

# POL008 – Course Progress and Course Completion Policy

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## 1. Scope

All international students enrolled with Danford College are required to maintain course progress and complete their course within the duration specified on their eCoE as a requirement of the student visa. Danford College's Course Progress and Course Completion Policy ensures students have the opportunity to meet the course progress requirements by outlining the monitoring process and providing timely intervention strategies for students who are at risk of failing to meet the course progress requirements. Thereby the College is also committed to assist the students in completing their course within the timeframe.

Course Progress and Course Completion Policy is in accordance to:

- National Code 2018: Standard 8 (8.1, 8.2, 8.3, 8.4, 8.5, 8.9, 8.13, 8.14, 8.15.2, 8.16, 8.17, 8.18) and Standard 6 (6.3)
- Standards for RTO 2015: Standard 1 (1.7)
- Student visa subclass 500 – condition 8202 – Meet course requirements

Course Progress and Course Completion Policy is applicable but not limited to the students, Trainers and Assessors, Course Progress Officer, Academic Team Leaders and Compliance Manager.

## 2. Purpose

The purpose of this policy is to establish and outline a comprehensive and standardized process for monitoring students' course progress and course completion. The policy aims to achieve the following objectives:

- To ensure that students complete their studies within the expected duration of the course
- Define the conditions for extension of the duration of course completion
- Outline the process to monitor course progress to achieve satisfactory course progression
- To identify students unable to maintain course progress and outline strategies to assist the students in achieving satisfactory course progression
- Outline a process to report the students failing to achieve satisfactory course progression after implementing outlined strategies

### 3. Completion within expected duration

International students enrolled with Danford College are required to complete their studies within the expected duration as outlined on their eCoE as a requirement of the student visa condition. Danford College monitors students' course progress to ensure the students complete their studies within expected duration as outlined on their eCoE.

During the Orientation and Induction program, the students are informed regarding the students' responsibilities as an international student, information regarding course progress, students' rights to complaint and appeal. Prior to the students commencing the course, all students receive the training plan. For more information, please refer to the POL004\_Student Enrolment Policy

#### 3.1 Study Periods

All international students are enrolled for not more than 20 hours of full – time study per week at Danford College.

Study periods also known as 'terms' are outlined in the Training Plan provided to the students during commencements. A study period is defined as 200 hours of study and is usually delivered in a ten (10) week duration. A study period in a course is as designated in the table below:

Qualification Level	Term Duration (Study Period)	Total Terms
Certificate III level	10 weeks	2
Certificate IV level	10 weeks  For course duration of 9 months: <ul style="list-style-type: none"><li>Two Terms: Term 1 &amp; 2: 10 weeks</li><li>Term 3: 12 weeks</li></ul>	2  3
Diploma Level	10 weeks	4
Advanced Diploma Level	10 weeks course duration is 12 months  (where course duration is 24 months)	4  8
Graduate Diploma/Certificate	10 weeks	4

The terms outline the process to monitor course progress for each student. For more information regarding monitoring the course progress please refer to section 4 of the policy. Student needs to maintain a minimum of 50% in each term to maintain required the course progress. A student failing to maintain minimum 50% in any term will be 'at risk' student.

Danford College delivers all the classes face – to – face. All students are required to attend the college face – to – face for all the classes and knowledge assessments. Danford does not provide any distance or online learning in any term or for any unit to international students

### 3.2 Course Completion: Expected Duration

All international students enrolled with Danford College are required to maintain course progress and complete their course within the duration specified on their eCoE. Danford 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.

The duration of the course may be extended 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:

- compassionate or compelling circumstances; or
- implementation of an Intervention Strategy; or
- an approved deferment or suspension of study

Except in the circumstances listed above, the expected duration of study, as specified in the student's eCoE, must not exceed the CRICOS registered course duration.

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 Compliance Manager or (delegate). The Compliance Manager or (delegate) will correctly report the student via PRISMS and issue a new eCoE with the revised course end date. All changes to a student's course duration are reported to the Department of Home Affairs (DHA) via the PRISMS reporting system and records regarding the decision process are kept in student files.

Student will be advised if the end date of the course is extended when the new CoE is issued. If the expected duration of study is extended and if it affects the student visa, it will be the student's responsibility to contact the Department of Home Affairs in relation to visa extension.

## 4. Monitoring course progress

All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification that they are enrolled in based on their assessment outcome. The assessment shall be conducted by qualified trainers / assessors according to Danford College's Assessment Policy. All academic results are entered into the Student Records Management System (RTOM) by the Student Administration Department.

Course Progress is reviewed at the end of each study period (200 hours) for each student by the Course Progress Officer on the Student Management System. Course Progress is calculated for each study period (200 hours) based on the total number of units to be assessed in one term.

### 4.1 Process to monitor the course progress

Step no	What	How
1.	Upload Student data to performance tracker	<ul style="list-style-type: none"> <li>CPO to calculate every student term (200 hours) as per the Training plan and update on performance tracker</li> </ul>

2.	Assessment Results	<ul style="list-style-type: none"> <li>Trainers to mark the assessments and release the results within 14 days of the assessment submission.</li> <li>CPO to update results on RTO Manager and Student Performance Tracker</li> </ul>
3.	Assessment Results Follow Up	<ul style="list-style-type: none"> <li>If results not provided within 14 days, CPO to check with Academic Team Leader for any extension provided</li> <li>If no extension, CPO to follow up with the Trainer</li> </ul>
4.	Weekly Monitoring student performance	<ul style="list-style-type: none"> <li>CPO to monitor missing results, any pending results to be updated and determine the students at risk</li> <li>Update the information on student performance tracker</li> </ul>
5.	Re-assessment results	<ul style="list-style-type: none"> <li>Trainers to update any re-assessment results to the CPO via email</li> <li>CPO to follow up with trainer for students at risk to check for any re-assessment results</li> </ul>

## 4.2 Unsatisfactory Course Progress

A student who fails to achieve a ‘Competent’ result in more than 50% of the units in any single study period (200 hours) will be deemed to be “*at risk*” of not making satisfactory course progress. The student is given an opportunity to achieve satisfactory course progression by providing an intervention strategy. If the student falls behind 50% in course progress in 2<sup>nd</sup> consecutive term, Danford College will report the student to DHA via PRISMS under breach of course progress requirements after conducting all the disciplinary actions as described in part 4.2.2.

### 4.2.1 Intervention Plan and Procedure:

If a student is identified as not achieving satisfactory course progress at the end of a compulsory study period (200 hours) an Intervention Plan will be developed by the Training Manager/ Academic Course Coordinator or Academic Team Leader 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. An Intervention Plan can only be offered to students once during of their course, where student has fallen below 50% in a study period (200 hours).

Step No	What	How
1	Intervention schedule is finalised by the Academic Team Leader or	<ul style="list-style-type: none"> <li>CPO to provide a list of students below course progress to the Academic Team Leader or (delegate)</li> </ul>

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	(delegate)	<ul style="list-style-type: none"> <li>CPO to send 1<sup>st</sup> warning letter and Intervention Appointment Letter via RTO Manager to the students as per the schedule</li> </ul>
2	Student Requests Intervention appointment to be re-scheduled	<ul style="list-style-type: none"> <li>Student has compelling reason &amp; supporting evidence provided.</li> <li>Academic Team Leader or (Delegate) accepts or rejects the request</li> <li>Next available appointment offered to student</li> </ul>
3	Intervention Appointment	<ul style="list-style-type: none"> <li>Academic Team Leader conducts the intervention meeting with the students</li> <li>CPO issues the Acknowledgement Letter</li> <li>Students complete the intervention paperwork with the Trainer, Trainer discusses the intervention plan</li> <li>Students must pay outstanding fees or have extension granted from Finance Department before the intervention plan is implemented</li> </ul>
4	Failing to attend intervention appointment	<ul style="list-style-type: none"> <li>If a student fails to attend the intervention appointment the first time, the student can contact the Academic Department within 10 working days and request to reschedule appointment;</li> <li>Student to provide compelling and compassionate reason and may provide an evidence while requesting the rescheduling of appointment</li> <li>Academic Team Leader to assess the request: <ul style="list-style-type: none"> <li>➤ If the request is approved the intervention appointment will be rescheduled by CPO</li> <li>➤ If the request is declined, CPO to send Failing to attend intervention appointment letter within 10 working days via RTOM</li> </ul> </li> </ul>
4	Weekly follow up by trainer	<ul style="list-style-type: none"> <li>Trainer advises CPO on a weekly basis the progress of every student on intervention plan</li> </ul>
5	Intervention Results	<p><b>Successful Completion of the Intervention Plan:</b></p> <ul style="list-style-type: none"> <li>Trainer to mark the assessment within 5 working days, update results to CPO</li> <li>CPO to send successful completion of intervention strategy letter within 5 working days via RTO Manager</li> </ul> <p><b>Unsuccessful Completion of the Intervention Plan:</b></p> <ul style="list-style-type: none"> <li>Trainer to update the result within 5 working days</li> <li>CPO to send Failure to complete intervention strategy letter to student within 5 working days via RTO Manager</li> <li>Student may apply for an Appeal under the</li> </ul>

		<i>Complaints &amp; Appeals policy</i>
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### **Intervention Paperwork:**

All the intervention paperwork including the letters will be placed in the student's folder. Hard Copy to be placed by trainers and soft copy to be placed by CPO.

The intervention paperwork that the students are required to date and sign includes the following:

**Acknowledgement Letter:** Letter confirming the attendance of the student for the intervention meeting. The letter also includes the start date and end date of the intervention strategy. Students are required to sign the Acknowledgement Letter on the day of the intervention meeting.

### **Intervention Plan:**

The intervention plan paperwork includes the following:

- the student's personal details,
- a statement providing the reason student is behind course progress,
- a statement advising the units included in the intervention strategy,
- the student's long-term learning goals,
- the goals of the Intervention Plan,
- a section to record achievement of targets and any developments in the Intervention Plan;
- the signatures of the student, the trainer and the academic team leader

### **4.2.2 Unsatisfactory Course Progress – 2 Consecutive Terms:**

Following the implementation of an Intervention Strategy, the Training Manager/Course Coordinator, Trainers will continue to monitor and review the course progress of the student for the remainder of the compulsory study period.

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:

Step No	What	How
1	2 <sup>nd</sup> Warning letter	<ul style="list-style-type: none"> <li>• CPO to send 2<sup>nd</sup> warning letter to the student via RTO Manager</li> <li>• Student to contact the college within 5 working days</li> <li>• Academic Team Leader(s) to assist and provide opportunity for re-assessment as outlined in Danford College's POL006_Assessment Policy under compelling and compassionate reasons</li> </ul>



2	Intent to Report	<ul style="list-style-type: none"> <li>Intent to Report letter is sent to the student by the CPO in one of the following scenarios: <ul style="list-style-type: none"> <li>The student is NYC in the units after meeting with the Academic Team Leader and getting a re-assessment opportunity as outlined in Step no 1 above</li> </ul> <p style="text-align: center;">OR</p> <li>No contact from the student in 5 working days after the 2<sup>nd</sup> warning letter is sent</li> </li></ul>
3	Complaints and appeal application and process	<ul style="list-style-type: none"> <li>Student can choose to appeal the intent to report via Complaints and appeals process within 20 working days of receiving the intent to report. Documented evidence to be provided by the student</li> <li>Compliance Manager or (delegate) to review and assess the appeal</li> <li>Student enrolment will be maintained throughout the appeal process</li> </ul>
<p>Students may appeal on the following grounds:</p> <ul style="list-style-type: none"> <li>The college has failed to record or calculate the student's results accurately</li> <li>The student has compassionate or compelling circumstances that impact the student's capacity and/or ability to progress through the enrolled course</li> <li>The college has not implemented intervention strategy documented in this policy or referred to other existing policies provided to the student</li> </ul>		
4	Appeal Outcome	<ul style="list-style-type: none"> <li>Upon assessment of the appeal application if the outcome is: <ul style="list-style-type: none"> <li><b><u>Successful:</u></b> Student will continue with the course as per enrolment and follow the student responsibilities as advised on the student visa</li> <li><b><u>Unsuccessful:</u></b> Student may choose for an external appeal with the Commonwealth Ombudsman within 10 working days and inform the college regarding the same</li> </ul> </li> <li>The appeal outcomes to be sent via email by the Compliance Manager or (delegate).</li> </ul>
5	<p>The student enrolment to be cancelled and reported to DHA via PRISMS by the College if one or more of the following conditions apply:</p> <ol style="list-style-type: none"> <li>The student has chosen not to access the Complaints &amp; Appeals process within the 20-working day period from the College notification of intention to report;</li> <li>The student has chosen not to access the external complaints or appeals process;</li> <li>The student has withdrawn from the Complaints &amp; Appeals process;</li> <li>The Complaints &amp; Appeals process is completed and the student's appeal was unsuccessful.</li> </ol>	

## 5. Complaints and Appeals

All students enrolled at Danford College reserve the rights to access the complaints and appeal process at no cost should they be not satisfied with an outcome of the College. In accordance with the Course Progress and Course Completion Policy student can lodge an internal appeal for the following reasons:

- Unsatisfactory assessment outcome
- Unsatisfactory outcome of the implemented Intervention Strategy
- Within 20 working days of receiving Intent to Report (unsatisfactory course progress) Letter

In the event a student lodges an internal appeal the student:

- must remain at the College and attend classes during the internal appeal process;
- will not incur any cost for the internal appeal process;
- will only be reported if the appeal decision does not favor the student.

If the student has exhausted the internal appeal process and the dispute is unresolved or if the student is not satisfied with the outcome of the internal appeal, the student can choose to appeal externally with the Commonwealth Ombudsman with no fee charges. Below are the contact details for the Commonwealth Ombudsman:

GPO Box 442

Canberra ACT 2601

Email: [ombudsman@ombudsman.gov.au](mailto:ombudsman@ombudsman.gov.au)

Tel: (in Australia): 1300 362 072 Tel: (outside Australia): +61 2 6276 0111

For more information please refer to Danford College's POL007\_Complaints and Appeals Policy

## 6. Associated Documents:

- POL006\_Assessment Policy
- POL007\_Complaints and appeals policy
- LET009\_1<sup>st</sup> Warning Letter
- LET010\_Intervention Meeting Appointment Letter
- LET011\_Intervention Acknowledgement Letter
- LET012\_Failing to Attend Intervention Appointment Letter
- LET013\_Successful Completion of Intervention Strategy Letter
- LET014\_Unsuccessful Completion of Intervention Strategy Letter
- LET015\_2<sup>nd</sup> Warning Letter of Unsatisfactory Course Progress
- LET016\_Intent to Report for Unsatisfactory Course Progress
- FLO001\_Course Progress Flowchart

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- RES006\_Intervention Plan

## **Appendix:**

### Definitions:

- 1) **Confirmation of Enrolment (eCoE):** A eCoE is an official document issued by a provider registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The eCoE confirms the student's eligibility to enrol in a course with the registered provider and contains information about the provider, course and duration of study in which the student has enrolled. This evidence is required before the Department of Home Affairs issues a visa to a student.
- 2) **Compassionate or Compelling Circumstances:** Are circumstances generally beyond the control of the student which have an impact on the student's course progress or wellbeing. These could include:
  - i. serious illness, where a medical certificate states that the student was unable to attend classes;
  - ii. bereavement of close family members such as parents or grandparents;
  - iii. major political upheaval or natural disaster in their home country requiring emergency travel that has impacted on their studies;
  - iv. a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports);
  - v. where the College was unable to offer a prerequisite unit; or
  - vi. inability to begin studying on the course commencement date due to delay in receiving a student visa.
- 3) **CPO:** Course Progress Officer
- 4) **PRISMS:** Provider Registration and International Student Management System (PRISMS) is a computer system developed by the Department in association with the Department of Home Affairs for the purpose of receiving and storing information about accepted overseas students that is given to the Secretary under section 19 of the ESOS Act.
- 5) **RTOManager:** RTO Manager is a College Management system used by Danford College for day – to – day operations to access and maintain portals for students, trainers, agents, etc.
- 6) **Training Plan:** Forms part of a training contract and sets out the training requirements including the competency standards to be achieved and the delivery/assessment arrangements to be provided.
- 7) **DHA:** The Department of Home Affairs (DHA) is responsible for central coordination, and strategy and policy leadership in relation to: cyber and critical infrastructure resilience and security, immigration, border security and management, counter-terrorism, the protection of our sovereignty and citizenship and social cohesion.