

Monitoring Course Progress

Policy

The ABI management appreciates and ensures to meet their obligation under the Australian student visa programme and (Standards 9 to 13) of The National Code to support the integrity of the Australian Government's migration laws by requiring students to complete their course within their expected duration as recorded on their COE and not in excess of the ABIs CRICOS registered course duration.

This duration, to be based on the normal time required to complete the course under the AQF.

The ABI recognises that it is the intention of the Australian Government student visa programme for students to genuinely attempt to achieve their desired educational outcomes within the duration of their student visa. Student visas include a condition that requires the student to progress satisfactorily and that to these end students must maintain satisfactory academic course progress at all times.

Through implementing this policy and procedure the ABI management assists students to achieve their desired educational outcomes within the expected course duration by monitoring academic progress and enacting early intervention strategies for students at risk before a situation is reached where the student, due to a lack of academic progress, is unable to complete their course within their course duration.

The ABI Management ensures to systematically monitor students' course progress and remain proactive in notifying and counselling students who are at risk of failing to meet course progress requirements by identifying the:

- a. requirements for achieving satisfactory course progress
- b. process for assessing satisfactory course progress
- c. procedure for intervention for students at risk of failing to achieve satisfactory course progress
- d. process for determining the point at which the student has failed to meet satisfactory course progress, and
- e. procedure for notifying students that they have failed to meet satisfactory course progress requirements.

The ABI understands that it is a requirement to report students, under section 19 of the ESOS Act, who have breached their course progress requirements.

Note:

1. This policy and procedure will be provided to staff and students

2. The ABI will only enable students to extend the expected duration of study for the course through the issuing of a new COE in limited circumstances.

Procedure

1. The CEO will ensure that the ABI will document, make available and implement this policy and procedure designed to explain to staff and students the procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy specifies:

- a. procedures for contacting and counselling identified students
- b. strategies to assist identified students to achieve satisfactory course progress, and
- c. the process by which the intervention strategy is activated.

2. Marketing Officer is required to ensure that this procedure ie the documented intervention strategy, is made available to staff and students through

1. ABI Website
2. Student Handbook
3. Staff Handbook
4. Student Induction
5. Staff Induction
6. Policy and Procedures Manual

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Phase 1: Initial Academic Support: Trainers/Assessors

1. Trainers/Assessors are responsible to monitor student progress through their training and provide the first phase of academic support ie at the UOC level.

2. Trainers/Assessors are required to assist students with understanding study notes and working through assessment tasks through Training (as per the ABI TAS) and then through extra student academic support eg:

- Extra tutorials
- Further reading
- Further explanations/demonstrations

3. Any student not submitting an assessment task or obtaining an unsatisfactory result for an assessment will be contacted by their trainer and assessor through:

- Emails
- Phone
- Meetings
- One to one
- Face to face

and provided with further academic support as in point 2 above

4. Assessors are required to assesses submitted work, complete an Assessment Cover Sheet (providing an assessment outcome, comments and feedback) and submit cover sheets to the student as feedback and instruction and to the DOS.
5. The Director of Studies at this early stage of academic support is required to assist the trainer and assessor to implement this earliest academic support and ensure that student academic results are entered onto the ERMS

Note:

- a) Academic Progress records are kept if an accepted student of the ABI is registered to undertake, undertakes and does not complete or submit and/or completes an approved unit of study for a course, and
- b) Academic Progress records are kept if the student's progress in that unit is assessed as either Not Assessed, Competent, Not Yet Competent, RPL or Credit Transfer
- c) The ABI will provide the student with the option to resubmit an assessment task assessed as unsatisfactory once (at no cost) then for a second and final time (at cost) within a maximum of 2 calendar weeks after the UOC training session ends
- d) Assessments assessed as unsatisfactory for a second resubmission will be entered as unsatisfactory (and hence the UOC as NYC) in the ERMS and students will be have the option to register for the UOC again (at the UOC charge) either during their current Enrolment or as a second Enrolment after course exit

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Phase 2: Students at Risk: Academic Intervention: First and Final Warning: Student Administration Officer/DOS

1. The Administration Officer is responsible to monitor the ERMS to identify students who are not maintaining Satisfactory Academic Course Progress and activate academic intervention.

Where not maintaining satisfactory academic course progress is defined as a student who has failed or is deemed not yet competent in 50% or more of the units attempted in a study period.

Note: depending on the total duration of the course – obtaining a NYC in 50% or more of the units attempted in a single study period *may not* necessarily render the student incapable of successfully obtaining the qualification.

Where a mandatory study period is defined:

- a) For a full qualification with a duration of 6 or more months as a term of 3 months in duration
- b) For a short course or skill set with duration of less than 6 months or a single unit a mandatory study period is the equivalent of each UOC scheduled training duration.

2. The Administration Officer will contact the student using a written notification through:

- Mail

and follow up with a phone call to organise a face to face meeting to discuss options for continued academic support . This monitoring enables students at risk of not progressing, or participating, where applicable, to be identified and offered support so that they are assisted to achieve their educational goals

3. The student will have the option of registering for the UOC (at UOC cost) during their current Enrolment with the impact on their total course duration explained to the student and the requirement to activate a course extension or re – enrol after exist the course.

NOTE: the requirement to contact relevant authorities to enquire about possible impacts on student visa retention will be advised to the student in the Notification.

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Phase 3: Assessment of course Progress: Unsatisfactory course progress: Notice of Intention to Report: Administration Officer/Director of Studies

The Administration Officer will undertake an assessment of the course progress of the student in accordance with this course progress policy and procedure at the mid- point of their course duration and at the end of every subsequent study period to ascertain if a situation of Unsatisfactory Course Progress has been reached

Where Unsatisfactory Course Progress is defined as the point at which the student (at scheduled course training) will no longer be able to 'complete' their course i.e. achieve their educational goal

Note: the midpoint of a course is calculated relative to the total number of UOCs in the course (divided by 2) as each UOC may have a different duration.

When the Administration Officer has assessed the student as not achieving satisfactory course progress, the Student Administration Officer will notify the student in writing of its Intention to Report the student for not achieving satisfactory course progress, and the requirement to attend a personal meeting to discuss options before the ABI reports the student

The written notice will also inform the student that he or she is able to access the ABIs Complaints and Appeals process as per Standard 8 (Complaints and Appeals) and that the student has 20 working days in which to do so.

Note:

1. The intended purpose of the student activating the ABIs Complaints and Appeals process is for the student to provide the ABI with an acceptable reason(s) and evidence why the student has not been able to maintain satisfactory course progress.

2. Where acceptable evidence is limited to unforeseen, exceptional and compassionate circumstances as defined in the Complaints and Appeals Policy.

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Phase 4: Unsatisfactory course progress: Reporting Students: Administration Officer/Director of Studies

1. Where the student has:

- chosen not to access the complaints and appeals processes within the 20 working day period,
- withdraws from the process,
- or the process is completed and results in a decision supporting the registered provider,

ABI will :

- notify via PRISMS of the student not achieving satisfactory course progress as soon as practicable
- Notify the student that they have been reported and that they must continue to maintain their visa attendance and academic requirements during the notice periods until they are contacted by the authorities

2. The Administration Officer is required to include all situations of academic warning, Intention to Report Notices and Reporting in their Officers Report and table at the next scheduled Officers meeting – for notification to other Officers and to identify contributing factors and opportunities for continued improvement