

Course Progress and Intervention Strategy [National Code 10]

1.0 Purpose

- 1.1 The purpose of this procedure is to ensure that student course progress is monitored and reviewed, that the College takes intervention action when a student is in danger of not progressing satisfactorily or completing their course and the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students are met.

2.0 Responsibility

- 2.1 The CEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

3.0 Requirements

- 3.1 Students who have unsatisfactory academic progress will be reported to DIAC. Unsatisfactory academic performance is defined as failing more than 50% of units in two consecutive study periods.
- 3.2 Students who are “at risk” of not meeting satisfactory course progress requirements will be interviewed, counselled and will be placed on a course intervention strategy.
- 3.3 All causes of unsatisfactory progress or being “at risk” are to be considered including academic causes and not academic causes such as personal issues.
- 3.4 The progress of each student is monitored, recorded and assessed.
- 3.5 The College has documented course progress policies and procedures.
- 3.6 The College assesses each student at the end point of each study period according to its course progress policy.
- 3.7 The College has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.
- 3.8 Where the college has assessed the student as being “at risk” the College will inform the student and implement an intervention strategy where warranted.
- 3.9 Where the College has assessed the student as not meeting satisfactory course progress, the College will inform the student in writing of its intention to report the student and that he or she is able to access the College complaints and appeals process within 20 working days.
- 3.10 The provider notifies the Secretary of DEEWR through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the provider’s decision to report
- 3.11 The method section defines the procedure used for monitoring progress, taking intervention action and reporting students who breach the requirements

4.0 Definitions

- 4.1 Study period means one term of study
- 4.2 Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:
- fails more than 50% of units in a study period; or
 - fails two or more core units in a study period; or
 - fails key units in a study period; or
 - is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Training Manager; or
 - is absent for 28 consecutive days without prior approval or a medical certificate from a registered medical practitioner.
- 4.3 Failing a unit means being assessed as “Not Yet Competent” for a completed unit.
- 4.4 Key and core units are defined in the student prospectus

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4.5 Satisfactory progress means that students have not been identified as being “at risk”.

5.0 Method

Reporting to DIAC

- 5.1 Within 10 working days of the completion of a study period the Training Manager will review the academic progress of all students and identify those students who have failed 50% or more units in two consecutive study periods.
- 5.2 If a student fails more than 50% of units in two consecutive study periods or otherwise fails to meet course progress requirements (5.8, 5.10 or 5.11) then the College must notify the student in writing of its intention to report the student for not achieving satisfactory academic progress using the appropriate student course progress warning letter (case 2). The student must be informed they have 20 working days to appeal to the College. If the appeal is not upheld or the student withdraws from the appeal process then the College must report the student to DIAC. If a student is reported to DIAC for unsatisfactory progress a Section 20 breach notice will be generated by PRISMS, sent to the student’s current address held by the College and a copy placed on the students file.

Intervention strategy (for students identified as being “at risk” of not meeting satisfactory course progress requirements)

- 5.3 The Training Manager is responsible for the implementation and monitoring of the intervention strategy.
- 5.4 During a study period student attendance will be monitored and students will be identified as “at risk” if they are absent for 28 consecutive days without prior approval or a medical certificate from a registered medical practitioner.
- 5.5 Within 10 working days of the completion of a study period the Training Manager will review the academic progress of all students and identify those students who are “at risk” of not meeting satisfactory course progress requirements.
- 5.6 The identification of students “at risk” after the end of a study period will be accomplished by reviewing a current transcript of student progress and establishing if any one, or more, of the following situations apply:
- The student has failed more than 50% of units in a study period
 - The student has failed two or more core units in a study period
 - The student has failed key units in a study period
 - The student has been identified as unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Training Manager in accordance with the Completion within the expected duration procedure.
- 5.7 All students identified as being “at risk” (during the study period or at the end of the study period) of not meeting satisfactory course progress requirements will be sent a warning letter requiring them to attend a course counselling interview using the appropriate student course progress warning letter (case 1).
- 5.8 A copy of the warning letter and all other relevant documents will be placed in the students file.
- 5.9 The course counselling interview and fortnightly intervention meetings will be initiated by the Training Manager however appropriate personnel such as student contact officers or counsellors may be called on to assist with the process or to delegate for the training manager.
- 5.10 At the course counselling interview academic and non-academic issues are to be explored, solutions sought and the following intervention strategies will be put in place where appropriate:
- Programs to address academic and non-academic issues
 - Student attendance timetable drawn up
 - Student study time table drawn up
 - A fortnightly intervention meeting for the current study period with the Training Manager or a delegated person will be scheduled

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- A fortnightly academic involvement report requested from each subject teacher.
 - Resitting assessments
 - Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.
 - Optional holiday programs to “catch up” or undertake additional units.
- 5.11 Details of the intervention strategy proposed by the college will be recorded, transmitted in writing to the student by email or mail and a copy of the written document sent to students placed in their file.
- 5.12 Students will be required to accept the intervention strategy proposed by the College. Students failing to accept the proposed interventions strategy may be reported to DIAC for unsatisfactory academic progress. If a student is reported to DIAC for unsatisfactory progress a Section 20 breach notice will be generated by PRISMS, sent to the student’s current address held by the College and a copy placed on the students file.
- 5.13 Students failing to attend the course counselling interview without a reasonable excuse may be reported to DIAC for unsatisfactory academic progress. If a student is reported to DIAC for unsatisfactory progress a Section 20 breach notice will be generated by PRISMS, sent to the student’s current address held by the College and a copy placed on the students file.
- 5.14 At the fortnightly intervention meeting the following will be reviewed
- Programs to address academic and non-academic issues
 - Student attendance timetable drawn up
 - Student study time table drawn up
 - A fortnightly intervention meeting for the current study period with the Training Manager or a delegated person will be scheduled
 - A fortnightly academic involvement report requested from each subject teacher.
- 5.15 During the intervention period, students who fail to achieve 80% attendance, fail to achieve satisfactory academic involvement or fail to implement the study timetable may be reported to DIAC for unsatisfactory academic progress. If a student is reported to DIAC for unsatisfactory progress a Section 20 breach notice will be generated by PRISMS, sent to the student’s current address held by the College and a copy placed on the students file
- 5.16 Students failing to attend the fortnightly intervention meeting without a reasonable excuse may be reported to DIAC for unsatisfactory academic progress. If a student is reported to DIAC for unsatisfactory progress a Section 20 breach notice will be generated by PRISMS, sent to the student’s current address held by the College and a copy placed on the students file.
- 5.17 Where a student on the intervention strategy requires more time to complete their qualification a new Confirmation of Enrolment must be completed by the Training Manager and lodged on PRISMS. The new Confirmation of Enrolment must indicate the revised completion date and the reasons for the revised date.

6.0 Revision history

Revision	Date	Description of modifications
1	March 2008	Original
2	May 2009	Reviewed and the definition of “at risk” widened to included lack of sufficient participation which is monitored during a study period.
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