



Monitoring Course Progress Policy

Policy

This policy/procedure supports 'Standard 8 – Overseas student visa requirements' of the 'National Code of Practice for Providers of Education & Training to Overseas Students 2018'.

The following procedures will ensure that for all international students enrolled at Melbourne Advanced Commerce Institute (MACI), course progress is monitored, and students are given every opportunity to achieve the required progress for each course they are enrolled in. The following procedure also ensures that the progress of each overseas student is monitored to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.

Students are made aware of course progress requirements through a variety of methods:

- Pre-enrolment information provided to students.
- MACI Student Induction program undertaken on commencement.
- And throughout the program where students are identified as being at risk of not meeting the required course progress requirements.

This required course progress is identified as by the number of units assessed as 'Competent' within one Study Period 11-week term (Certificate IV in Marketing and Communication, Diploma of Hospitality Management, and Advanced Diploma of Hospitality Management, Diploma of Marketing and Communication, and Advanced Diploma of Marketing and Communication) – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a study period.

A student who does not achieve at least 50% academic requirement for two consecutive study periods (2 terms) shall be considered in breach of the satisfactory course progress requirement.

The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages:

- Notified when close to falling below the required course progress for a single study period
- 1st Warning when falling below the required course progress for single study period
- Breach Recorded Letter when student has failed to maintain satisfactory course progress in 2 consecutive terms or has not responded to the 1st Warning letter in 5 working days.



Where students have been identified as at risk of failing to meet satisfactory course progress, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to the appropriate government agencies.

The following procedures ensure course progress records are accurately kept and monitored for all students enrolled within each course. It allows for early detection of poor academic results and enables MACI and the students an opportunity to rectify the situation before reporting the failure to achieve satisfactory course progress requirement to the appropriate government agencies.

All staff are to be made aware of the requirements of this policy through induction, regular meetings and updates and continuous improvement practices. Students are made aware of the satisfactory course progress requirements through enrolment processes and throughout the program.

Definitions

Satisfactory Course Progress	Means obtaining a Competent (C) result in each unit undertaken. An international student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout any given study period (term).
Not Yet Competent	It is a grade/result given when a student attempts an assessment and does not manage to reach an expected level or when a student does not submit an assessment
'At Risk'	Student not meeting satisfactory course progress requirements
'Intervention'	It is a process for supporting students who, because of poor academic results, are identified as being at risk of failing to make satisfactory course progress
'Unit of Competency'	Subject that student will study in the qualification
'Special Consideration'	This term is used when a student who is experiencing significant difficulties or anticipates that he/she will have, in meeting assessment requirements due to serious illness or psychological condition, loss or bereavement, hardship or trauma, applies to have those factors considered in the determination of variation to assessment requirements or other special arrangements for learning and assessment.
Attendance	It is face to face contact with a trainer/assessor or equivalent attendance as approved by both the Training Manager and CEO
PRISMS	Provider Registration and International Students Management System



Procedure- Recording Student Course progress

The student's academic results shall be recorded using the Student Management System. All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' after completion of all assessment activities relating to each unit within the qualification they are enrolled. All assessment activities shall be conducted by qualified trainers/assessors using MACI's assessment tools/methods and recording processes as required.

It is the responsibility of each individual Assessor to ensure that all assessment decisions are reported to student administration through the submission of all assessment records as each assessment is undertaken. As each assessment decision is recorded the student file is to be submitted to student administration for data entry. All academic results are entered in to the Students Records Management System by Student Administration.

It is the Administration Manager's responsibility to ensure the Students Records Management System remains up to date and is monitored as described below.

Procedure - Monitoring Student Course progress

The Administration Manager will monitor student course progress via the Students Records Management System and action, as required, any student whose satisfactory course progress is at risk of falling below the required level. This monitoring will occur every Five (5) weeks.

The Academic Manager will also regularly monitor student's satisfactory course progress regularly and shall be informed of any student at risk of breaching satisfactory course progress requirements.

Initial Notification

Every Five (5) weeks the Administration Manager will review the satisfactory course progress of all students.

The Administration Manager shall issue Unsatisfactory Course Progress Notification Letter indicating to the student that they have fallen below 50% academic performance for the term to date, and failure to achieve Competency in further units undertaken within the current term may result in a risk of failing to achieve satisfactory course progress for the term. The letter shall remind the student that failing to achieve this satisfactory course progress in two consecutive terms will be deemed to be in breach of Student Visa requirements and will be reported to the Department of Home Affairs via PRISMS. The student is to be given the opportunity to be counselled to improve their academic progress. If student fails to improve their academic progress after the completion of the term, an intervention strategy will be instigated.

First Official Warning Letter



When a student's projected satisfactory course progress falls below 50% for a completed single term, the Administration Manager shall issue a First official warning letter. This letter will indicate that the student must contact MACI to organise an appointment with Academic Manager/Compliance Manager/CEO to discuss their poor academic performance and develop strategies or plan to ensure that they stay above the 50% academic progress requirement for the following Term.

The intervention strategy is instigated at this stage. At the meeting, the student is to be informed of their progress requirements and an individualised intervention plan for support is to be set in place for the student. Refer to the 'Intervention Strategy Policy & Procedure'.

The letter will also remind the student that failing to achieve the required satisfactory course progress in two consecutive terms will be deemed to be in breach of Student Visa requirements and will be reported to the Department of Home Affairs via PRISMS.

In all cases where the student does not respond to written communication within 5 working days, the Administration Manager will attempt to contact the student via telephone. If contact is still not made, then the Administration Manager will inform the Compliance Manager and CEO, and gain approval to issue a breach recorded letter or take appropriate action in regards with student's enrolment.

Intervention Strategy

The Intervention strategy is developed, agreed and implemented as per the *Intervention Strategy Policy & Procedure*.

Breach Recorded Letter

When a student's projected satisfactory course progress falls below 50% for 2 consecutive terms, the Administration Manager shall issue a Breach letter indicating that they have failed to be deemed Competent in more than 50% of units undertaken for two consecutive completed terms. The student is to be informed that because of their unsatisfactory course progress they are going to be reported to Department of Home Affairs for unsatisfactory satisfactory course progress in their course of study.

The student will also be informed of their ability to access the complaints and appeals process to appeal this decision and have 20 business days to do so. If the student does not initiate an appeal or complaint process within 20 days, the report shall be submitted to Department of Home Affairs via PRISMS.

Where a student decides to go with the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and is able to provide evidence of extenuating circumstances that prevented them from maintaining satisfactory course progress, the supporting evidence must be maintained on the student's file and the projected



academic records adjusted accordingly. Where a student is able to provide evidence that the satisfactory course progress records are incorrect they will also be adjusted accordingly, and action taken to prevent such errors re- occurring.

The student's projected satisfactory course progress will be adjusted and re-calculated so that it can be determined whether any further warning letters or action needs to be implemented in line with this policy and procedure. The student shall be notified in writing of the outcome of the appeal and their revised satisfactory course progress, along with any warning letters corresponding to their satisfactory course progress rate.

Where a student's appeal is not successful they will be notified in writing of the outcome and informed that the breach of satisfactory course progress requirements will be reported. All letters, records, and notes on any communications surrounding the student's course progress shall be maintained on the student file. MACI will report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:

- The Internal and External complaints processes have been completed and the decision/outcome is against the overseas student, OR
- The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, OR
- The overseas student has chosen not to access the external complaints and appeals process, OR
- The overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

Procedure - Reporting Breach of Student Academic Progress

Students will have 20 business days from the date the Breach letter is processed to appeal the decision by accessing the Complaints and Appeals Policy and Procedure. If they do not choose to use this option, then they shall be reported as indicated.

It is the responsibility of the Administration Manager to report the student's breach within 5 business days of the student's appeal period expiring and inform the student of the report in writing.

A copy of all letters, any reports from meetings or any other communication with the student in relation to the appeal are to be maintained in the individual student file.