

Course Progress Policy

The ECA College and staff are committed to monitoring, recording and assessing the course progress of each enrolled student within each study period (semester). Management and training staff apply intervention strategies when students demonstrate unsatisfactory course progress in any study period.

(The following procedures must be read in conjunction with the Assessment Reporting Policy and the Monitoring Load Policy)

Course Progress Procedure

The designated Overseas Student Services Officer shall ensure that the College has indicated its adoption of the Department of Education-DIBP Course Progress Policy through the PRISMS page and select 'Yes' where the question is asked 'Department of Education-DIBP Course Progress

The ECA College Training staff shall be responsible to:

- ensure students are informed of the course of study workload and the required final completion date within each study period (semester).
 - ensure students are aware of their right to access their current records of course assessment progress and that they may request access to their student records at any time by making a request to their designated course trainer.
 - ensure that the course progress requirements (assessment deadlines) are clearly defined for all enrolled students at the commencement of each study period.
 - ensure that all students are informed of the course progress intervention strategy that will be implemented should an unsatisfactory progress be reported in 50% or more of the units attempted in any given study period (informed via orientation & student handbook).
 - maintain a weekly record of current assessment progress (Assessment Progress report) for each student including any assessment re work progress.
 - report students to the Management who have demonstrated a below average progress in assessment completion OR recorded a final 'Not Yet Competent' (NYC) result via the 'Assessment progress report form'.
 - ensure that the 'the RTO's course progress intervention strategy' is implemented as soon as possible and within the first four weeks of the next study period.
 - maintain records of course progress interventions provided to the student and provide regular reports of progress to the Overseas Student Services Officer.
- In identifying a student who is demonstrating unsatisfactory course progress the training staff shall:
- ensure that the Overseas Student Services Officer is informed in writing (email or assessment progress report form) when a student has recorded 50% or more of the units attempted in any study period as unsatisfactory.
 - Implement the Course progress intervention strategy as soon as practicable, providing course progress advice and necessary counsel to the student.

Appropriate interventions may include the following:

- counselling concerning the appropriateness and suitability of courses undertaken by the student.
- guidance and reference to the units of competency where NYC's have been recorded.
- reduction in course load (refer to course load monitoring policy)
- additional English language support.
- knowledge and practical skills support from units of competency (UOC) trainer/assessor
- invitation for inclusion in supporting study groups or tutoring
- assigning a trainer mentor for ongoing monitoring
- information concerning the rescheduling of re assessment events.

- information concerning the potential need to report the student to the Department of Education via PRISMS.
- written DIBP notice advice.
- complaints and appeals procedures.

- ensure the initial contact with the student is undertaken utilising the 'course progress intervention strategy form' which must be signed by the student in recognition of their agreement to the planned course progress interventions and information provided in the initial contact.

- ensure the completed 'course progress intervention form' is signed by the trainer and student and returned to the Overseas Student Services Officer following the initial contact.
- ensure that student's ongoing progress results from the RTO's Intervention Strategy is reported in writing to the Overseas Student Services Officer on a regular basis.

Reporting Unsatisfactory Progress

Where the ECA College Training staff have provided written advice of a student's unsatisfactory course progress in 50% or more of the units attempted in any study period, the Overseas Student Services officer shall provide a 'Unsatisfactory course progress advice letter' to the student informing them of the implementation of the course progress intervention strategy.

Where a student has demonstrated continuing unsatisfactory course progress following the implementation of the Course intervention strategy, the Overseas Student Services officer shall:

- provide written advice to the student of the College intention to report their unsatisfactory course progress to Department of Education via PRISMS and provide additional advice and support where required.
- where a student appeals the course progress decision the Overseas Student Services Officer shall ensure that procedures for appeal advice is provided to the student and that they are informed that they have 20 working days to submit their appeal in writing.
- provide a report with documented evidence of interventions strategies implemented with

the student to the Management, outlining the reasons that the student should be reported for unsatisfactory progress.

Appeal procedures

The grounds on which a student may appeal the assessment decision include:

- the ECA College failure to record or calculate a student's marks accurately.
- compassionate or compelling circumstances
- the provider's failure to implement its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

On receiving a student's appeal against a report of unsatisfactory progress the Overseas Student Services officer shall:

- ensure that the appeal is recorded in writing by the student and that the written appeal is provided to the Management for immediate consideration and referral to the External Independent Adjudicator (refer to Complaints and Appeals)

- ensure that if the appeal is successful and the student is found to have a course progress that is above 50% the student will not be reported to DIBP via PRISMS and there will be no further requirement for intervention strategies.

- ensure that if the appeal does show that the student has demonstrated continuing unsatisfactory progress and there are compassionate or compelling reasons for their lack of progress, ongoing support must be provided through the intervention strategy and the student is not reported to DIBP via PRISMS.

- The Overseas Student Services officer shall report all unsuccessful appeals and also where:

- the student has not chosen to access the complaints and appeals process within the 20 working day period or if the student withdrew from the appeals process

- or the appeals process is completed and is adjudicated in the favour of the ECA College (i.e. the students appeal was unsuccessful).

The Management must notify the Secretary of DIBP through PRISMS as soon as practicable after receiving a final report of unsatisfactory course progress from the Overseas Student Services Officer.

Course Attendance

It should be understood by all the Staff that although the college does monitor attendance according to Standard 11 of the National Code 2007, a student may be at risk of failing within their course progress if they have inconsistent attendance in training courses. Students who are at risk of falling below 80 % are in contravention of the College rules of enrolment and will be at risk of having their enrolment suspended or cancelled.

- A student who misses 5 consecutive days should be reported to the OSSO as soon as practicable. The OSSO will enquire concerning their welfare and whereabouts and report any concerns to the management.

- The OSSO shall request a medical certificate where a student is reporting health issues and course attendance difficulties.

- All student non-attendance will be monitored by Staff and student attendance rolls will be reviewed weekly by the OSSO.

- Student non-attendance will be reported in writing to the Management.

Students demonstrating consistent non-attendance and at risk of falling below 80% attendance will be warned in writing and advised by the Management of its policies and procedures for course enrolment suspension and or cancellation.

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