


<b>PROCEDURE</b>		
Ref. to Legislative Frameworks:  <b>SRTO2015:</b> <b>Standard 1.3 / 1.7</b>  <b>National Code:</b> <b>Standard 8</b>	<b>Monitoring Student Course Progress (VET)</b>	
<b>Version: 4.4</b>	Approved by: Chief Executive Officer	<b>Issued on: 06/04/2018</b> <b>Review by: 06/04/2020</b>

#### Revision History

Current Version	Description of Change	Policy Developers	Effective Date
4.4	Reviewed for compliance to National Code 2018	Chief Executive Officer (CEO)	06/04/2018
4.3	Added references to National Code 2018 Updated Policy Statement, Definitions and Responsibilities	General Manager, Operations and Risk Management	23/12/2017

## PURPOSE

This Procedure explains the guidelines that apply to monitoring student academic progress for courses they are enrolled in at Academies Australasia Polytechnic (AAPoly) in line with the regulatory requirements. The intent is to guide the attainment of satisfactory academic progress.

Overseas students' student visa condition 8202 required them to maintain satisfactory attendance in their course and course progress for each study period as required by their education provider<sup>1</sup>.

## POLICY STATEMENT

Students' academic progress is monitored, documented and support is provided as required, to facilitate students' success in their chosen course of study and to ensure compliance with the relevant regulatory requirements.

## SCOPE

This procedure applies only to VET students enrolled with AAPoly.

## DEFINITIONS

Satisfactory Course progress	A student should successfully complete specified units of competency or subjects of the enrolled course within a specified timeframe.
At risk of Unsatisfactory Course Progress	A student is considered 'at risk' of not being successful in his/her course of study when the student has failed 50% or more of their units/subjects enrolled in a term or semester. "At risk" measures the probability of the student failing to complete their course within the planned period of study. The planned period of study for an overseas student is the period covered by the Confirmation of Enrolment.
Monitoring	Refers to an active checking of course progress (AEI Explanatory guide)
Recording	A documented record of the student's achievement within each unit (AEI Explanatory guide)
Assessment	Assessment is a process to determine a student's achievement of expected learning outcomes and may include a range of written and oral methods and practice or demonstration (Source: AQF)

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<sup>1</sup> Student visa condition 8202 - <https://www.homeaffairs.gov.au/trav/stud/more/visa-conditions/visa-conditions-students> accessed 31/3/2018

National Code	A set of nationally consistent standards that governs the protection of overseas students and delivery of courses to those students by providers registered on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).
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## PROCEDURE

Course progress is monitored based on the duration of the course a student is enrolled in. Warning letters are sent to students by email. Intention to report letters are sent to students by email and by post. Specific course monitoring actions are taken according to the duration of the course enrolled by the student. These are described below.

### 1. Course duration of 1 term

- a. For a course with duration of only 1 term, formative assessments would be used as indicators of a student's course progress.
- b. By week 6 or 7 of the term, a warning letter will be sent to the student, alerting the student to the risk of unsatisfactory course progress.
- c. If the end-of-term results indicate that they have not successfully completed or demonstrated competency in at least 50% of their enrolled units, the Intention to Report Letter will be sent to the student.

### 2. Course duration of 2 terms

- a. If the end-of-term results for the first term indicate that they have not successfully completed or demonstrated competency in at least 50% of their enrolled units, the Final Warning Letter will be sent to the students during the term break.
- b. When the students re-enrol for the second term, they will be placed in intervention strategies, to assist them to achieve satisfactory course progress.
- c. If the end-of-term results for the second term indicate that they have not successfully completed or demonstrated competency in at least 50% of their enrolled units supported by the intervention strategies, the Intention to Report Letter will be sent to the students.

### 3. Course duration of 3 terms

- a. If the end-of-term results for the first term indicate that they have not successfully completed or demonstrated competency in at least 50% of their enrolled units, the First Warning Letter will be sent to the students during the term break.
- b. When the students re-enrol for the second term, they will be placed in intervention strategies, to assist them to achieve satisfactory course progress.
- c. If the end-of-term results for the second term indicate that they have not successfully completed or demonstrated competency in at least 50% of their enrolled units supported by the intervention strategies, the Final Warning Letter will be sent to the students during the term break.
- d. When the students re-enrol for the third term, they will be placed in intervention strategies, to assist them to achieve satisfactory course progress.
- e. If the end-of-term results for the third term indicate that they have not successfully completed or demonstrated competency in at least 50% of their enrolled units supported by the intervention strategies, the Intention to Report Letter will be sent to the students.

### 4. Course duration of 4 terms

- a. If the end-of-term results for the first term indicate that they have not successfully completed or demonstrated competency in at least 50% of their enrolled units, the First Warning Letter will be sent to the students.

- b. When the students re-enrol for the second term, they will be placed in intervention strategies, to assist them to achieve satisfactory course progress.
- c. If the end-of-term results for the second term indicate that they have not successfully completed or demonstrated competency in at least 50% of their enrolled units supported by the intervention strategies, the Second Warning Letter will be sent to the students.
- d. When the students re-enrol for the third term, they will be placed in intervention strategies, to assist them to achieve satisfactory course progress.
- e. If the end-of-term results for the third term indicate that they have not successfully completed or demonstrated competency in at least 50% of their enrolled units supported by the intervention strategies, the Final Warning Letter will be sent to the students during the term break.
- f. When the students re-enrol for the fourth term, they will be placed in intervention strategies, to assist them to achieve satisfactory course progress.
- g. If the end-of-term results for the fourth term indicate that they have not successfully completed or demonstrated competency in at least 50% of their enrolled units supported by the intervention strategies, the Intention to Report Letter will be sent to the students.

#### **5. Course duration of more than 4 terms (6 or 8 terms)**

- a. Course progress monitoring procedure as per Course duration of 4 terms (point 4 above)
- b. The instances that the student may breach his/her visa condition may occur at any time during the 6 or 8 terms course. The consequences of the breach and remedial actions will be consistent with the Course duration of 4 terms i.e. the student will have 3 warnings before the Intention to Report process.

6. **Warnings of unsatisfactory course progress** apply only to consecutive terms of unsatisfactory course performance. Where a student's course performance is erratic, such situations will be monitored and managed on a case-by-case basis.

#### **7. Warning Letters**

##### **a. First Warning Letter – “Risk 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 enrolled units will receive a letter informing them of the “Risk of Unsatisfactory Course Progress” indicating that they are at risk of not achieving satisfactory course progress as a result of their academic performance for that term.
- This letter is a warning and a reminder of the student's visa conditions in relation to course progress requirements. The letter also advises the student that they should contact their VET Faculty Head/Course Coordinator to establish a support program and discuss any measures that can be implemented to enable the student to achieve satisfactory course progress (intervention strategy), before continuing with their course.
- The student is required to contact their VET Faculty Head/Course Coordinator within five (5) working days of the date of notification.

##### **b. Second Warning Letter – “Unsatisfactory Rate of 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

enrolled units after one term of intervention strategies, will receive a letter informing them of their “Unsatisfactory Rate of Course Progress”.

- This letter is a warning and a reminder of the student’s visa conditions in relation to course progress requirements. The letter also advises the student that they should contact their VET Faculty Head/Course Coordinator to establish a support program and discuss any measures that can be implemented to enable the student to achieve satisfactory course progress (intervention strategy), before continuing with their course.
- The student is required to contact their VET Faculty Head/Course Coordinator within five (5) working days of the date of notification.

**c. Final Warning Letter – “Continued 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 enrolled units after another term of intervention strategies, will receive a letter informing them of their “Continued Unsatisfactory Course Progress”.
- This letter is a warning and a reminder of the student’s visa conditions in relation to course progress requirements. The letter also advises the student that they should contact their VET Faculty Head/Course Coordinator to establish a support program and discuss any measures that can be implemented to enable the student to achieve satisfactory course progress (intervention strategy), before continuing with their course.
- The student is required to contact their VET Faculty Head/Course Coordinator within five (5) working days of the date of notification.
- The students are also informed that further unsatisfactory course progress will result in an Intention to Report letter being issued.

**d. Intention to Report Letter**

- For students studying programs with a duration of two (2) years who fail to meet satisfactory course progress for (two) 2 consecutive semesters (4 terms) they will be issued with an Intention to Report Notice Letter.
- For students who have received an Intention to Report Letter they will have their individual breach reported by AAPoly to the Department of Home Affairs via PRISMS.
- The notice will also inform the student of their right to appeal this decision.

**8. Intervention Strategies**

- a. An intervention strategy may include any number of actions or methods to intervene and assist students who are at risk of failing to meet course progress. The aim of an intervention strategy is to help the student improve their course progress to a satisfactory level. Appropriate intervention strategies may vary according to the education sector, the course and the student but may include some of the following:
  - advising the student of available study skills workshops, academic counselling, English language support or other support AAPoly offers;

- requiring the student to meet regularly with the VET Faculty Head/Course Coordinator/Trainer, to review their progress, before the end of the next study period;
  - reducing the student's study load temporarily or changing their enrolment to another subject area if this is agreed between the student and AAPoly;
  - requiring the student to submit assignments or complete assessments within a certain timeframe;
  - requiring the student to attend a minimum percentage of classes (AAPoly may require attendance for an at risk student to attend a set level of classes to help them improve their course progress);
  - referring the student to other support services that may be relevant, e.g. counselling for personal issues, appropriate medical services, housing services, financial counselling services;
  - considering a period of deferment or temporary suspension of studies;
  - putting a written intervention plan in place with the student to confirm the steps they are required to take, which may include participating in some of the above actions.
- b. The intervention measures implemented by the VET Faculty Head/Course Coordinator 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.
- c. The VET Faculty Head/Course Coordinator 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 VET Faculty Head/Course Coordinator.
- d. An academic staff member may initiate and recommend to the VET Faculty Head/Course Coordinator a support program at any stage during the term if they believe that the student is at risk of not achieving satisfactory course progress.
- e. 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.

## 9. Appealing an Intention to Report

- The student has the right to appeal a decision made by AAPoly 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. AAPoly must maintain the student's enrolment until the appeal process has been completed.
- If the student chooses not to make an appeal or withdraws from the appeal process, the student will be reported after the stated twenty (20) working days and the student will be informed of this.
- AAPoly may not report the student if AAPoly has failed to accurately record or calculate a student's academic results, or if AAPoly has not implemented its intervention strategy or the student can provide documented evidence of *compassionate or compelling circumstances* that AAPoly 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 must be provided):

- 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.

AAPoly will apply professional judgment and assess each case on its individual merits.

## 10. Internal appeal outcome

If the results of the internal appeal are in favour of the student AAPoly 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.

## 11. 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](mailto:ombudsman@ombudsman.gov.au)  
Website: [www.ombudsman.gov.au](http://www.ombudsman.gov.au)

<http://www.ombudsman.gov.au/making-a-complaint/overseas-students>

- Once a student initiates the external appeal, OSO will inform AAPoly of the application. The student's enrolment will be maintained during the appeals process.
- If required, all documentation from the student and AAPoly 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 AAPoly.
- Should the OSO support AAPoly's decision, AAPoly will act accordingly. Alternatively if the OSO's decision is in favour of the student, AAPoly 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 five (5) working days from the date indicated in the Internal Appeals outcome letter, AAPoly will follow through their decision on the student.

## 12. Reporting to Department of Home Affairs (DHA)

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 Intention to Report notification letter, Student Services will then use PRISMS electronic reporting system to report particulars of the breach. The student will be notified of the report.

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### References

Source	Document Title	Version/Date
Internal	Monitoring Student Progress Procedure VET	v4.4 06042018
External	ASQA Standards for Registered Training Organisations	2015
	National Code of Practice for Providers of Education and Training to Overseas Students	2018