his or her visa; 3.2.2 the Student's long-term learning goals; 3.2.3 the goals of the Intervention Plan, cross-referenced to the core curriculum; 3.2.4 any other goals that the Student wishes to achieve, both social and personal; 3.2.5 targets and dates for meeting the goals determined; 3.2.6 a program of dated Progress Reviews; 3.2.7 a section to record achievement of targets and any developments in the Intervention Plan; and 3.2.8 the signatures of the Student and the Academic Officer.</p> <p>3.3 A signed copy of the Intervention Plan will be placed on the student's file by the Data Entry Officer.</p> <p>3.4 At a minimum, the College's Intervention Strategy will be activated where the student has failed or deemed Not Yet Competent in 50% or more of the</p>

	<p>units attempted in any term, however, the College will provide assistance for any single unit of study where the student has failed.</p> <p>3.5 Following the implementation of an Intervention Strategy, the Training Manager/Course Coordinator, Trainers and Administration Manager will continue to monitor the course progress of the student for the remainder of the term and review results at the end of each term.</p> <p>4. Reassessments</p> <p>The College will allow students 3 attempts at assessment, ie the original assessment and 1 re-assessment free of charge, to provide sufficient evidence of competency for each unit. The second re-assessment attract a fee of \$200 per unit of competency.</p> <p>Students will be offered the opportunity for re-assessment if they are <i>Not Yet Competent</i> at the first attempt, within a reasonable time negotiated with the teacher. This re-assessment will only be given if the student's attendance is 70% or above or student has any compelling circumstances for that term.</p> <p>If the student is not competent after the first re-assessment, the student will be given another opportunity within a reasonable time negotiated with the trainer. This re-assessment can only be given if the student's attendance is 70% or above or student has any compelling circumstances for that term.</p> <p>However, there will be an associated cost of \$200.00 for a third re-assessment depending on the unit of competency, irrespective of attendance. All fees must be paid in advance. It is the student's responsibility to learn the material for re-assessment or ask for additional help.</p> <p>If the student is not competent after the three assessments, the student will be required to re-enrol in the competency and pay the required fees.</p> <p>Students may apply for a re-assessment by completing the Request for Re-assessment Form within 10 working days. If this matter cannot be resolved, the student is advised of the procedures for an appeal.</p> <p>If the re-assessment has been agreed to and completed, the teacher must advise administration of recording these amended results, within 3 working days of the re-assessment.</p>
<p>Action/Method (cont)</p>	<p>5. Intention to Report Students to Immigration Department for Unsatisfactory Course Progress</p> <p>5.1 If a student is identified as completing or demonstrating competency in less than 50% of the course requirements in a second consecutive compulsory study period, the following applies:</p> <p>5.2 The College will write to the student of its intention to report to Immigration Department for unsatisfactory progress. Letter to be sent out to their last known residential address and/or email address. The student has twenty [20] working days to initiate the Client Complaints and Appeals process. A student may appeal on the following grounds:</p>

- The College has failed to record or calculate the student's marks accurately.
- The student has compassionate or compelling circumstances that impact on the student's capacity and/or ability to progress through the enrolled course or
- The College has not implemented the intervention strategies documented in this policy or referred to in other existing policies provided or made available to the student.

5.3 Where a student's appeal is successful the college will do the following depending on the findings of the appeals process:

- If an error was made in calculations and the student did make satisfactory course progress, the college will not report the student to Immigration Department. Further support may be provided as stated above if necessary.
- If the college has failed to record student's marks, the college will correct this omission and the student will not be reported to Immigration Department. Further support may be provided as stated above if necessary.
- If the appeals process shows that satisfactory course progress was not made due to compassionate or compelling circumstances, the student will not be reported to Immigration Department. Further support will be provided as stated above.

5.4 Reporting Students to Immigration Department for Unsatisfactory Course Progress

5.4.1 Where a student has been identified as not meeting course requirements in two consecutive study periods and the following conditions apply:

- The student has chosen not to access the Client Complaints and Appeals process within the 20 working day period from the college notification of intention to report.
- The student has withdrawn from the Client Complaints and Appeals process.
- The Client Complaints and Appeals process is completed and the student's appeal was unsuccessful, The College will then notify the Secretary of the Department of Education, Science and Training (DEST or DEEWR, now Department of Education) through the Provider Registration and International Student Management System (PRISMS). The report to DEST, DEEWR now Department of Education will result in the student being issued with a Section 20 notice outlining the breach of visa conditions and letter will be send to student to last known address. This report will require the student to present to Immigration Department within 28 working days from the issue date.

6 Complaints and Appeals Process

	<p>Students are advised in the written notification that they have 20 working days to make an appeal, in accordance with the College's <i>Complaints and Appeals Policy</i>.</p> <p>6.1 Students may only appeal in the following circumstances:</p> <ul style="list-style-type: none"> 6.1.1 marks have been calculated incorrectly; 6.1.2 compassionate or compelling circumstances apply; 6.1.3 an Intervention Strategy or other policies were not implemented, according to the College's documented policies and procedures that have been made available to students.
	<p>6.2 In the event a student lodges an internal appeal the student:</p> <ul style="list-style-type: none"> 6.2.1 must remain at the College and attend classes during the internal appeal process; 6.2.2 will not incur any cost for the internal appeal process; 6.2.3 will only be reported if the appeal decision does not favor the student. <p>6.3 If dissatisfied with the outcome, the student may exercise his or her rights to make a complaint to an external body, namely the Overseas Students Ombudsman</p> <p>7 Completion of Course within Expected Duration</p> <p>7.1 The duration of the course <u>may be extended</u> if it is evident that the student will not complete the course within the expected duration, as specified on the student's eCoE, due to:</p> <ul style="list-style-type: none"> 7.1.1 compassionate or compelling circumstances; or 7.1.2 implementation of an Intervention Strategy; or 7.1.3 an approved deferment or suspension of study <p>7.2 Any variation in the student's enrolment load which may affect the student's expected duration of study, together with the reason for the variation, will be recorded on the student's file by the Training Manager.</p> <p>7.3 The Training Manager will correctly report the student via PRISMS and issue a new eCoE.</p> <p>7.4 Except in the circumstances listed in 6.1, the expected duration of study, as specified in the student's eCoE, <u>must not exceed</u> the CRICOS registered course duration.</p> <p>Record-keeping</p> <p>8.1 A copy of all related documentation, including records of meetings, letters, file notes, forms, reports to the Immigration Department and cancellation of enrolment will be kept on the students file.</p> <p>8.2 Student records and files will be maintained by the Data Entry Officer and backed up to an offline server.</p> <p>8.3 Student enrolments will be maintained throughout any appeal process</p>

<p>Related Documentation</p>	<p><u>Policies, Procedures and Related Forms:</u></p> <ul style="list-style-type: none"> ● Attendance ● Complaints and Appeals ● Completion within Expected Duration ● Assessment ● Deferring, Suspending or Cancelling Enrolment ● Transfer between Registered Providers ● Student Code of Conduct
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