

Course Progress Monitoring Policy and Procedures – International students

Purpose

The purpose of this procedure is to ensure that student course progress is monitored and reviewed, that Australian Global 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.

Objectives

The Academic Manager 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.

Scope

1. To ensure students complete the course within the course duration provided to the student during enrolment.
2. To provide all necessary support to the student during their study at AGC
3. To assist international students to meet student visa requirements.

Policy

For vocational and technical education courses, attendance is recorded and monitored as part of the course progress requirements and the student behaviour requirements.

- Students are required to adhere to Australian Global College student attendance requirements applicable to their course at all times.
- Students are required to complete their course within the expected duration of study as recorded on the CRICOS register unless there are exceptional circumstances.
- At the time of initial enrolment each student will be furnished with an academic timetable which will identify the units required to be completed in each study period in order to complete the qualification within the normal duration as indicated on the CRICOS.
- 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.
- All causes of unsatisfactory progress or being “at risk” are to be considered including academic causes and not academic causes such as personal issues.
- The progress of each student is monitored, recorded on RTO Manager and assessed.
- Australian Global College assesses each student at the end point of each study period according to its course progress policy.
- Australian Global College has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.

- International students who have unsatisfactory academic progress will be reported to the Department of Education via PRISMS. Unsatisfactory academic performance is defined as failing more than 50% of units in two consecutive study periods. Australian Global College will inform the student in writing of its intention to report the student and that he or she is able to access Australian Global College complaints and appeals process within 20 working days.

Definitions

Study period means one term of study

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 units in a study period; or
- fails a prerequisite unit in a study period; or
- fails two consecutive assessments (or one if there is only two) of a prerequisite unit in a study period; or
- during a study period falls behind the trainers expected progress and is reported by the trainer to the Academic Manager
- 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 Academic Manager in accordance with Australian Global College Completion within the expected duration procedure; or
- is absent for 5 consecutive days or in any other way has an attendance record that is detrimentally affecting the student’s capacity to complete the assessment requirements for a unit. Prior approval or a medical certificate from a registered medical practitioner does not remove the “at risk” status as prolonged absences for any reason place a student at risk of failure and is reported to the Academic Manager

Failing a unit means being assessed as “Not Competent” for a completed unit.

Satisfactory progress means that students have not been identified as having failed more than 50% of units in two consecutive study periods

Procedures

The Academic Manager is responsible for the implementation and monitoring of the intervention strategy.

Intervention strategy – general requirements

- 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).
- A copy of the warning letter and all other relevant documents will be placed in the student’s file.
- At the meeting, an intervention strategy will be negotiated with the student and will be recorded at the conclusion of the meeting and signed off by the student and the academic. A written copy of the intervention strategy will be provided to the student and placed in their file.
- The course counselling interview and fortnightly intervention meetings will be initiated by the Academic Manager however appropriate personnel such as a trainer may be called on to assist with the process or to delegate for the Academic Manager.
- The effectiveness of the intervention strategies must be judged during this process and amended if appropriate. This information must also be recorded, and feedback provided at the appropriate staff meeting under agenda item continuous improvement.
- Co-ordinators will also keep a register of Continuous Improvement activities for their own department.
- Students “at risk” of not meeting course progress requirements, who fail to participate fully in the intervention strategy developed by Australian Global College in conjunction with the student will be subject to the student behaviour requirements which includes the possibility of deferral, suspension or cancellation of their enrolment.
- At the fortnightly intervention meetings, the following will be reviewed:
 - Programs to address academic and non-academic issues
 - Student attendance
 - Student study timetable drawn up
 - The fortnightly academic involvement report from each subject trainer.
 - Assessment outcomes
 - Any other matters relevant to progress
- Where a student on the intervention strategy requires more time to complete their qualification, the current Confirmation of Enrolment must be cancelled and a new Confirmation of Enrolment must be completed by the Student Services and Administration Manager and lodged on PRISMS. The new Confirmation of Enrolment must indicate the revised completion date and the reasons for the revised date.

- Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under Australian Global College student behaviour requirements). The written notification will require the student to immediately contact the Academic Manager to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the Academic Manager. It will be at the discretion of the Academic Manager (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student of the Academic Manager intention to implement Australian Global College Student behaviour procedure.

Intervention strategy – during a term

- During a study period student course progress and attendance will be continuously monitored by trainers.
 - Identification of students “at risk” will be accomplished by teachers completing the relevant section of Australian Global College course progress record for the course each student is enrolled in where a student is identified as being “at risk” according to any of the criteria below.
 - Students will be identified as being “at risk” if during the study period they:
 - fail to meet course progress assessment requirements required and communicated in writing to the students; or
 - fail two consecutive assessments (or one if there is only two) of a prerequisite unit in a study period; or
 - are absent for 5 consecutive days or in any other way have an attendance record that is detrimentally affecting their capacity to successfully complete a unit: or
 - are identified by the trainer as not progressing satisfactorily through the course material.
 - Trainers must monitor and record student attendance and progress during each study period.
 - Trainers must report, in writing (via Australian Global College course progress record), to the Academic Manager the details of any student identified as being at risk during a study period without delay.
 - All students identified during a study period as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter by the Academic Manager requiring them to attend a course counselling interview using the appropriate student course progress warning letter (case 1).
 - A copy of the warning letter and all other relevant documents will be placed in the student’s file.

- The course counselling interview and fortnightly intervention meetings will be initiated by the Academic Manager however appropriate personnel such as a trainer may be called on to assist with the process.
- 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 and counselling to address academic and non-academic issues
 - Resitting assessments during the current study period
 - Training and assessment programs conducted during non-compulsory periods to “catch up” failed units.
 - Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.
 - Student attendance timetable prepared
 - Student study timetable prepared
 - A fortnightly intervention meeting for the current study period with the Academic Manager or a delegated person will be scheduled
 - A fortnightly academic involvement report requested from each subject trainer.
- Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under Australian Global College student behaviour requirements). The written notification will require the student to immediately contact the Academic Manager to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the Academic Manager. It will be at the discretion of the Academic Manager (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student of the Academic Manager’ intention to implement Australian Global College Student behaviour procedure.

Intervention strategy – end of a term

- Within 10 working days of the completion of a study period the Academic Manager will review the academic progress of all students in their department and identify those students who are “at risk” of not meeting satisfactory course progress requirements.
- Identification of students “at risk” will be accomplished by the Academic Manager reviewing a current transcript of student progress printed from the student record and completing the relevant section of Australian Global College course progress record for the course each student is enrolled in.
- 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 units in a study period; or

- fails a prerequisite unit 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 Academic Manager in accordance with Australian Global College Completion within the expected duration procedure.
- All students identified at the end of a study period as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter by the Academic Manager requiring them to attend a course counselling interview using the appropriate student course progress warning letter (case 1).
 - A copy of the warning letter and all other relevant documents will be placed in the student’s file.
 - The course counselling interview and fortnightly intervention meetings will be initiated by the Academic Manager however appropriate personnel such as a trainer may be called on to assist with the process.
 - 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 and counselling to address academic and non-academic issues
 - Student attendance timetable prepared
 - Student study timetable prepared
 - A fortnightly intervention meeting for the current study period with the Academic Manager or a delegated person will be scheduled
 - A fortnightly academic involvement report requested from each subject trainer.
 - Resitting assessments
 - Undertaking additional units in subsequent study periods to “catch up” with the training program schedule.
 - Training and assessment programs conducted during non-compulsory periods to “catch up” failed units.

Students failing to comply with the terms of the agreed intervention strategy will be notified of this in writing and of the possible outcomes of this non-compliance (suspension or cancellation under Australian Global College student behaviour requirements). The written notification will require the student to immediately contact the Academic Manager to arrange a meeting to ascertain and address the reasons for failing to comply with the terms of the agreed intervention strategy. The written notification will be sent to the student within 5 working days of the student failing to comply with the terms of the agreed intervention strategy being identified by the Academic Manager. It will be at the discretion of the Academic Manager (based on information discussed and evidence provided) to decide whether to re-negotiate another intervention strategy with the student or notify the student of the Academic Manager intention to implement Australian Global College Student behaviour procedure.

Reporting unsatisfactory course progress to the Department of Education and the Department of Home Affairs

W: agc.edu.au

P : 1300 92 92 22

E : info@agc.edu.au

A : Level 1, 127 Castlereagh St., Liverpool NSW 2170

- Within 10 working days of the completion of a study period the Academic 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.
- If a student fails more than 50% of units in two consecutive study periods or otherwise fails to meet course progress requirements then Australian Global College must notify the student in writing within 5 days 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 Australian Global College.
- If the appeal is not upheld or the student withdraws from the appeal process then Australian Global College must report the student to Department of Education and the Department of Home Affairs as soon as practical following the appropriate PRISMS process.
- If a student is reported to the Department of Education and the Department of Home Affairs for unsatisfactory progress, the Department will consider the circumstances of the student through PRISMS information. The Department of Home Affairs may issue a Notice of Intention to Consider Cancellation (NOICC) to student's most recent contact details notified to Australian Global College.
- The Department of Home Affairs may receive a response from the student visa holder. The Department of Home Affairs will consider cancellation under discretionary powers in Section 116 of the Migration Act.
- The student may continue to attend class provided they agree to continue to participate in an intervention strategy, pay their fees on time and meet any other academic and participation requirements Australian Global College requires, unless the Department of Home Affairs makes a determination to cancel their visa.
- Students who are not identified by this process will be deemed as having satisfactory course progress, however they may still be identified as being "at risk" of not achieving satisfactory course progress and therefore be subject to an intervention strategy.