

CRICOS Monitoring Course Progress

Purpose

ECA College systematically monitors and reports student's course progress and proactively notifies and counsels students who are at risk of failing to meet course progress requirements. ECA College reports students, under section 19 of the ESOS Act, who have breached the course progress requirements.

Compliance with National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (7 March 2007):

ECA College complies with the conditions for monitoring course progress as follows:

- Monitors, records and assesses the course progress of each student for each unit of the course for which the student is enrolled in accordance with documented course progress policies and procedures
- Implements appropriate documented course progress policies and procedures for each course which is provided to staff and students to include:
 - Requirements for achieving satisfactory course progress
 - Process for assessing satisfactory course progress
 - Procedure for intervention for students at risk of failing to achieve satisfactory course progress
 - Process for determining at which point the student has failed to meet satisfactory course progress
 - Procedure for notifying students that they have failed to meet satisfactory course progress requirements
 - Course progress of students is assessed at the midpoint (week 5) and the last week of term
 - Documented intervention strategy made available to staff and students that specifies procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy specifies:
 - Procedures for contacting and counselling identified students
 - Strategies to assist identified students to achieve satisfactory course progress
 - The process to activate the intervention strategy
 - Intervention strategy is activated when an at risk student has failed or is deemed not yet competent in 50% or more of the units attempted in a 5-week period
 - Where a student has been assessed as not achieving satisfactory course progress, the student is formally notified in writing of its intention to report the student for not achieving satisfactory course progress

- The written notice informs the student that he/she is able to access ECA College complaints and appeals process and the student has 20 working days in which to do so
- In cases where a student has chosen not to access the complaints and appeals process within the 20 day working period, withdraws from the process, or the process is completed and results in a decision, the student is reported on PRISMS for not achieving satisfactory course progress as soon as practicable

Identifying and Contacting 'At Risk' Students

ECA College monitors student academic progress as below:

At risk students are identified as follows:

- Students who do not submit regularly and have sporadic attendance are regarded as 'at risk' and dealt with through both academic progress monitoring and attendance monitoring requirements for intervention
- Students who do not submit assessments and do not attend classes are high 'at risk' students and dealt with through both academic progress monitoring and attendance monitoring requirements for intervention
- To ascertain if a student is at risk, the Student Services (Academic Intervention - AI) Officer runs an RTO Manager generated report to identify the current academic results of all students to date
- Once students are identified they are sent an email to meet with the Academic Intervention Officer to arrange for reassessment workshop or put in place a strategy to attain competence in the case of missed assessment
- Student are given 10 days to arrange an appointment with the Student Services Officer

Intervention Strategies to assist 'At Risk' Students

The Student Services Officer (AI):

- Conducts the first documented interview to initiate intervention and the conditions the student must comply with to concurrently catch up and maintain academic progress for units currently being studied or will be studied after the term break – documented on the signed Intervention Form
- Emails students after agreed duration to re-establish academic progress to have a follow up meeting to assess to what extent the conditions for intervention have been met by the student and any short term rectification/support to be provided by ECA College

The Director of Studies/Lead Trainer:

- If a student is undertaking intervention for the second time and has still not demonstrated satisfactory academic progress, then the Director of Studies interviews the student using the Intervention Form

- Students will need to sign the Intervention Form acknowledging that failure to demonstrate successful academic progress after the second intervention results directly in the issuance of an intention to report

Reporting 'At Risk' Students

ECA College uses PRISMS to report any student that has not met course progress requirements and ensures that:

- Intervention strategy is implemented using all support structures available to assist at risk students to demonstrate successful academic progress
- a formal Intention to Report is issued within 10 days of evidence that student is still not achieving satisfactory course progress under intervention strategy
- the student is allowed 20 days to avail themselves of the complaints and appeals process

An 'At Risk Student' will be reported on PRISMS as soon as practicable as follows:

- Student has chosen not to access the complaints and appeals process within 20 days
- Student withdraws from the process; or
- process is completed and results in a decision that supports ECA College to report on PRISMS for not achieving satisfactory progress

In cases where the student is successfully working through the intervention strategy and will successfully complete the course but with the request for additional time:

- student will be issued a Student Course Variation (SCV) with the revised end date at the time that the additional time was approved
- reported on PRISMS as requiring an extension of time to successfully complete course based on intervention
- conditions must have verifiable compassionate or compelling circumstances as identified in National Code Standard 9.2c

Final approval to report a student on PRISMS for unsuccessful academic progress can only be authorized by the PEO to ensure that all evidence and the timeframes for reporting have adhered to the Standards.

Maintaining Records

Documented appropriate, formal records used to monitor academic progress must be completed as per records and student consultation requirements. Records to be maintained include but are not limited to:

- assessment of course progress records for each student
- assessment results as required by s.21 ESOS Act
- records of all contact with students:
 - Student Services (AI) Officer email request to meet regarding failed/missed assessment(s)
 - Student Interview Form(s) (signed and dated for every interview re: intervention)
 - Any other communication that is recorded
- notices of intention to report

- complaints and appeals outcomes
- PRISMS Reporting Form
- other relevant records such as compassionate and compelling circumstances evidence

ECA College POLICY AND PROCEDURES VI.2 December 2016