

CRICOS Course Progress Policy

1. Purpose

The purpose of this policy and procedure is to ensure that ECA College monitors the course progress of each student to ensure a successful outcome, or, if necessary, to notify DET and DIBP, in accordance with the requirements of Standard 10 of the National Code 2007.

2. Definitions

At Risk: A student is considered At Risk when they have not passed 1 unit.

Course: A course of education or training as defined in the ESOS Act.

DIBP: Department of Immigration and Border Protection

DET: Department of Education and Training

DoS: Director of Studies

Intervention Strategies: Strategies may include but are not limited to:

- 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

National Code: The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, established pursuant to Part 4 of the ESOS Act 2000, as amended from time to time

PRISMS: Provider Registration and International Students Management System

Satisfactory Course Progress: Where the student has passed or is deemed competent in over 50% of the units attempted in any study period.

Study Period: A discrete period of study within a course, of maximum possible length six months as specified in the DET Course Progress Policy
<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for->

Framework/ESOSQuickInformation/Documents/Documents_Course_Progress.pdf

Units of Competency: Means the specification of industry knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.

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. Policy

3.1 Under Standard 11.2 of the National Code, a provider that implements the DET *Course Progress Policy* for its CRICOS registered courses is not required for ESOS purposes to monitor attendance for those courses. However, ECA College will closely monitor attendance as a means of promoting the successful progress of students through their courses.

3.2 ECA College will at all times employ a student-centred approach in resolving issues of unsatisfactory course progress. The course progress of the individual student will be closely monitored to ensure early intervention if necessary. The onus is therefore on the trainer-assessors to be alert and responsive to possible issues. Trainer-assessors will be solely responsible for entering the attendance into the RTO Manager system on a daily basis, and, in the first instance, of notifying and counselling students who may be 'At Risk' of failing to meet the accepted course progress requirements.

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

3.4 The Student Intervention Officer will determine the course requirements before the commencement of each study period, and communicate them to the trainers and other key stakeholders. The course requirements may be units, in the case of short unit durations, or assessments, in the case of longer unit durations. ECA College will employ fixed study period durations of 10 weeks for its 52-week and longer courses.

3.5 Students who are judged to have failed to maintain satisfactory course progress in two (2) consecutive study periods will, after all alternatives have been exhausted, be reported to DET and DIBP through PRISMS in accordance with the ESOS Act 2000.

3.6 This policy and procedure will be made available to students through the ECA College website and Student Handbook, and be explained at the student orientation.

3.7 The college will maintain student records in accordance with its Documents and Records Management Policy and use these records to consistently monitor student progress. Individual academic results and academic progress details for each student will be maintained on the RTO Manager system.

3.8 In accordance with the ECA College principles of close monitoring and early intervention, the trainer/assessor will complete an Assessment Progress Report form for any student deemed to be 'At Risk' of failing to complete at least 50% of course requirements for the study period, and forward the form to the Intervention Officer.

3.9 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 procedures. Students deemed "At Risk" will be notified in writing and asked to make an appointment to discuss their progress.

4. Intervention Strategies and Reporting



Stage 1: Early detection of, and intervention in, unsatisfactory academic performance or prolonged absence (two [2] consecutive weeks) – First Warning letter

a. *Trainer-assessor notification of an “At Risk” student:* The trainer-assessor should initially endeavour to resolve any issues informally, by providing information and support. If this proves not to be possible, then the trainer-assessor should complete a Student ‘At Risk’ form as close as possible to the time when the event occurs, and submit it to the Intervention Officer. Reasons for submitting a Student ‘At Risk’ form during the first study period may include:

- i. failing to achieve a satisfactory result (C) in consecutive assessments (either through failure to submit work or demonstrate competence) that form part of any unit of competency
- ii. failing to achieve competency in a unit that would normally be completed prior to the end of the study period
- iii. failing to attend class for two (2) consecutive calendar weeks
- iv. being deemed to have irregular attendance that places satisfactory course progress in jeopardy
- v. being deemed to have an identified issue affecting study in the course (language difficulty, unsuitable course, classroom behaviour, other issue).

b. *At Risk Letter and First Intervention Meeting:* The Intervention Officer will, on receiving a Student ‘At Risk’ form, send or deliver in person a Course Progress – At Risk letter to the student, and allocate the student to an appropriate re-assessment class. The Course Progress – At Risk letter should detail the reasons for risk flag being raised, and advise the student of the place and time of a first intervention meeting with the re-assessment trainer-assessor. The re-assessment trainer-assessor will develop a study plan for the student.

Stage 2a: Unsatisfactory academic performance (50% or more NYCs of total units) at end of a designated study period: Second intervention meeting

At the end of a study period the Student Intervention Officer will review the academic performance of each student. If as a result of the review it is identified that a student has failed or is deemed not yet competent in 50% or more of the course requirements for that study period, then the Student Intervention Officer will contact the student to arrange a second intervention meeting to discuss academic performance and issue a First Warning Letter. If this is the Student Intervention Officer’s first contact with the student regarding academic progress, the Course Progress – At Risk letter should be used with details of the specific course requirements where progress is not satisfactory.

Outcomes and actions from the meeting may include the college:

- Advising the student on the suitability of the course in which they are enrolled
- Undertaking a review of the student’s results
- Allocating the student to a re-assessment class
- Providing support and counselling

and/or the student:

- Undertaking reassessment in each of the failed units
- Undertaking a non-compulsory period of study during the scheduled break between study periods
- Repeating failed units during the next study period by
 - Attending additional classes
 - Undertaking a self-paced/online program
- Being required to undertake additional English language classes prior to reassessment

Outcomes, actions and agreements of this meeting will be documented on a Course Progress Intervention Strategy form, signed by both the Student Intervention Officer and the student, with a copy being given to the student and a copy kept on the student's file.

Students will be required to pay the designated fee to attend the reassessment workshop.

Students who fail to achieve competence in a majority of course requirements undertaken during a study period will be advised that this lack of academic performance could lead to the student being reported to DET, with the possible cancelling of their student visa.

Stage 2b: Monitoring of students with unsatisfactory academic progress during a second consecutive study period

The academic performance of any student who is undertaking repeat units of competency in any study period as a result of failing more than 50% of units in the previous study period, or is undertaking other units of competency of the qualification, will be monitored in an ongoing way.

- The Student Intervention Officer will inform the trainer-assessor of the student's 'At Risk' status and instructed on the monitoring process.
- Any assessment undertaken by the student in any unit undertaken in the study period that achieves an unsatisfactory result will be recorded, and will require the student to immediately discuss their academic performance with the trainer-assessor and the Student Intervention Officer.
- All results of these students will be reviewed at the mid-point of the study period

Stage 3a: No improvement noted in student performance midway through the term and/or student consistently failed to meet the assessment requirements: Second warning, third intervention meeting

Students who midway through a second consecutive study period are not making satisfactory academic progress either in their new units or in units being repeated will be contacted by the DoS to attend a third intervention, the attendees of which will include the student, the student's trainer-assessor, Student Intervention Officer and the DoS. The procedure for the notification of the student and the convening of this meeting is as follows:

a. *Third Intervention meeting with student:* the purpose of this meeting will be:

- To inform the student of the consequences of not achieving satisfactory course progress in consecutive study periods
- To advise Students that they have **until the start of the next study period** (i.e. until the end of the 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 the **college will be obliged to report them to DET**
- To remind the students of past strategies identified for achieving satisfactory course progress
- To determine any other reasons for the ongoing unsatisfactory performance

Outcomes, actions and agreements of that meeting will be signed by both the DoS and the student, with a copy being given to the student and a copy kept on the student's file.

Stage 3b: Monitoring of students with unsatisfactory academic progress during a second consecutive study period

The academic performance of any student who is undertaking repeat units of competency in any study period as a result of failing more than 50% of units in the previous study period, or is undertaking other units of competency of the qualification, will be monitored for 10 days after the second warning letter has been issued.

- The DoS will inform the trainer-assessor of the student's 'At Risk' status and instructed on the monitoring process.
- Any assessment undertaken by the student in any unit undertaken in the study period that achieves an unsatisfactory result will be recorded, and will require the student to immediately discuss their academic performance with the trainer-assessor and the DoS.
- All results of these students will be reviewed at the mid-point of the study period

Stage 4: Letter of Intention to Report for Unsatisfactory Progress

If the Student is unable to demonstrate competency in a majority of course requirements half way during the second consecutive study period, and has not fulfilled the necessary actions which were agreed upon in Stage 4 (above), the college will notify the Student in writing of its intention to report the Student to DET and DIBP for unsatisfactory course progress.

This third 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 email. The written notice will inform the Student that (s)he will be able to access the college's complaints and appeals process as per ESOS Standard 10 (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.

Stage 5: 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 the college, the college will notify as soon as practicable the Secretary of DET through PRISMS of the student not achieving satisfactory course progress.

Copies of all outcomes and notifications related the appeal process is kept on the Student's file in accordance with the college's complaints and appeals policy and procedure.

5. Responsibilities

The trainer-assessor is responsible for the provision of assessment feedback and early detection of academic performance issues; for taking the attendance and entering it into RTO Manager at the close of each session; for initial informal counselling of possible 'At Risk' students'; and for completing the Student at Risk form and submitting it to the Intervention Officer.

The Intervention Officer is responsible for sending the Course Progress At Risk letter, and for allocating the 'At Risk' student to an appropriate re-assessment class. The Student Intervention Officer is responsible for notifying students of their failure or risk of failure to meet satisfactory course progress and issuing Final Warning letters. The DoS is responsible for reporting Students to the Secretary of DE (Formally DEEWR) through PRISMS.

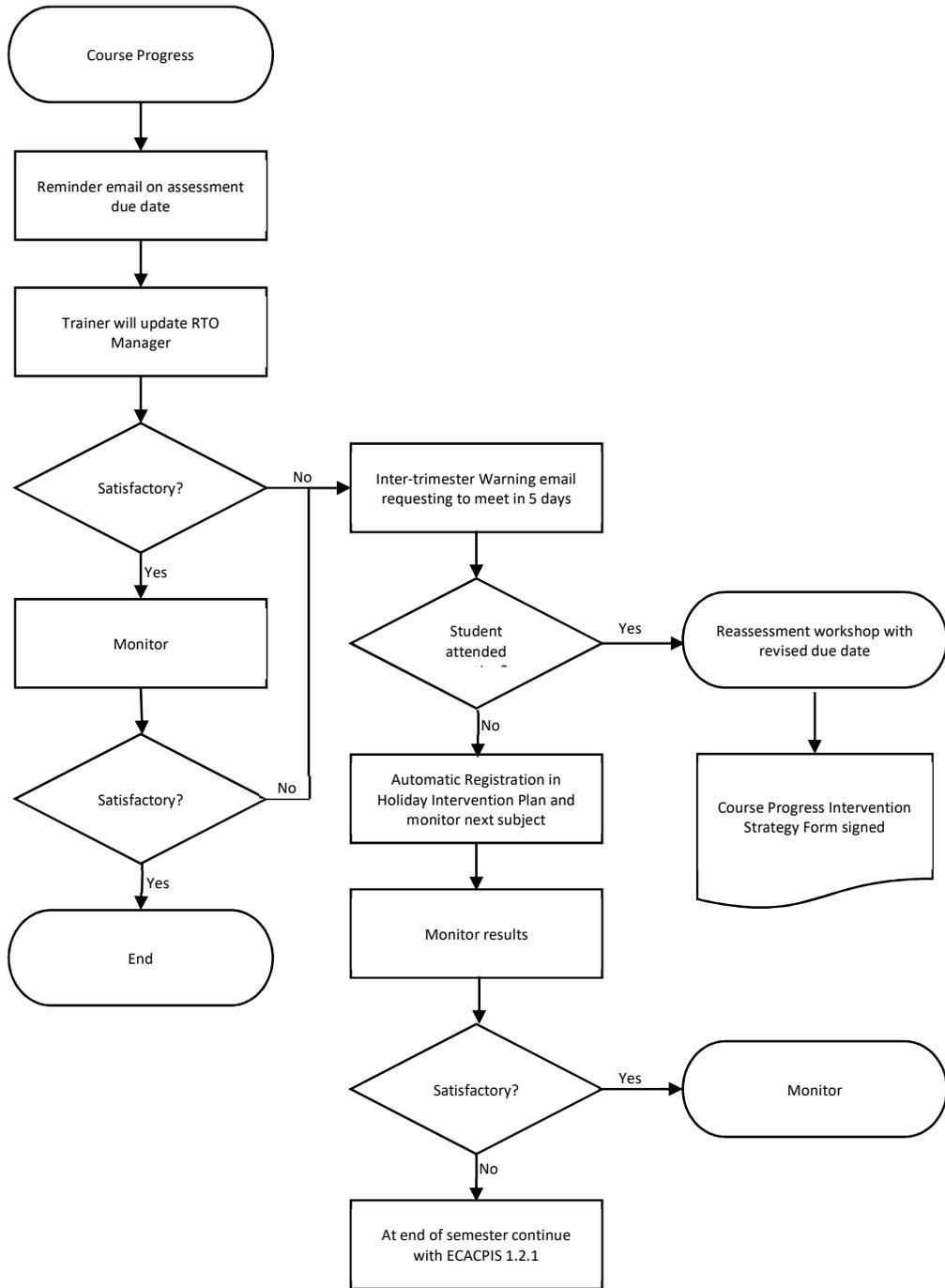
The DoS is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The National Principal has overall responsibility for the implementation and review of this policy.

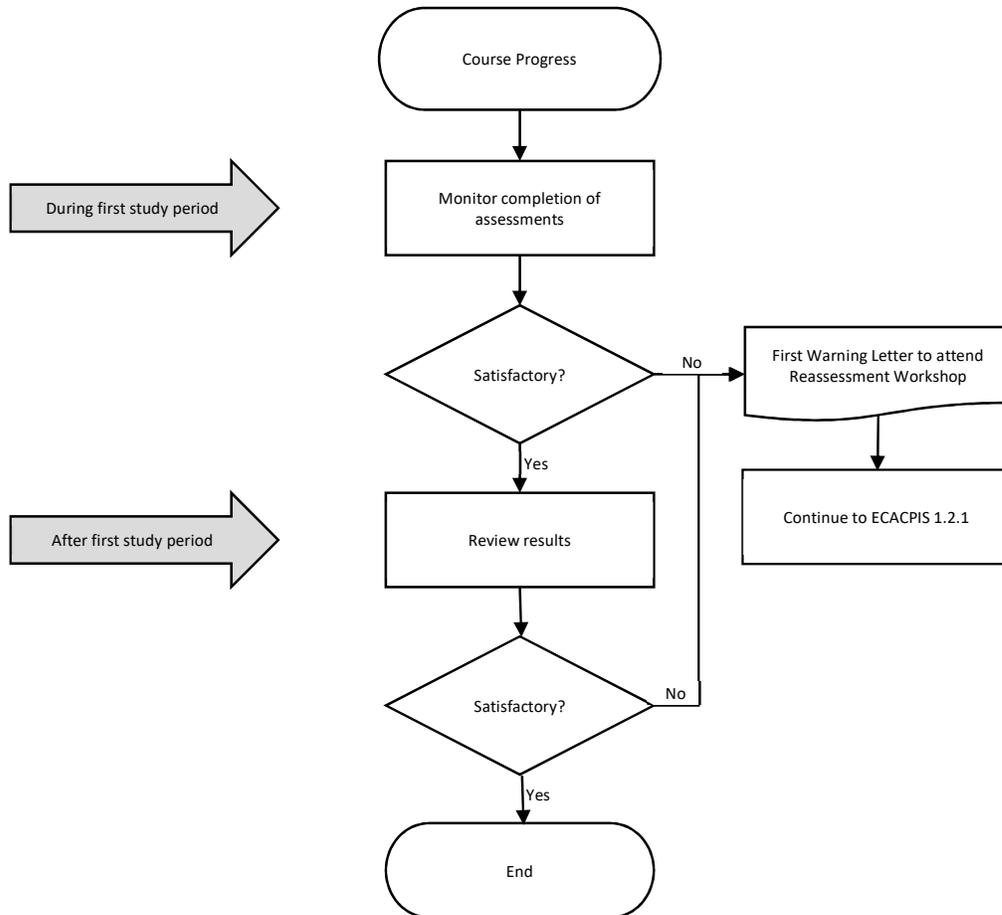
Any complaints or breaches in relation to this policy should be reported to the National Principal in person or by email.

Course Progress Intervention Strategy During Study Period

ECACPIS 1.1



Course Progress Intervention Strategy Throughout Course ECACPIS 1.2



Course Progress Intervention Strategy ECACPIS 1.2.1

