

Course Progress Monitoring Policy and Procedures

Table of Contents

1. Purpose
2. Scope
3. Policy Statement
4. Related Policy and Procedures
5. Related Forms
6. Policy Owner and Delegated Authority
7. Approval Personnel
8. Approval Date
9. Definitions
10. Procedures

Version	Issue Date:	Issue History:
1.1	1st July 2024	Creation of policy

Regulatory Alignment

National Code of Practice for Providers of Education and Training to Overseas Students 2018

- Standard 8 - Part B (National Code 2018)

Standards for Registered Training Organisations (RTOs) 2015

- Standard 1 (Clause 1.7)

Policy Title	Course Progress Monitoring
Purpose	Australian Tertiary Institute (ATI) states that there is a direct relationship between the successful completion of assessment tasks, competency achievement with attendance and active class participation. Therefore, in order to ensure satisfactory student course progress, the Institute will record and monitor course progress in each Unit of Competency for which the student is enrolled. Course progress will be assessed at the end of the study

Version: 1.1

Approved by: RTO Administrator

Last reviewed: 1 July 2024

Next review: 1 July 2026

Campus: All

RTO No: 45365

CRICOS No: 03691K

	<p>period/term. A study period/ term is nine or ten weeks depending on the course. For a student to be making satisfactory course progress, a student will be required to achieve competency in at least 50% of the units of study attempted in any study period/term.</p>
Policy Statement	<p>This Policy establishes principles and processes to ensure compliance for international students studying at Australian Tertiary Institute (ATI) with the requirements of the Education Services for Overseas Students Act 2000 and Standards 8 of the National Code 2018. It seeks to ensure that international students complete their studies within the expected duration specified in their eCoE, and that intervention strategies are implemented for students identified as being at risk of not making satisfactory course progress. Extensions to a student's eCoE can however be made as a result of compassionate or compelling circumstances or if 'at risk' student complies with an intervention strategy, shows genuine interest but where insufficient time occurs to complete the programme.</p> <p>The Institute has attendance and progress policies to which prospective students are directed to in the Conditions of Enrolment in the Letter of Offer which is attached to the Application form. This policy will also be continuously available to students via the policies tab on the Institute's website. The Pre enrolment handbook and the student handbook will give information to students about the policy and procedure and students also receive information at orientation, and through continuous orientation and class induction procedures.</p>
Related Policy and Procedures	<ul style="list-style-type: none"> • Academic Integrity Policy • Student Support Policy • Complaints and appeals Policy and Procedure • Completion within the expected duration of study Policy • Recording and monitoring attendance Policy and Procedure
Related Forms	<ul style="list-style-type: none"> • Early Intervention Strategy Communication [Letter/email] • Stage 1 Intervention • Stage 2 Intervention • Intervention Contract
Policy Owner and Delegated Authority	<ul style="list-style-type: none"> • Director of Studies • Academic Co-ordinator • Student support officer
Approved by	<ul style="list-style-type: none"> • Compliance officer
Approved Date	1-07-2024
Definitions	

Version: 1.1

Approved by: RTO Administrator

Last reviewed: 1 July 2024

Next review: 1 July 2026

Campus: All
RTO No: 45365
CRICOS No: 03691K



Intervention Strategy - Those actions, that the trainer or management recognises as needed for a student to successfully complete a course.

Satisfactory progress - successfully completing or demonstrating competency in at least 50% of the course requirements in a study term period.

Satisfactory attendance – meeting the 80% attendance rate for scheduled classes in a study period/term which is required to meet student visa conditions, and making satisfactory academic progress.

At Risk - Being “at risk” of not meeting satisfactory academic progress requirements means:

Being deemed Not Competent in 50% or more of the total units in a study period/term.

Compassionate or Compelling – Compassionate or Compelling circumstances are generally those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These can include but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend class;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student’s studies;
- a traumatic experience which could include involvement in, or witnessing a serious accident; or witnessing or being the victim of a serious crime; or
- where a registered provider is unable to offer a pre-requisite unit; or
- the student has failed occasional units throughout a course without warranting activation of an intervention strategy.

Procedures

The following procedures should be followed by all ATI staff for monitoring its international students’ course progress.

Step 1: Introducing the Course Progress Monitoring Policy & Procedure

Students will be provided with a copy of the policy and procedure and a detailed explanation at their orientation. It is intended that students will be aware of the procedure that ATCWA will follow to monitor their course progress. The policy and procedure document is also included in the ATCWA student handbook and is available to access online on the college website. Thus, ATCWA expects students who study at ATCWA should be aware of this policy and procedure from the date of their orientation.

Step 2: Monitoring attendance / class participation

By following the following steps, ATI regularly monitors students’ class participation regardless of whether students attend face to face or online classes.

Version: 1.1

Approved by: RTO Administrator

Last reviewed: 1 July 2024

Next review: 1 July 2026

Campus: All
RTO No: 45365
CRICOS No: 03691K

2.1. Trainer sends attendance reminders to students who did not attend class for the first week. These reminders are sent through the college administrative portal called 'RTO Manager'.

2.2. If a student continues to not attend scheduled classes, they receive attendance reminders from the trainer in week 2 and 3.

2.3. Trainer updates attendance in the system and submits completed hard copies to the Admin staff at the end of each week. Weekly submitted attendance records include 2 days attendance of the particular week and the attendance for the Supervised Self-Paced learning hours of the previous week.

2.4. Admin staff verify attendance records and identify students whose attendance is below satisfactory. Applicable students receive the following attendance warnings from the ATCWA Student Support Officer.

- Warning Notification 1 - When the overall attendance is below 90%
- Warning Notification 2 - When the overall attendance is below 85%
- Warning Notification 3 - When the overall attendance is below 80%

The Warning Notification 3 refers to the Notice of Intention to Report (NIR).

Step 3: Monitoring academic progress

Training and assessment will be conducted according to the schedule of each term. Students who will be needing extra learning support due to LLN difficulty, lack of underpinning knowledge and or medical reasons, will be directed to the Student Support Officer for immediate actions. Such students will be placed in an individual study plan and will be supported by arranging additional sessions/catch up classes and where possible LLN and IT support sessions. Based on the practical and written assessments assessed by the assessor, students receive assessment feedback for each assessment completed either face to face or electronically via the RTO Manager. The following steps are followed for monitoring academic course progress of each student.

3.1. Assessor assesses the submitted assessments within two weeks from the date of the assessment submission. Within these two weeks, students will receive assessment feedback from the assessor electronically via RTO Manager.

3.2. Students who do not achieve competency in a unit of competency but their overall class participation is satisfactory, will receive a reassessment opportunity which is free of charge. However, students whose overall class participation is below satisfactory, will go "under intervention".

3.3. Assessor submits completed final unit outcome/result sheet for each unit to the Training Coordinator at the end of week 2 of marking.

3.4. Training Coordinator randomly checks and verifies the accuracy of the assessments evidence/assessments which are accessible through the LMS and update results in the system.

Version: 1.1

Approved by: RTO Administrator

Last reviewed: 1 July 2024

Next review: 1 July 2026

Campus: All
RTO No: 45365
CRICOS No: 03691K

3.5. Unless specified, at the end of each term*, Training Coordinator generates course progress reports and identifies students at risk in terms of academic progress. (Not meeting 50% satisfactory outcome in their enrolled course (s)).

3.6. Student Support Officer invites students at risk to attend intervention and follow the intervention procedure below for assisting students to meet course progress

Step 4: Providing additional support to meet course progress

Intervention Strategy: Students who identify as “at risk” due to unsatisfactory participation/attendance or unsatisfactory academic progress will go under the below ATI Intervention Strategy procedure.

4.1. SSO invites the student via email to attend the scheduled intervention meeting. The students will receive 2 meeting schedules to choose with. Students who will not take this opportunity to meet with the SSO will undergo on NIR procedure.

4.2. SSO meets and discusses with the student and completes an intervention plan for the student to meet and maintain the required level of course progress.

4.3. Depending on the circumstances of each student’s case and the evidence available in the system and provided by the student, SSO to decide whether the student should go on reassessment, attend catch up classes/additional sessions or to be re-enrolled in applicable units. In making such decisions, SSO will consider the compassionate and compelling ground and consult with the trainer/assessor and the Director of studies/Compliance before finalising the intervention plan and applicable fees. Where applicable, a customised individual study plan which aligns the intervention plan should be prepared.

4.4. Once the intervention plan and the individual study plan (if applicable) are agreed and signed, the student will be provided with hard copies of them and the respective trainer/assessor (s) will be informed via email for follow up action. The course progress of the intervened students will be conducted according the timelines indicate in the plan(s).

Step 5: Reporting unsatisfactory course progress If, despite the support and opportunities provided through the above intervention procedure, intervened students fail to meet the minimum course progress requirements, they will undergo the NIR procedure.

NIR procedure:

5.1. Applicable students must be notified of ATI’s intention to report to the Department of Education and Training (DET) and Department of Home Affairs (DHA) for unsatisfactory course progress.

5.2. The intention to report will be sent via email and will inform the students that they are able to access the ATI Complaints & Appeals Policy & Procedure (CRICOS). This Policy allows the student twenty (20) working days to appeal against the decision. In the appeal, they must outline the reasons for unsatisfactory progress together with any compassionate or compelling circumstances or extenuating circumstances applicable together with relevant and sufficient evidence. Appeals are to be submitted either electronically via email to student support officer or in person at the ATI reception on or before the due date mentioned in the letter.

Version: 1.1

Approved by: RTO Administrator

Last reviewed: 1 July 2024

Next review: 1 July 2026

Campus: All
RTO No: 45365
CRICOS No: 03691K

5.3. During this period of twenty (20) working days, the students must continue to attend classes, consistent with ATI's Deferral, Suspension and Cancellation Policy and Procedure unless they are advised in writing. ATI will continue to provide learning opportunities for them during this twenty (20) working day period to avoid further issues of non-attending and missing classes. Thus, it is expected that the international student continues to attend classes and participate as normal. Their attendance will be monitored accordingly and included in their standard attendance calculation recording.

5.4. Once an appeal is lodged, the student will be sent an acknowledgement of receipt of the appeal within 10 working days from the date of appeal lodgement. At risk students who decide not to appeal within the twenty (20) working day period, will be removed from the appeal process, and will be reported to DHA for unsatisfactory course progress.

5.5. Appeals submitted within 20 working days will be reviewed and assessed by the following panel and each case will be assessed on its merits.

- Director of studies/compliance
- Academic Coordinator
- Student support officer

In determining whether compassionate or compelling circumstances or extenuating circumstances exist, all documentary evidence provided to support the claim must be considered. Copies of the relevant evidence together with a record of the reason of the decision must be retained in the student's file. The outcome of the appeal should be sent to the student via email within 10 business days.

5.6. If the appeal was accepted, the student will go under the above-mentioned intervention procedure and the applicable actions will be taken accordingly.

5.7. If a student's appeal is rejected ATI will proceed to cancel the student's current and future enrolments and the student will be informed of the decision via email. Reporting a student for unsatisfactory course progress occurs only when:

- the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods;
- an intervention strategy was implemented after the student was assessed as not making satisfactory progress at the end of the first compulsory study period, and after which the student was again assessed as not making satisfactory progress at the end of the second compulsory study period; and
- the student has not made a successful appeal against this assessment, has not lodged an appeal against this assessment, or has withdrawn from the process. If an international student is identified for a second, but not consecutive, study period as not making satisfactory course progress and ATI does not report the international student for unsatisfactory course progress. ATI must implement an intensive support and counselling strategy with close monitoring in accordance with this policy. This intensive counselling and support strategy may include (but is not limited to) for example:

Version: 1.1

Approved by: RTO Administrator

Last reviewed: 1 July 2024

Next review: 1 July 2026

Campus: All
RTO No: 45365
CRICOS No: 03691K

- One-on-one support by trainers and assessors;
- Mandatory attendance at tutorials;
- Academic support; and/or
- Referral to relevant welfare or other support agencies as appropriate

When an international student is reported for unsatisfactory course progress, DHA will usually cancel the student's visa unless there are exceptional circumstances. DHA will rely on the ATI's records as evidence of unsatisfactory progress and with an assurance that ATI has followed its course progress monitoring procedure. If a student is dissatisfied with the ATI's appeal process or with the decision, the student may lodge a complaint with the Overseas Students Ombudsman in accordance with National Code, Part B, standard 10. The student will be informed of the contact details the Overseas Students Ombudsman in the NIR outcome letter.

Version: 1.1

Approved by: RTO Administrator

Last reviewed: 1 July 2024

Next review: 1 July 2026

Campus: All
RTO No: 45365
CRICOS No: 03691K