

Student Course Progress Monitoring Policy and Procedure

Policy Context

Purpose

The purpose of this policy and procedure is to ensure that overseas students maintain satisfactory course progress to complete their studies within the expected duration specified on the CoE and, where they show any signs of being 'at risk' of not achieving the satisfactory course progress, students are supported and encouraged to get their studies back on track and meet performance requirements. Overseas students, who persist in failing to meet course progress requirements, even after attempts by the Institute to notify and counsel them, shall be reported to the Department of Education and the Department of Home Affairs in accordance with the ESOS Act 2000.

The Institute has a duty of care to assist each student to achieve their learning goals and make satisfactory progress to ensure completion of their course within the expected duration. Institute is proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements.

Each student's academic performance is monitored for both domestic and overseas students, and any student deemed to be 'at risk' is to be referred to Academic Manager/Operations Manager to discuss possible intervention strategies.

Students receive guidance on course progress requirements via several channels:

- Pre-enrolment materials offer preliminary insights.
- Participation in the Australian Institute of Professional Technique Student Orientation program upon enrollment.
- Continuous monitoring is conducted, particularly for students flagged as at risk not meeting attendance criteria.

Responsibility

This policy and procedure apply to the following stakeholders:

- The Academic Manager/Operations Manager is responsible for the implementation of this procedure and for ensuring that staff and students are aware of its application and that staff implement its requirements.
- The Academic Manager/Operations Manager executes the operational and procedural aspects of this policy. All Student Support staff must read and understand the policy.
- This policy is available to staff and students on the Australian Institute of Professional Technique website.

Definitions

a) Timetable

Timetable specifies competencies to be achieved and when, where, and the duration for which the unit is to be delivered. The duration, the course progress requirements for each term and the progress monitoring period are also clearly identified. A copy of the timetable is provided to students on orientation day.

b) Study Period

For course progress, the Australian Institute of Professional Technique defines a study period as a term of approximately 7-11 weeks depending on each course. Please refer to the timetable for the study periods and requirements to achieve satisfactory course progress per study period for each course.

c) Result Types

- **Awaiting Placement:** Units where training has commenced and is still in progress, where the student has finished all Training and Theory or Simulated Assessments and is waiting on a Practical Placement component to achieve competency.

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For AVETMISS reporting purposes, this result is the same as Continuing. The Awaiting Placement result is to monitor progress internally.

- **Competent:** The unit has been assessed, and the student satisfies all the requirements for the unit of competency.
- **Continuing:** For units that have started and are still in progress, with the student still actively training (i.e. have an activity start date in the past and activity end dates in the future)
- **Credit Transfer:** Recognition that the unit of competency has already been completed as part of another qualification or with another training organisation.
- **Not Yet Competent:** Recorded for a student who has been assessed, but failed to achieve all of the elements specified for that unit of competency to the specified standard
- **Recognition Prior Learning:** Credit received by a student for a unit of competency through recognition of their informal learning.

d) At Risk

Being “at risk” of failing to achieve satisfactory course progress requirements occurs when a student does not meet the course progress requirements and:

- fails to achieve more than 50% of the expected course progress requirements of a specific qualification as defined in the timetable undertaken in any term;
- is in danger of being unable to complete a course within the expected duration of study as recorded on the PRISMS register after having their program reviewed by the Student Support Department.
- fails to achieve pre-requisite units.

e) Satisfactory progress

Satisfactory progress means that students have successfully completed the competencies in 50% or more of the course requirements being scheduled for the term and have not been identified as being “at risk”.

f) Consecutive unsatisfactory progress

Consecutive unsatisfactory progress is defined as not meeting the course progress requirements or not successfully completing or demonstrating competency in at least 50% of the course progress requirements of that term as defined and implemented in the timetable.

g) Monitoring

‘Monitoring’ refers to an active checking of course progress; ‘Recording’ means that there must be a documented record of the student’s achievement within each unit; ‘Assessing’ requires the provider to consider a student’s demonstrated achievement, progress or competency.

h) Warning letter

- **Initial Notification Letter:** Students receive notification when nearing a point of falling below the required course progress for a single study period.
- **Official Warning Letter:** Sent to students who have fallen below the required course progress for a single study period.
- **Notification of Intention to Report:** Issued to students who have failed to maintain satisfactory course progress for two consecutive terms or have not responded to the Official Warning Letter within five working days of receiving it.

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i) Intervention strategies

Intervention strategies will be negotiated with the students who are considered “at risk”. Students will be interviewed, supported and will have a course intervention strategy implemented which may include, but is not limited to academic skills support, additional English support, additional tutoring, and placement in a more appropriate class to get them back on the right track to succeed and achieve satisfactory progress requirements.

j) Medical Certificate

Means a certificate issued by a registered medical provider such as hospitals, doctors, dentists, physiotherapists, chiropractors, optometrists, ophthalmologists, psychiatrists and psychologists. Australian Institute of Professional Technique does not accept certificates from alternative medical practitioners such as herbal practitioners, acupuncturists, Chinese therapists, massage therapists, iridologists, psychics etc.

k) Compassionate or Compelling Circumstances

These are generally those beyond the control of the student and which have an impact upon the student’s course progress or well-being. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes.
- bereavement of close family members such as parents or grandparents
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies.
- a traumatic experience which could include:
 - involvement in, or witnessing a serious accident; and
 - Witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports). Or
 - where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.

Objectives

The objective of this Policy and Procedure is to ensure that:

- Australian Institute of Professional Technique has suitable and appropriate mechanisms and framework in place to monitor student and course progress.
- A policy framework for managing student progress.
- Personnel that understand and know their responsibilities and obligations in relation to managing student progress.

General Process

a) Satisfactory Course Progress

Every effort will be made to proactively assist students in achieving satisfactory course progress and completing the course within the expected duration. All students are expected to adhere to the requirements of course progress. The satisfactory course progress is deemed to be 50% or more competence in the number of units of study attempted within a study period (1 Term).

b) Monitoring Course Progress

Requirements for monitoring and progress

- Formal monitoring, recording and assessment of student performance

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- Develop an intervention strategy
 - Determining the points at which the student has failed to meet satisfactory course progress
- c) The Institute must monitor the progress of each overseas student to ensure the overseas student is able to complete the course within the expected duration specified on the student's CoE.
- d) Student performance and course progress will be monitored by trainers and assessors, and Student Support Team. Trainers and Assessors are required to keep appropriate records and to undertake assessments in a timely fashion to enable effective monitoring of student academic performance and the implementation of all procedures.
- e) The Institute must identify, notify, and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the student's assessment tasks, participation in tuition activities or other indicators of academic progress that the student is at risk of not meeting those requirements.
- f) All students are expected to study at least one unit (not by distance or online learning) during each study period. overseas students may not study more than one third of their course online or by distance learning.
- g) The Institute may only extend the duration of the student's study because of compassionate and compelling circumstances, where an intervention strategy is being implemented or where an approved deferment has been granted. For overseas students, except in these circumstances, the student's course duration will not exceed the CRICOS registered duration. Any variations are recorded on the student file and reported correctly in PRISMS.
- h) The Institute must ensure that in each compulsory study period (1 Term) for a course, the overseas student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.
- i) A student who does not achieve this 50% assessment submission rate for two consecutive terms shall be considered in breach of this academic progress requirement. The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:
- Notification Letter - When close to falling below the required academic performance for a single term.
 - Official Warning Letter – When falling below the required academic performance for single term.
 - Notification of Intention to Report - When close to falling below 50% academic performance for a consecutive term or have not responded to the Official Warning Letter within five working days of receiving it.
 - informs the overseas student of the reasons for the intention to report.
 - advises the overseas student of their right to access the registered provider's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.
- j) If the registered provider extends the duration of the student's enrolment, the provider must advise the student to contact the Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.
- k) Where students have been identified as "at risk", all possible efforts shall be made to ensure that the student is given the opportunity to progress, but where this is not possible the student must be reported to the Department of Home Affairs (DHA).

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- l) The following procedures ensure academic progress records are accurately kept and monitored for all students enrolled within each course. It allows for early detection of poor academic results and enables Australian Institute of Professional Technique and the students an opportunity to rectify the situation before reporting the breach of the academic performance requirement to the appropriate government agencies.
- m) All staff and approved education agents are to be made aware of the requirements of this policy through induction, regular meetings, agent portal, updates, and continuous improvement practices. Students are made aware of the academic progress requirements through enrolment processes and throughout the program.

Procedures

1. Recording Student Academic Performance

The student's academic results shall be recorded using the Student Management System. All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' after completion of all assessment activities relating to each unit within the qualification in which they are enrolled. All assessment activities shall be conducted by a qualified Trainer & Assessor using the assessment tools/methods and recording processes as required.

If a unit of competency requires work placement, the student may be deemed Satisfactory in the theory component of that unit but will not be deemed competent in the Student Management System until all forms of required evidence are gathered. The official result of the student is as recorded in the Student Management System.

It is the responsibility of each individual Trainer & Assessor to ensure that all assessment decisions are reported to Student Support Team through the submission of all assessment records as each assessment is undertaken. All academic results are entered into the Students Management System by Student Support Team.

It is the Student Support Team responsibility to ensure the Students Management System remains up to date and is monitored as described below.

2. Monitoring Student Academic Performance

Student Support Team and Trainers & Assessors will monitor Student academic performance via the 'Student Course Progress Report' (Excel spreadsheet recorded manually or the course progress report generated from the Student Management System).

In addition, every 5 weeks the Academic Manager/Operations Manager will review the academic progress of all students in conjunction with item 2 of the policy and procedure.

Where a course has 2 or less units delivered in a term the Notification Letter will be issued when a student has failed a single unit or reaches 50%.

Initial Notification Letter

- The Student Support Team shall issue a Notification Letter (refer to Appendix A) to inform the student that their academic performance for the current term is below 50%. It will also highlight that failing to attain Competency in additional units within the current term may jeopardize achieving satisfactory course progress for the term. The letter will stress that failing to achieve satisfactory course progress for two consecutive

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terms will be considered a violation of Student Visa requirements and will be reported to the Department of Home Affairs (DHA) through PRISMS. The student will be offered counseling to enhance their academic performance.

Official Warning Letter

- When a Student's academic progress falls below 50% for a completed single term the Student Support Team shall issue an Official Warning Letter (refer to Appendix B). This will indicate that the student must contact Australian Institute of Professional Technique and organise an appointment with the Student Support Team or Academic Manager/Operations Manager to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following term.
- At this stage, the intervention strategy is initiated. During the meeting, the student will be apprised of their progress requirements, and a personalized intervention plan will be devised to offer support. Australian Institute of Professional Technique will implement a documented intervention strategy for assisting students at risk of making unsatisfactory course progress. The intervention strategy must be allowed to run its course, and the student must be identified as failing to make satisfactory progress before the reporting process may begin.
- Intervention strategies may include, but are not limited to:
 - academic skills support
 - additional English support
 - additional tutoring/study group
 - increased monitoring
 - a mentor programme
 - personal counselling
 - placement in a more appropriate class; and
 - reduction in course load.
- Additionally, the letter will serve as a reminder to the student that failing to meet the required satisfactory course progress for two consecutive terms will be considered a violation of Student Visa requirements and will be reported to the Department of Home Affairs (DHA) through PRISMS.
- If the student does not respond to written communication within five working days of receiving the official warning letter, the Student Support Team will endeavor to contact them via telephone. If contact remains unsuccessful, the Student Support Team will notify the Academic Manager/Operations Manager and seek approval to issue a breach recorded letter or take appropriate action regarding the student's enrollment.

Notification of Intention to Report

- When A Student's Projected Academic Progress Falls Below 50% For Two Consecutive Terms
 - Student Support Team shall issue a Notification of Intention to Report letter (refer to Appendix C) indicating that they have failed to be deemed Competent in more than 50% of units undertaken for two consecutive terms. The student is to be informed that as a result of their unsatisfactory course progress they are going to be reported to Department of Home Affairs (DHA) for unsatisfactory academic progress

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in their course of study. The student must also be informed of their ability to access the complaints and appeals process to appeal this decision and have 20 working days to do so.

- The student will then be added to the students to Report Register that will be maintained to clearly identify when the student has been notified of their breach and when the appeal period expires, and the report of the breach is to go ahead.
- If the student does not go through any appeal or complaint process within 20 working days, the report shall be submitted via PRISMS as indicated below.

In all cases where the student does not respond to written communication within 5 working days, the Student Support Team will attempt to contact the student via telephone. If contact is still not made the Student Support Team is to follow up the student's enrolment status and take appropriate action where contact cannot be made. All letters, records, and notes on any communications surrounding the student's academic performance shall be maintained on the student file.

3. Reporting Breach of Student Academic Progress

All Students who fall below the 50% academic progress requirement and have been notified of this breach via no supporting reasons shall be reported via PRISMS to the Department of Home Affairs (DHA) for a breach of their Visa condition.

This process of reporting any breaches of the Academic Progress requirements is the responsibility of the Academic Manager/Operations Manager. The Student Support Team monitors and action the academic progress records. Students will have 20 working days from the date the Notification of Intention to Report letter is processed to appeal the decision by accessing the Complaints and Appeals Policy and Procedure. If they do not choose to use this option, then they shall be reported as indicated. It is the responsibility of the Academic Manager/Operations Manager to report the student's breach within 5 working days of the student's appeal period expiring.

Where a student accesses the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and can provide evidence of extenuating circumstances that prevented them from maintaining academic progress, the supporting evidence must be maintained on the student's file and the projected academic records adjusted accordingly. Where a student can provide evidence that the academic progress records are incorrect, they will also be adjusted accordingly, and action taken to prevent such errors re-occurring. If the student's appeal is successful, Australian Institute of Professional Technique does not report the student, but rather supports the student in accordance with Australian Institute of Professional Technique's course progress policies and procedures.

The student's projected academic progress will be adjusted and re-calculated so that it can be determined whether any further warning letters or action needs to be implemented in line with this policy and procedure. The student shall be notified in writing of the outcome of the appeal and their revised academic progress, along with any warning letters corresponding to their academic progress rate.

Where a student's appeal is not successful, they will be notified in writing of the outcome and informed that the breach of academic progress requirements will be reported.

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A copy of all letters, details of phone calls made, any reports from meetings with the student in relation to the appeal are to be maintained in the individual student academic file.

Early Intervention

Early intervention may be implemented anytime during the qualification based on Trainer Feedback to the Student support Team. If the student has not successfully completed all assessment tasks based on their study schedule, they will be deemed as being 'at risk'.

At any point during the qualification, if a Trainer believes a student is struggling and may not achieve satisfactory progress, an early intervention may be activated. The early intervention requires a course progress interview with the Trainer where strategies will be implemented to assist the student to successfully complete the unit.

A record of all intervention strategies implemented, and all associated documentation will be kept in the student's file.

Appeals

A student may appeal Australian Institute of Professional Technique's decision to report on the following grounds:

- If there was an error in recording or calculating the student's assessment accurately and that the student actually made satisfactory progress;
- If there were compassionate or compelling reasons for the lack of progress. Ongoing support will be given to the student via the Intervention Strategy Agreement;

Publication

This policy once approved, will be available to all students and staff by accessing Australian Institute of Professional Technique Intranet or on request. This policy will also be available through Australian Institute of Professional Technique's website as well.

This policy and procedure will form part of the information distributed and communicated during staff orientation.

Review Process

The policy and procedure will be reviewed annually by the Operations Manager.

Document Name	Student Course Progress Monitoring Policy and Procedure	Author	Compliance Consultant
Date Reviewed	June 2024	Reviewed by	Operations Manager
Next Review Date	June 2025	Approved by	CEO

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Appendix A - Notification Letter

<Student Name>
<Student ID Number>
<Student Address>
<Student Email Address>

Dear <Student Name>

As per your Visa obligations, it is necessary to maintain satisfactory course progress by achieving Competency in at least 50% of the units assessed in a successfully completed term. Our records indicate that you have not submitted a unit assessment by the deadline, putting you at risk of falling below the required satisfactory course progress rate.

Please note that if your projected satisfactory course progress remains unsatisfactory for two consecutive terms, Australian Institute of Professional Technique is obligated to report this breach of student requirements to the appropriate government agency(s) via PRISMS.

Should you have any inquiries or wish to discuss strategies for ensuring an adequate academic record, feel free to contact Australian Institute of Professional Technique to arrange a meeting with the Academic Manager/Operations Manager. They can provide support strategies to help ensure timely submission of all assessment requirements.

At Australian Institute of Professional Technique, our goal is to support your progress through your chosen course of study. We urge you to communicate any challenges you may be facing regarding your course progression, as we are committed to finding solutions that meet your satisfaction.

Regards,
Student Support Team

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Appendix B - Official Warning Letter

<Student Name>
<Student ID Number>
<Student Address>
<Student Email Address>

Dear <Student Name>

As per your Visa requirements, achieving satisfactory course progress in your enrolled courses is mandatory. Our records indicate that your course progress for the recently completed term falls below 50% of assessed units. This is because you have not attained Competency in more than 50% of the units attempted for the term.

It is imperative that you promptly contact Australian Institute of Professional Technique to schedule an appointment with the Academic Manager/Operations Manager. During this meeting, we will address your poor satisfactory course progress and collaborate on strategies to ensure you meet the minimum 50% satisfactory course progress requirement for the current term. We will also discuss your personalized intervention plan to support your learning needs.

Please be aware that if your projected satisfactory course progress remains unsatisfactory for two consecutive terms, Australian Institute of Professional Technique is obligated to report this breach of student requirements to the appropriate government agency(s) via PRISMS.

Failure to respond to this written communication within 5 business days will result in the issuance of an Notification of Intention to Report Letter. Please note that in such instances where no response is received from the student, Australian Institute of Professional Technique reserves the right to take appropriate action regarding your enrollment.

At Australian Institute of Professional Technique, we are committed to assisting you in achieving satisfactory course progression in your chosen course of study. We strongly encourage you to communicate any challenges you may be facing to explore potential solutions together.

Regards,
Student Support Team

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Appendix C - Notification of Intention to Report

<Student Name>
<Student ID Number>
<Student Address>
<Student Email Address>

Dear <Student Name>

Following the issuance of Notification Letter and Official Warning Letters, as well as our counseling efforts, our records indicate that your projected course progress has fallen below the required standard. Alternatively, you may have failed to contact us within 5 days of receiving the Official Warning letter to arrange strategies for improving your course progress, or you have not adhered to the intervention strategies developed.

This constitutes a breach of your Visa conditions, obligating Australian Institute of Professional Technique to notify the appropriate government agency(s) via the PRISMS reporting system. If you believe you have valid reasons for your unsatisfactory course progress and wish to contest this breach, you must submit a written appeal to Australian Institute of Professional Technique within 20 business days, detailing your circumstances.

The appeal process is outlined in Australian Institute of Professional Technique 's 'Complaints & Appeals Policy and Procedure,' and additional information can be obtained from the Academic Manager/Operations Manager or the institute's website.

Failure to respond within 20 business days from the date of this letter will prompt Australian Institute of Professional Technique to proceed with the reporting process. Please note that you are still required to attend your scheduled classes until your enrollment status is modified and the Department of Home Affairs (DHA) is notified.

Regards,
Student Support Team