



AUSTRALIAN INSTITUTE OF ENTREPRENEURSHIP

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Monitoring Course Progress Policy

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Australian Institute of Entrepreneurship

Entrepreneurial way of thinking, training and building confidence

ABN No: 79 124 768 092 | RTO No: 21996 | CRICOS Provider No: 02999J

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Monitoring Course Progress Policy

Purpose

The purpose of this policy is to ensure overseas students are given every opportunity to achieve satisfactory course progress in accordance with the DEEWR/DIBP Course Progress policy in order to satisfy their student visa conditions.

Scope

This policy applies to all THE INSTITUTE's students.

Policy

Satisfactory course progress

It is a condition of a student visa that the holder achieves satisfactory course progress.

The institute has defined course requirement for each study period when a student has not passed or demonstrated competency in 50% or more of the course requirements in a study period.

Unsatisfactory Course Progress is defined as being "Not Yet Competent" in more than 50% of the units. Study period is defined as two Terms (approximately 20 academic weeks' duration) for the course which are 1 year or more in duration (example: Diploma of Leadership and Management) and one Term (approximately 10 academic weeks' duration) for the courses which are less than 1 year in duration (example: Certificate IV in Small Business). Course requirements have been defined for each Study Period and intimated to the students before the commencement of the term by course time table.

Monitoring and assessing course progress

Student achievement is recorded for each assessment item.

A record of each student's achievement for each course is maintained in the electronic student information management system (TEAMS).

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Each student's progress is monitored by the trainers throughout a study period and students that seem to be at risk are brought to the attention of the Training Manager as quickly as possible.

Notwithstanding the informal monitoring of students' progress, results are assessed formally by the Training Manager at the end of each study period. However, the institute may choose to intervene and activate intervention strategy at any point before the end of a study period.

Intervention strategy

The objective of the intervention strategy is to identify any necessary action to assist the student to achieve or regain satisfactory course progress. This may include internal or external support for the student.

A meeting is to be convened with the student, the trainer and the Training Manager. The student is welcome to bring a friend or support person.

Depending on the student start date an intervention strategy implemented after every 50% or under completion of a unit.

The meeting must be conducted at a mutually convenient time and in a dialogue that allows the student to fully participate in identifying the most appropriate strategy to assist them in improving their academic performance.

The student must be given a period to review and consider the intervention strategy in their own time.

The intervention strategy can only be implemented once the student has signed the course progress intervention strategy form and returned it to the institute.

Extending the COE to allow students to finish the course

The institute will extend the COE through PRISMS to allow students an additional period (if required) to complete all of the course requirements.

For those cases where the intervention strategy has NOT been effective, and the student has failed to make satisfactory course progress for a study period, then the institute must report those students to DIBP through PRISMS.

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Reporting International students for Unsatisfactory Course progress

The institute is required to report students for unsatisfactory course progress when:

- the student has been identified as not making satisfactory course progress in two consecutive study periods in a course; and
- an intervention strategy was implemented after the student was assessed as not making satisfactory progress at the end of the study period, after which the student was again assessed as not making satisfactory progress at the end of the second study period; and
- the student has not made a successful appeal against this assessment.

If a student is identified for a second but not consecutive study periods as not making satisfactory course progress, the institute does not report the student for unsatisfactory course progress. However, an intensive support and counselling strategy must be implemented with close monitoring in accordance with this policy.

Procedures

Formal monitoring, recording and assessment of performance

1. The achievement of each student is recorded by the trainer/assessor after each assessment item and forwarded to the administration officer to update the student's file.
2. Achievements are recorded manually and also entered into TEAMS.
3. Student administration generates a report from TEAMS at the end of each study period and gives the report to the Training Manager.
4. The Training Manager assesses the academic records to identify any student who has not achieved competence in 50% or more of the course requirements attempted during the defined study period. These students are deemed to be 'at risk' of failing to meet satisfactory academic performance.
5. The Training Manager contacts each student deemed to be at risk and asks them to attend a meeting for the purposes of identifying an appropriate intervention strategy. Contact is usually made by email and phone calls to ensure the student responds quickly to ensure an intervention strategy can be implemented in time.

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Intervention strategy

1. The Training Manager contacts each student identified as at risk of not achieving satisfactory course progress via email and invites them to attend a special meeting with the trainer and the Training Manager.
2. The student may bring a support person if they require.
3. The purpose of the meeting is to:
 - a. identify any reasons for the unsatisfactory course progress
 - b. discuss possible solutions to assist in rectifying the problem could include, but are not limited to, the student:
 - Attending academic skills programs
 - Attending tutorial or study groups
 - Receiving individual case management
 - Attending counselling
 - Combination of the above and a reduction in course load
 - Trainer's assistance (if required)
 - Repeating the units.
 - c. Develop and document a plan in consultation with the student to assist them to improve their academic performance.
 - d. After availing any of the above services, the student will have to re-submit the assessments or take a re-sit exam in order to become Competent in those unit(s).
4. The intervention strategy must include a proposed date of commencement and a review date which should be approximately half way through the next study period. This is to allow an adjustment to the strategy should it need to be modified in the case of a student still struggling to meet satisfactory academic performance.
5. Once an intervention strategy has been developed, it is documented within a 48 hour period and the student is provided with a copy.
6. The intervention strategy implemented is reviewed after the trainer assesses the achievement of the student for all units after the study period and forwards it to the Training Manager.
7. The student is asked to consider the strategy over the next three days and if they still agree with proposed intervention, they are required to sign the plan and forward a signed copy to the institute.

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8. Intervention Strategies are approved by the Training Manager.
9. Once the signed plan is received, the intervention strategy can be implemented on the agreed start date.
10. Students on an intervention strategy must be carefully and regularly monitored through Intervention strategy monitoring and implementation form by the Training Manager.
11. The Training Manager should indicate via email or memo to the trainer those students who are eligible for an extension as per point 9 above.
12. The Training Manager can approve the extension of the student's COE.
13. Following receipt of approval by the Training Manager, student administration extends the COE through PRISMS.
14. If students fail to engage in the intervention strategy, students will be reported for inappropriate academic conduct as defined in Standard 13: Deferring, suspension or cancellation the student's enrolment for students.

Reporting International students for unsatisfactory course progress

1. At the end of the second study period for a course, student administration provides the Training Manager with two reports: one which details the results of all students for that study period; and a second report which details the results of students who are undertaking an intervention strategy.
2. The first report is treated in accordance with the normal monitoring and assessment strategies for the course progress policy.
3. The second report is used to identify students who have failed to make satisfactory course progress for a second consecutive study period. The formal reporting process must be initiated for these students.
4. Student administration prepares the formal notification of the institute's intention to report the student via PRISMS for unsatisfactory course progress. (See Intention to Report for UCP letter) A copy of the institute's Complaints and Appeals Policy and form must be attached to the letter.
5. Students have 20 working days from the date specified in the letter in which to access the institute's Complaints and Appeals process. The student must also outline the reasons for unsatisfactory progress together with any evidence of **compassionate or compelling circumstances** where relevant.

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6. If the student accesses the institute's complaints and appeals process and their explanation is accepted continuing support, counselling and monitoring will be provided. The student will also be required to commit to complying with any conditions or intervention strategies attached to the decision. This means the matter will not be referred to DIBP.
7. If the student chooses to access the complaints and appeals process, the student may continue to attend classes until a decision is made by the institute. The Training Manager will exercise professional judgment and assess each case on its merits. When determining whether compassionate or compelling circumstances exist all documentary evidence provided to support the claim must be considered.
8. If the student chooses not to access the complaints and appeals process within the 20 working day period, withdraws from the process or the outcome is unsuccessful, the student will be reported to DIBP for unsatisfactory course progress via PRISMS.
9. Student administration must go into the Student Course Variation (SCV) screen in PRISMS.
10. From the drop down list under 'Reason for Course Variation', choose Unsatisfactory Course Progress.
11. PRISMS will ask questions about the appeals processes to which student administration answers 'Yes' or 'No' and is then required to fill in comments regarding the situation, and to check the student's postal address.
12. Once these have been entered, a warning will appear to remind providers of the implications for the student visa of a student who is reported as failing to meet course requirements. The warning is as follows: Warning: Submitting a student course variation of unsatisfactory course progress will result in automatic cancellation of this student's visa if the student does not report to a DIBP Office within 28 days. Are you sure that you wish to continue?
13. Student administration clicks 'OK' and the system saves the SCV and sends the information to DIBP.
14. To print the Section 20 Notice click the link to 'View/Print Non-Compliance Letter'.
15. A copy of the section 20 notice must be sent to the student and a copy kept on the student's file.

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Responsibilities

- Training Manager
- Student administration

References

- Unsatisfactory Academic Performance Warning Letter
- Course progress intervention strategy form
- Student Interview Form
- Notification of intention to report letter