

Version	3.0
Last Amended	16 January 2017
Approved By	CEO
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Reference	Monitoring Course Progress Policy and Procedures v3.0

## Monitoring Course Progress Policy and Procedures

### 1 Purpose:

- The college opts to implement the Department of Education and Training (DET)-DIBP Course Progress Policy and Procedures.
- The College must implement the policy and procedures for all of its CRICOS registered VET courses.
- This policy will ensure that all students' academic performance is monitored and students are given every opportunity to achieve the required course progress for each course they are enrolled in.
- The College must monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
- The College must assess each student's progress at the end of each compulsory study period.
- For the purpose of this policy, the study period is defined as a semester. A semester consists of 18 weeks. There are 2 study periods in a year each comprising of 18 weeks of teaching/study period. Student get mid-semester break after 9 weeks of teaching and semester break after the semester ends. Students will be given a timetable for ALL allocated units delivered within each study period for the course.
- Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.
- The required course progress is identified by the number of units assessed as 'Competent' within one Study period (Semester) – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a Study period (Semester).
- The course requirements for each study period are to be made clear to the student at the start of the course.
- The College has an intervention strategy for any student who is not making satisfactory course progress. It is available to staff and students and specifies:
  - i. procedures for contacting and counselling students;
  - ii. strategies to assist identified students to achieve satisfactory course progress; and
  - iii. the process by which the intervention strategy is activated.
- The intervention strategy includes provisions for:

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- i. where appropriate, advising students on the suitability of the course in which they are enrolled;
  - ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
  - iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP.
- At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy must be activated within the first four weeks of the following study period. However, if the College identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the College is to implement its intervention strategy as early as practicable.
  - If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the College must notify the student of its intention to report the student to DIBP for unsatisfactory progress. The College does this through the Student Course Progress Breach Recorded Letter.
  - The Student Course Progress Breach Recorded Letter contains the College's intention to report the student for unsatisfactory progress. The letter must inform the student that he or she is able to access the College's complaints and appeals process under Standard 8 of the National Code and that the student has 20 working days in which to do so. A student may appeal on the following grounds:
    - i. provider's failure to record or calculate a student's marks accurately,
    - ii. compassionate or compelling circumstances, or
    - iii. provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
  - Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
    - i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the College will not report the student, and there is no requirement for intervention.
    - ii. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through the College's intervention strategy, and the provider will not report the student.
  - Where:
    - i. the student has chosen not to access the complaints and appeals processes within the 20 working day period,

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ii. the student withdraws from the process, or the process is completed and results in a decision supporting the registered provider (ie. the student's appeal was unsuccessful) the College will notify the ESOS Agency through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

The following procedures outline a process to ensure that students are made aware and given opportunities by the means of activation of intervention strategies to rectify the situation.

## 2 Scope

This policy applies to:

- International students enrolled at Windsor
- Windsor Marketing, Admissions, Academic, Student Services and Administrative staff.

All staff are made aware of the requirements of this policy through staff induction, regular meetings, staff updates and continuous improvement practices. Students are made aware of the course progress requirements through the Student Prospectus, College's website, Student Handbook, and during the enrolment and orientation processes.

## 3 Procedure

### 3.1 Recording Student Academic performance

All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification that they are enrolled in based on their assessment outcome. The assessment shall be conducted by qualified trainers / assessors according to the Windsor's assessment tools, methods and the recording processes. All academic results are entered into the Students Management System by the Student Support Officer.

### 3.2 Monitoring Student Course Progress

- a) At the end of a Study period (Semester) the Director of Studies will prepare reports from the Student Management System regarding students with any of the following issues:
  - o The student has been deemed 'Not Yet Competent (NYC)' in 50% or more of the units that he/she has attempted in the Study period (Semester).
  - o The current course load may restrain the student from completing the course within the expected duration as specified on the student's CoE.
- b) If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy must be activated within the first four weeks of

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the following study period. However, if the College identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the College is to implement its intervention strategy as early as practicable.

- c) The Director of Studies will inform the Student Support Officer to send relevant warning letters to the students who are "at risk" of not meeting satisfactory course progress requirements. The Student Support Officer will send relevant warning letters to the students with unsatisfactory course progress results by post and email.
- d) Where a trainer/assessor has identified a student at risk of making unsatisfactory course before the end of the Study period (Semester), the trainer/assessor needs to notify the Director of Studies immediately.
- e) There are 2 warning letters to be sent to students with unsatisfactory course progress. They are "Unsatisfactory Course Progress Warning –Initial" and "Unsatisfactory Course Progress Warning – Final" letters. They will be sent by post and email.
- f) The students will be contacted by the Student Support Officer by telephone or email and invited to a meeting to develop an action plan, which assists to improve student's academic performance.
- g) The student will need to come and discuss the appropriation of the course selection and opportunities for reassessment in units previously been assessed as 'Not Yet Competent' with the Director of Studies.
- h) The Student will be made aware that unsatisfactory course progress in two consecutive Study period (Semester) will be reported to the ESOS Agency and DIBP by Windsor and can lead to cancellation of their student visa (depending on the outcome of any appeal process if accessed).
- i) Delegated by the Director of Studies, the Trainer/Assessor will work with the student to ensure that the discussed action plan is implemented and produces higher levels of academic performance. Where the intervention strategy fails to promote student's academic performance a further meeting will be arranged to discuss additional support / counselling.
- j) Without a reasonable cause for ongoing underperformance (i.e. not making satisfactory course progress for two consecutive study periods), the Windsor's Director of Studies will evaluate the situation for the termination of student enrolment.
- k) The reasonable cause is compassionate or compelling circumstances that are beyond the control of the student and they have an impact on the student's capacity and/ or ability to progress through course. These could include but are not limited to:

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- Serious illness to injury, where a medical certificate states that the student was unable to attend classes
  - Bereavement of close family members such as parents or grandparents (where possible death certificate should be provided).
  - Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impact on their studies.
  - A traumatic experience which could include but not limited to:
    - Involvement in or witnessing of an accident, or
    - A crime committed against the student, or
    - The student has been witness to a crime and that has impact on the student (these cases should be supported by the police or psychologist's report).
- l) If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the Director of Studies will notify the student in writing of its intention to report the student to DIBP for unsatisfactory progress using the Student Course Progress Breach Recorded Letter. The written notice "Student Course Progress Breach Recorded Letter" will inform the student that he or she is able to access the Windsor's complaints and appeals process and that the student has 20 working days in which to do so.
- m) Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, the student withdraws from the process, or the process is completed and results in a decision supporting Windsor (ie. the student's appeal was unsuccessful) the Director of Studies will notify the ESOS Agency through PRISMS as soon as practicable of the student not achieving satisfactory course progress.
- n) A copy of all letters, details of phone calls/SMS made, and any reports are to be kept in the student's file by the Student Support Officer

### 3.3 Activation of Intervention Strategy:

- a) **If a student is not making satisfactory course progress in a study period/ semester**, within the first four weeks of the following study period, the Director of Studies will inform the Student Support Officer to send a **Warning Letter** indicating the student is required to contact the college and organise an appointment with the Director of Studies to discuss his/her unsatisfactory course progress and intervention strategies to ensure their course progress is satisfactory for the following study period.
- b) If the student does not respond within 7 days, the Student Support Officer will contact the student via telephone or email. If this fails, the matter shall be forwarded to the Director of Studies who will then again try to contact the student and pursue the matter further.

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### 3.4 If a student is identified as not making satisfactory course progress 2 consecutive compulsory study periods in a course:

- a) The student shall be sent a 'Student Course Progress Breach Recorded' letter indicating they are going to be reported to DIBP for unsatisfactory course progress in their course of study.
- b) They are also informed of their ability to access the complaints and appeals process and have 20 working days to do so.
- c) Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, the student withdraws from the process, or the process is completed and results in a decision supporting Windsor (ie. the student's appeal was unsuccessful) the Director of Studies will notify the ESOS Agency through PRISMS as soon as practicable of the student not achieving satisfactory course progress.
- d) A copy of all letters, details of phone calls/SMS made, and any reports are to be kept in the student's file by the Student Support Officer

## 4 Related Standard

This policy/procedure supports 'Standard 10' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007'.

## 5 Related Documents/Forms

1. Intervention Strategy form
2. Complaints and Appeals form
3. Complaints and appeal log

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