Policy & Procedure: Monitoring Course Progress (VET)

Policy Statement

Academies Australasia Polytechnic implements the Course Progress Policy for CRICOS Providers of VET Courses. Students’ course progress is carefully monitored to ensure compliance with the relevant regulatory requirements.

Procedure for Monitoring Course Progress

To meet the requirement for satisfactory course progress, students enrolled for courses with durations of more than one year must pass a minimum of 50% of the subjects allocated in a term. Students enrolled for courses with durations of two terms or less (6 months) must endeavour to complete all subjects allocated in each term. This will enable them to complete the course within the expected duration.

Course progress is monitored based on the duration of the course a student is enrolled in. Warning letters such as Risk of Unsatisfactory Course Progress and Non-Compliant Rate of Course Progress are sent to students by email. Intention to report letters are sent to students by email and by post.

1. Warning Students of Unsatisfactory Course Progress

Any student whose end of term results indicate that they have not successfully completed or demonstrated competency in at least 50% of their allocated subjects will receive a Risk of Unsatisfactory Course Progress Letter indicating that they are at risk of not achieving satisfactory course progress for that term. This letter is a warning and a reminder of the student visa conditions in relation to course progress requirements. The letter also advises the student that they should contact their Course Coordinator/Academic Advisor should they feel they require clarification as to the risk of them not achieving satisfactory course progress.

Student Services will also prepare a list of all the students who did not successfully complete at least 50% of their subjects during a given term. The list will be forwarded to the relevant Course Coordinator/Academic Advisor who will use this as a tool to assist them in monitoring student course progress.

2. Consequences of Unsatisfactory Course Progress
Any student who fails to pass a minimum of 50% of all subjects attempted in the semester of two consecutive terms will be issued with a Non-Compliant Rate of Course Progress letter within the first (two) 2 weeks of the following term and will be placed on intervention for that term. The notice will inform the student that unsatisfactory course progress in two consecutive semesters may result in the cancellation of their student visa. The letter will also notify the student that they are required to attend a meeting with their Course Coordinator/Academic Advisor to establish a support program and discuss any measures that can be implemented to enable the student to achieve satisfactory course progress. The student is required to contact their Course Coordinator/Academic Advisor within 5 working days of the date of notification.

Any student who fails to pass a minimum of 50% of subjects attempted in (three) 3 consecutive terms will be issued with a Continued Non-Compliant Rate of Course Progress letter within the first (two) 2 weeks of the following term. The notice will inform the student that unsatisfactory course progress in two consecutive semesters may result in the cancellation of their student visa. The letter will also notify the student that they are required to attend a meeting with their Course Coordinator/Academic Advisor to establish a support program and discuss any measures that can be implemented to enable the student to achieve satisfactory course progress. The student is required to contact their Course Coordinator/Academic Advisor within 5 working days of the date of notification.

The intervention measures may include reviewing and reducing the student’s workload. The intervention measures implemented by the Course Coordinator/Academic Advisor will be documented and placed in the student’s file. The student will be requested to sign this document indicating their understanding of the matter with the information documented and the follow up actions to be taken.

The Course Coordinator/Academic Advisor will liaise with the student and continue to monitor their progress during the term. It is the responsibility of the student on intervention to maintain contact with the Course Coordinator/Academic Advisor.

An academic staff member may initiate and recommend to the Course Coordinator/Academic Advisor a support program at any stage during the term if they believe that the student is at risk of not achieving satisfactory course progress.

Students are able to discuss any additional support that they require with their trainer/assessor at any stage during their studies. Students on intervention are noted in the Student Management System.

3. Continued Unsatisfactory Course Progress

If the student fails to meet satisfactory course progress for (two) 2 consecutive semesters (4 terms) they will be issued with an Intention to Report Notice Letter- ITR
informing them of the College’s intention to report their breach to the Secretary of the Department of Industry, Innovation Science, Research and Tertiary Education (DIISRTE) via PRISMS. The notice will also inform the student of their right to appeal this decision.

4. Appealing an Intention to Report

The student has the right to appeal a decision made by the College to report their unsatisfactory course progress. If the student chooses to appeal this decision, they have twenty (20) working days from the date indicated in the notification letter in which to access and initiate the internal appeals process. During this time the student must maintain their attendance and continue to work towards completing course requirements. The College must maintain the student’s enrolment until the appeals process has been completed.

If the student chooses not to make an appeal or withdraws from the appeals process, the student will be reported after the stated twenty (20) working days and the student will be informed of this.

The College may not report the student if the College has failed to accurately record or calculate a student’s academic results, the College has not implemented its intervention strategy or the student can provide documented evidence of compassionate or compelling circumstances that the College deems acceptable.

Compassionate or compelling circumstances are defined as circumstances that are generally out of the student’s control and impact upon the student’s academic progress and general wellbeing. The following are examples (documentary evidence may be required):

- Serious illness or injury
- Bereavement of close family members, such as parents or grandparents
- Major political upheaval or natural disaster in the home country
- A traumatic experience such as involvement in or witnessing of a serious accident or crime

5. Internal appeal outcome

If the results of the internal appeal are in favour of the student the College will immediately implement any decision and/or corrective and preventative action required and will advise the student of the outcome.
If the internal appeal is unsuccessful the student will be informed that their appeal was not successful and the reasons for the decision. The letter will also notify the student that they have the right to access the external appeals process.

6. External Appeals

The external appeals process is conducted by:

Overseas Students Ombudsman (OSO)
GPO Box 442 Canberra ACT 2601
Tel: 1300 362 072 Fax 02 6276 0123
Email: ombudsman@ombudsman.gov.au
Website: www.oso.gov.au


Once a student initiates the external appeal, OSO will inform the College of the application. The student’s enrolment will be maintained during the appeals process.

If required, all documentation from the student and the College related to the appeal will be forwarded to the OSO. After examining and reviewing the appeal and documentation, OSO will forward the decision to the student and the College.

Should the OSO support the College’s decision, the College will act accordingly. Alternatively if the OSO’s decision is in favour of the student, the College will comply and advise the student accordingly, and, if appropriate, institute any corrective or preventative measures immediately.

If the student does not access the external appeals process after 5 working days from the date indicated in the Unsuccessful Appeals Letter, the College will follow through their decision on the student.

7. Reporting to DIAC

When the student is accepted to be in breach of a condition of the student visa, after an unsuccessful appeal or 20 working days from the date indicated in the letter, Student Services will then use PRISMS electronic reporting system to report particulars of the breach. The student will be notified of the report.