



## Course Progress Policy and Procedure

### Purpose

The purpose of this policy is to outline United Colleges of Australia’s strategies in ensuring that the college systematically monitors and reports their student course progress and supporting them to complete their course within the expected duration specified in their CoE.

The college is proactive in notifying, counselling and providing intervention strategy for students who are at risk of failing to meet their course progress requirements. The college reports students, under Section 19 of the ESOS Act, who have breached the course progress requirements.

The practices followed will be in compliance with the requirements outlined in Standard 8 of National Code 2018.

### Scope

This policy applies to all overseas students studying in the college.

### Definitions

College	United Colleges of Australia
ESOS Act	Education Services for Overseas Student Act 2000
CoE	Confirmation of Enrolment
Compassionate and Compelling Reasons	<p>Are generally beyond the control and can impact on the overseas student’s course progress and wellbeing. This may include, but not restricted to the following:</p> <ul style="list-style-type: none"> <li>● Serious illness or injury, where a medical certificate is provided.</li> <li>● Bereavement of close family members such as parents and grandparents, supported by a death certificate (if possible)</li> <li>● Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies.</li> <li>● A traumatic experience, which could include: <ul style="list-style-type: none"> <li>○ Involving in, or witnessing of a serious incident, OR</li> <li>○ Witnessing or being the victim of a serious crime, supported by police or psychologist’s report (if possible)</li> </ul> </li> <li>● Where the college is unable to offer the pre-requisite unit or the overseas student has failed a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enroll.</li> </ul> <p>A professional judgement is exercised to assess each case on its individual merits. When determining whether compassionate or compelling reasons exist, documentary evidence is required.</p>
PRISMS	Provider Registration and International Student Management System
Student Management System	Axcelerate



## Policy

The college will ensure that:

- It monitors the course progress of each student enrolled to ensure that they are able to complete their course within the duration specified in their CoE. The college is not required to monitor student attendance as a condition of registration, however, students must meet their visa obligations regarding attendance, wherever applicable.
- It will not issue a CoE with the expected duration in excess of the CRICOS registered duration.
- It clearly informs students the requirements to achieve satisfactory course progress before the course commencement through Student Handbook and Orientation.
- It implements documented policies and procedures for monitoring, recording and assessing the course progress of each student. The college assesses each student's progress at the end of each study period, which is 10 weeks.

Business Courses (Course Progress)
<ul style="list-style-type: none"><li>● At risk of not meeting satisfactory course progress = failure to demonstrate competency in 50% or more of the total units (of all tasks in each unit) in one term.</li><li>● Unsatisfactory course progress = failure to demonstrate competency in 50% or more of the total units (of all tasks in each unit) in two consecutive terms.</li></ul>

CHC Courses (Course Progress)
<ul style="list-style-type: none"><li>● At risk of not meeting satisfactory course progress = failure to demonstrate competency in 50% or more of the total assessment tasks (of all units) that fall due during the term.</li><li>● Unsatisfactory course progress = failure to demonstrate competency in 50% or more of the total assessment tasks (of all units) that fall due during two consecutive terms.</li></ul> <p>Note: almost all units have workplace tasks, which require students to complete them in an approved workplace. Workplace tasks are scheduled to be completed and monitored at the end of the course.</p>

- It implements documented policies and procedures aimed to identify, notify and assist students who are at risk of not meeting their course progress. Indications that students may be at risk of not meeting satisfactory course progress may include:
  - The inability to complete assessment tasks satisfactory as per due dates.
  - Poor attendance or missing classes regularly
  - Lack of engagement in class or with course materials



- Difficulty comprehending course content or struggling to keep up with the pace of the course.
- It will activate an intervention strategy when there is an evidence of overseas student at risk of not meeting satisfactory course progress. This mechanism enables the provision of tailored support services based on the unique circumstances of student aimed to support them to achieve satisfactory course progress. Refer to *Student Support Policy and Procedure* for a list of support services available.
- It will notify the overseas student in writing as soon as practicable when the student has been identified as not meeting the course progress requirements. The written notice will include:
  - Outlining the intention of the college to report the overseas student for their unsatisfactory course progress.
  - Outlining to the overseas student of reason/s for such action.
  - Outlining their rights to dispute the decision within 20 working days by accessing the college's Complaints and Appeals Policy and Procedure.
- It will only extend the duration of enrolment if one of the following criteria is met:
  - There are compassionate and/or compelling reasons, supported by demonstrable evidence
  - The college has implemented or is in the process of implementing an intervention strategy to support overseas student who is at risk of not meeting course progress requirements
  - There is evidence of approved deferral or suspension in line with the requirements outlined in Standard 9 (deferring, suspending or cancelling overseas student's enrolment)
- It notifies the overseas student to contact immigration to seek advice on any potential impacts on their visa, including if a new visa is required to accommodate the extended duration of the enrolment.
- It will only report unsatisfactory course progress in PRISMS in accordance with section 19 (2) of the ESOS Act if:
  - The conclusion of internal and external complaints processes has been reached and the outcome favors the college's decision
  - The overseas student has chosen not to access the internal complaints and appeals process within 20 working days since the receipt of the intention from the college.
  - The overseas student has chosen not to access the external complaints and appeals process, or
  - The overseas student has decided to withdraw from the internal or external appeals processes by notifying the college in writing.



**Procedure**

Course Progress & Intervention	Responsible Person
1. Require trainer/assessor to monitor the progress of each student and provide support throughout the term.	Q&C Team
2. Assessor is to assess completed assessment/s and submit course progress report.	
3. Enter the results from the Course Progress report to Student Management System (SMS).	
4. Generate a report from the Student Management System (SMS) and identify students who are at risk of not meeting course progress as per the definition in this policy.	
5. Activate the intervention strategy for students who are at risk of not meeting the course progress, which includes: <ul style="list-style-type: none"> <li>● Notifying the student via email and/or phone if required. Using <i>First Warning</i> email template.</li> <li>● Arranging a meeting within 5 working days of the receipt of the email by the student.</li> <li>● Recording the discussion of the meeting using <i>Intervention Record Form</i> which entails areas of weakness, supports needed to improve performance, goals, strategies and monitoring techniques. Refer to <i>Student Support Policy and Procedure</i> for a list of support services.</li> <li>● Establishing the date of next meeting to gauge the effectiveness of the intervention strategy in place.</li> <li>● Sending a summary of the agreed intervention plan via email including the advice to students that unsatisfactory course progress, as per the definition above, could result in the student being reported to the Department of Home Affairs.</li> <li>● Securing all evidence (e.g. email to student, completed intervention plan) in the Student Management System.</li> </ul>	
6. Extend the duration of student enrolment only if: <ul style="list-style-type: none"> <li>● There are compassionate and/or compelling reasons, supported by evidentiary documentation.</li> <li>● The intervention strategy is currently being implemented or in the process of being implemented for the student who is at risk of not meeting the course progress.</li> <li>● There is an evidence of approved deferral or suspension of the overseas student's enrolment, in line with the <i>Deferral, Suspension and Cancellation Policy and Procedure</i>.</li> </ul> <p>If extended, advise the student to contact the Department of Home Affairs on the potential impacts on their visa including if a new visa is required. Use the <i>Enrolment Duration Extension Email Template</i>.</p>	



7. If the student is identified as falling to achieve 50% or more of total units in the second consecutive term (for Business Courses) **OR** 50% or more of total tasks in the second consecutive term (for CHC Courses), send the student email using *Second Warning* email template.

- Arranging a meeting within 5 working days of the receipt of the email by the student.
- Revisiting the initial intervention plan and amend it to reflect the current needs of the student. The recorded plan entails areas of weakness, supports needed to improve performance, goals, strategies and monitoring techniques. Refer to *Student Support Policy and Procedure* for a list of support services.
- Establishing the date of next meeting to gauge the effectiveness of the intervention strategy in place.
- Sending a summary of the agreed intervention plan via email including the advice to students that unsatisfactory course progress, as per the definition above, could result in the student being reported to the Department of Home Affairs.
- Securing all evidence (e.g. email to student, completed intervention plan) in the Student Management System.

8. If the student is still not meeting the satisfactory course progress following the second intervention (failure to achieve competency in 50% or more in two consecutive terms), send an intention to report to the student using the *Notice of Intention to Report for Unsatisfactory Course Progress* Template, which includes:

- Its intention to report the overseas student for their unsatisfactory course progress.
- Reason/s for this intention
- Advice to the overseas student of their right to dispute the intention by accessing the Complaints and Appeals Policy and Procedure within 20 working days since the receipt of the email.

9. Report the unsatisfactory course progress via PRISMS in accordance with section 19(2) of the ESOS Act if:

- The conclusion of internal and external complaints processes has been reached and the outcome favors the college's decision
- The overseas student has chosen not to access the internal complaints and appeals process within 20 working days since the receipt of the intention from the college.
- The overseas student has chosen not to access the external complaints and appeals process, or
- The overseas student has decided to withdraw from the internal or external appeals processes by notifying the college in writing.



### Related Documentation

- First Warning Email Template
- Second Warning Email Template
- Intervention Record Form
- Enrolment Duration Extension Email
- Notice of Intention to Report for Unsatisfactory Course Progress

### Document Control

Policy Owner:	United Colleges of Australia
Endorsed By:	CEO
Person Responsible for Implementation:	Q&C Team
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