



Satisfactory Course Progress Policy

Overview

1. Satisfactory course progress is a student visa condition imposed by the Australian Government on international students studying in Australia.
2. The vocational training conducted by the College is competency based. Students are assessed as either competent or not yet competent.
3. The College monitors the course progress of students regularly to ensure that they are progressively achieving the competencies necessary to complete their qualification.
4. Students who are identified as experiencing difficulties with their course progress are contacted and appropriate intervention strategies are implemented.
5. Students who fail to achieve competency in a unit may undertake reassessments.

Definitions

6. **At risk of unsatisfactory course progress** occurs where a student has failed to complete or has been deemed not yet competent in 50% or more of the units of competency undertaken in that study period or has repeatedly failed to undertake distance learning activities for a study period without adequate reason (such as personal emergency or medical illness). Distance learning activities means online learning questions or tasks as well as attendance at scheduled online meetings.
7. **Competent** means that a student has demonstrated that they have the skills and knowledge to the standard specified in the relevant unit of competency in the Training Package.
8. **Not Yet Competent** means that a student has failed to demonstrate that they have the required skills and knowledge to the standard specified in the unit of competency in the Training Package. A student may be deemed not yet competent where the student has been deemed not yet satisfactory in assessment tasks, has been guilty of plagiarism or cheating or has failed to attend (without approval and in the absence of compassionate or compelling circumstance explaining the absence) a scheduled assessment.
9. **Study period** means, for the purposes of this policy, a semester. Where the duration of a course is equal to or less than a semester, it means a period which is equivalent to half the duration of that course.
10. **Satisfactory course progress** is the achievement of competency in 50% or more of the scheduled units of competency undertaken within a study period.
11. **Unsatisfactory course progress** occurs where a student fails to make satisfactory course progress in two consecutive study periods and will be unable to complete their course within the duration specified in the student's CoE. This will result in a breach of their student visa conditions and the student will be advised of the College's intention to report the student to the relevant government authorities.

Reassessments

12. Students who are deemed not yet competent in a unit of competency may participate in reassessments. A student may undertake a reassessment for the unit of competency at no charge once only. Subsequent reassessments attract the following fees:
 - 12.1. Re-sitting assessments for any units of competency at AQF Level IV or below for the student has been deemed not yet competent (an additional fee of \$350 per unit of competency);
 - 12.2. Re-sitting assessments for any units of competency at AQF Diploma level or above for which the student has been deemed not yet competent (an additional fee of \$500 per unit of competency).
 - 12.3. Failure by a student to attend a scheduled initial reassessment will mean that subsequent reassessments will be subject to the reassessment fee.
 - 12.4. The College retains the discretion not to impose the fee under paragraphs 12.1 and 12.2 where the student has failed to attend the reassessment as a result of the medical emergency of the student or the medical emergency or death of a member of their immediate family. Documentary evidence of the emergency or death must be provided to the National Manager.

Monitoring

13. The earlier a student is identified as being 'at risk', the greater the chances that appropriate support services may be implemented to assist that student in successfully completing their course. Student course progress is regularly monitored and assessed throughout the study period by trainers, training coordinators and the National Manager to identify students 'at risk' of not completing their course within the expected duration on the student's CoE.
14. Each month, the National Manager requires the Training Coordinator to provide comments and identify any student who trainers consider are 'at risk' of making unsatisfactory progress. The National Manager is responsible for identifying any students who are 'at risk' of making unsatisfactory course progress.
15. The Training Co-ordinator reviews the course progress of students at the end point of each study period. The purpose of this review is to:
 - 15.1. identify any students who are at risk of not completing their course within the expected duration. These students are contacted by the College. Refer to the Study Duration Policy;
 - 15.2. identify any students who have not made satisfactory course progress for that study period; and
 - 15.3. review the progress of students subject to an intervention strategy.
16. At the end of the study period, the Training Co-ordinator compiles a report of students who:
 - 16.1. have made unsatisfactory course progress for that study period;
 - 16.2. are at risk of not completing their studies within the expected duration; and
 - 16.3. are under an intervention strategy (see below) and notes their progress.
17. This report must be provided to the National Manager prior to the commencement of the following study period.

Identifying 'At Risk' Students

18. Trainers and staff use a variety of indicators to identify students 'at risk' of making unsatisfactory progress. The College considers students to be 'at risk' of making unsatisfactory progress if they:
 - 18.1. have been marked 'not yet competent' in a unit of competency;
 - 18.2. consistently lack engagement or active participation during lessons;
 - 18.3. are routinely absent from scheduled classes;
 - 18.4. have persistent difficulties in English communication which have not improved as a result of the College's support services;
 - 18.5. regularly request extensions of class work or assignments;
 - 18.6. regularly failed to complete their offsite study requirements;
 - 18.7. have communicated an issue to their trainer or other College staff which may have a significant impact on their ability to participate in scheduled course lessons and activities;
 - 18.8. fail to attend at least 50% of scheduled work placement hours other than by reason of sickness or approved leave

Initial Contact with Students

19. Students identified as being at risk of unsatisfactory course progress are contacted in writing by the College.
20. The National Manager is responsible for issuing the Unsatisfactory Course Progress Warning Letter to students. This letter will advise the student that they are at risk of being reported to the relevant government authorities through PRISMS. The letter will request the student to make an appointment with the National Manager for an intervention strategy to be implemented. Refer Intervention Strategy Policy.
21. A copy of the letter issued to students is kept on the student's file.
22. It is the student's responsibility to contact the College to arrange an appointment for an intervention strategy meeting. The meeting between the student and Training Coordinator or National Manager should occur promptly and within 4 weeks of the date of issue of the warning letter.
23. The intervention strategy developed with the student (and other relevant trainer if appropriate) is noted by the National Manager in the Intervention Strategy Register and a note of the intervention is made on the student's file and a copy given to the student. The National Manager advises the Training Co-ordinator of the agreed intervention strategy.
24. Reference should be made to the College's Intervention Strategy Policy for further information about the types of intervention that may be planned to assist at risk students. Possible intervention strategies include (but are not limited to) providing additional tuition for the students, requiring students to submit assessments within a specified timeframe, arranging for counselling sessions to assist with any personal difficulties.

25. The student is monitored on the intervention strategy at the end of each study period by the Training Manager.

Course Progress Review

26. The Training Coordinator and National Manager will continue to monitor the course progress of a student with an intervention strategy for the remainder of the current study period and, if required, into the next study period.
27. A student who demonstrates competency in 50% or more of the units of competency undertaken in the current study period (in which they were identified as being 'at risk'), or in the next study period, they will no longer be considered 'at risk' and the intervention strategy may cease.
28. If an 'at risk' student subsequently fails to achieve competency in 50% or more of the units of competency undertaken in the subsequent study period, the student will be sent a Notification of Intention to Report letter.

Further Action and Notification of Intention to Report

29. Where a student is identified as not making satisfactory course progress in a second consecutive compulsory study period, the College reports the student on PRISMS for unsatisfactory course progress.
30. Prior to reporting, the National Manager issues a second and final warning letter (Notice of intention to report for unsatisfactory course progress) notifying the student of the College's intention to report the student on PRISMS for unsatisfactory course progress. The notice advises the student that they have a 20 working day appeal period in which to lodge an appeal.
31. The Notification of Intention to Report letter issued to a student:
- 31.1. warns the student of the College's intention to report them to the relevant government authorities via PRISMS for unsatisfactory course progress;
 - 31.2. advises the student of the reasons for the intention to report; and
 - 31.3. advises the student of their right to access the College's complaints and appeals process within 20 working days in accordance with the College's Complaints and Appeals Policy.
32. A copy of the letter issued to students is kept on the student's file.

Maintenance of Student Enrolment

33. The student's enrolment will be maintained during the complaints and appeals period as set out in the College's Complaints and Appeals Policy.

Reporting a Student

34. The College will not report any student until the full 20 working day appeal period has expired and the student has not lodged an appeal.
35. The National Manager will report a student on PRISMS for unsatisfactory course progress only when:
- 35.1. all internal and external complaints processes have been exhausted and the outcomes of these processes support the College's position;
 - 35.2. the student has elected not to access the internal complaints and appeals process within the 20-working day period;
 - 35.3. the student has chosen not to access the external complaints and appeals process; or
 - 35.4. the student withdraws from the internal or external appeals process and advises the College in writing of their withdrawal.
36. Where a student lodges an appeal, the College will not report the student until the appeals process is finished and only where the student has not been successful in their appeal/s.

Grounds for Internal Appeal

37. The College will not report a student for unsatisfactory course progress where the student lodges an appeal and demonstrates, during that appeal, that:
- 37.1. the student's results were recorded incorrectly; or
 - 37.2. compassionate and compelling circumstances apply; or
 - 37.3. an intervention strategy or other policies were not implemented according to the College's documented policies.

Reporting to PRISMS

38. The National Manager is responsible for reporting students on PRISMS for failure to achieve satisfactory course progress. A copy of the cancellation is kept on the student's file.
39. All reasonable steps will be taken by the National Manager to make the notification on PRISMS within 5 working days of the conditions specified above being met.

40. The National Manager is responsible for ensuring that the student's 'studying status' on the database is updated to reflect their cancellation.
41. If the outcome of a student appeal is a decision in favour of the student, the College will not report the student and will offer ongoing support services to the student.

Course Progress Procedures

