

## Course Progression Procedure

<b>Document Name</b>	<b>Course Progression Procedure</b>		
<b>Approved by</b>	PEO	<b>Date</b>	29/05/19
<b>Responsible Officer</b>	<b>Director Studies</b>		
<b>This procedure is used by</b>	<b>ECA GROUP College and APIC Foundation</b> (RTO Code 45012; CRICOS Provider Code 02644C) <b>Australasian College of Care Leadership and Management</b> (RTO Code 40829, CRICOS Provider Code 03637E) <b>ECA GROUP Graduate Institute</b> (RTO Code 91423)		
<b>Related Documents</b>	Student Handbook Student Support Policy Assessment Policy Training and Assessment Strategies Student Code of Conduct		
<b>References and Legislation</b>	Standards for Registered Training Organisations (RTOs) 2015 Standard 1 The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 8		
<b>Version</b>	<b>Change description</b>	<b>Approved</b>	<b>Effective Date</b>
v19.0	Updated for new logo and alignment with ECA Group.	PEO	1/06/19
v19.1	Update details of letters to students	PEO	2/07/19
v19.2	Clearer definition of study period and term	PEO	16/07/19

### 1. Purpose

The purpose of this procedure is to provide ECA Group students (both International and Domestic) and staff clear information about ECA Group's position in relation to monitoring the progress of students in their course and approaches to intervention. ECA Group supports all students to progress in their chosen studies toward achieving completion within the expected duration as identified in the student's Confirmation of Enrolment Letter. ECA Group monitors and assesses international students' course progression and participation to ensure students engagement towards complete their course within the expected duration.

### 2. Scope

The policy applies to all international students enrolled with ECA Group. Domestic students are not required to follow a formal Course Progression policy and procedure.

### 3. Definitions

Item	Definition
<b>CoE</b>	Confirmation of Enrolment: A document registered with DHA to confirm a student's acceptance into a course for a specified duration.
<b>Course progress</b>	Advancement within a course towards its completion

<b>DHA</b>	Department of Home Affairs
<b>Intervention Process</b>	Identifying and providing notification and support to students at risk who are not meeting satisfactory academic progress
<b>Intervention Strategies</b>	Those actions that the Trainer/Assessor or management recognises as needed for a student to successfully complete a course. (Student Intervention Policy)
<b>Language, Literacy and Numeracy</b>	The purpose of an LLN is to assess the initial skills of an applicant to ensure they meet the Australian Core Skills Framework requirements for language, literacy and numeracy.
<b>Not Yet Competent (NYC)</b>	Not meeting the required performance criteria to achieve satisfactory outcome for the unit.
<b>Satisfactory Course Progress</b>	A student has satisfactory course progress if the student is achieving a competent result for all units of competency undertaken in a given study period and is on track to successfully complete their course within the expected duration of study as per their CoE.
<b>Students at Risk</b>	Identifying Students at Risk includes three 'at risk indicators' that will be monitored in any given study period. The risk indicators are attendance, participation in learning and assessment, and demonstration of Competence.
<b>Study Period</b>	A discrete period of study within a course, namely term, semester, short course, or as otherwise defined by ECA Group as long as that period does not exceed six months. At ECA Group a VET study period refers to an approximate 10-week period of study and is generally labelled as "term".
<b>Unsatisfactory Academic Course Progress</b>	For the purpose of this policy, unsatisfactory progress is defined as a student not successfully completing or demonstrating competency for the units studied to date in any study period (one term).

#### 4. Procedure

Under Standard 8 of the National Code, a provider that implements the DET Course Progress Policy for its CRICOS registered courses is not required for ESOS purposes to monitor attendance for international students. However, ECA Group will closely monitor attendance as a means of promoting the successful progress of all students through their courses.

ECA Group will always employ a student-centred approach in resolving issues of unsatisfactory course progress. The course progress of the individual student (whether International or Domestic) will be closely monitored to ensure early intervention if necessary. The onus is therefore on the trainer-assessors to be alert and responsive to possible issues.

Trainer-assessors are responsible for entering the attendance into the RTO Manager system daily, and, in the first instance, of notifying and counselling students who may be 'At Risk' of failing to meet the accepted course progress requirements.

An Unsatisfactory Course Progress result will be noted when a student is deemed Not Yet Competent (NYC), in 50% or more of the course requirements attempted in a study period.

The Student Support Officer will determine the course requirements before the commencement of each study period and communicate them to the trainers and other key stakeholders. The course requirements may be units, in the case of short unit durations, or assessments, in the case of longer unit durations. ECA Group will generally employ study period durations of approximately 10 weeks for its courses.

Students who have failed to maintain satisfactory course progress in two (2) consecutive study periods will, after all alternatives have been exhausted, be reported to DET and DHA through PRISMS in accordance with the ESOS Act 2000.

This procedure will be made available to students through the ECA Group website and Student Handbook and be explained at the student orientation.

The ECA Group will maintain student records in accordance with its Documents and Records Management Policy and use these records to consistently monitor student progress. Individual academic results and academic progress details for each student will be maintained on the RTO Manager system.

In accordance with ECA Group principles of close monitoring and early intervention, the trainer/assessor will complete an **Assessment Progress Report** form for any student deemed to be 'At Risk' of failing to complete at least 50% of course requirements for the study period and forward the form to the **Intervention Officer**.

Students with "At Risk" status **may not be allowed to undertake new units of competency until the course progress matter is resolved or addressed through appropriate procedures**. Students deemed "At Risk" will be notified in writing and informed to make an appointment to discuss their progress.

## Intervention Strategies and Reporting



### Stage 1: Early detection of, and intervention in, unsatisfactory academic performance or prolonged absence (two [2] consecutive weeks) – First Warning letter

- a. Trainer-assessor notification of an “At Risk” student: The trainer-assessor should initially endeavour to resolve any issues informally, by providing information and support. If this proves not to be possible, then the trainer-assessor should complete a Student ‘At Risk’ form as close as possible to the time when the event occurs and submit it to the Intervention Officer. Reasons for submitting a Student ‘At Risk’ form during the first study period may include:

- i. failing to achieve a satisfactory result (C) in consecutive assessments (either through failure to submit work or demonstrate competence) that form part of any unit of competency
  - ii. failing to achieve competency in a unit that would normally be completed prior to the end of the study period
  - iii. failing to attend class for two (2) consecutive calendar weeks
  - iv. being deemed to have irregular attendance that places satisfactory course progress in jeopardy
  - v. being deemed to have an identified issue affecting study in the course (language difficulty, unsuitable course, classroom behaviour, other issue).
- b. **At Risk Letter** and First Intervention Meeting: The Student Support Officer will, on receiving a **Student 'At Risk' form**, send or deliver in person a **Course Progress – At Risk letter** to the student, and allocate the student to an appropriate re-assessment class. **The Course Progress – At Risk letter** should detail the reasons for risk flag being raised and advise the student of the place and time of a first intervention meeting with the re-assessment trainer-assessor. The re-assessment trainer/assessor will develop a study plan for the student.

**Stage 2a: Unsatisfactory academic performance (50% or more NYCs of total units) at end of a designated study period: Second intervention meeting**

At the end of a study period the Student Support Officer will review the academic performance of each student. If as a result of the review it is identified that a student has failed or is deemed not yet competent in 50% or more of the course requirements for that study period, then the Student Support Officer will contact the student to arrange a second intervention meeting to discuss academic performance and issue a First Warning Letter. If this is the Student Support Officer's first contact with the student regarding academic progress, the Course Progress – At Risk letter should be used with details of the specific course requirements where progress is not satisfactory.

Outcomes and actions from the meeting may include:

- Advising the student on the suitability of the course in which they are enrolled
- Undertaking a review of the student's results
- Allocating the student to a re-assessment class
- Providing support and counselling

and/or the student:

- Undertaking reassessment in each of the failed units
- Undertaking a non-compulsory period of study during the scheduled break between study periods
- Repeating failed units during the next study period by
  - Attending additional classes
  - Undertaking a self-paced/online program
- Being required to undertake additional English language classes prior to reassessment

Outcomes, actions and agreements of this meeting will be documented on a Course Progress Intervention Strategy form, signed by both the Student Intervention Officer and the student, with a copy being given to the student and a copy kept on the student's file.

Students will be required to pay the designated fee to attend the reassessment workshop.

International Students who fail to achieve competence in a majority of course requirements undertaken during a study period will be advised that this lack of academic performance could lead to the student being reported to DET, with the possible cancelling of their student visa.

**Stage 2b: Monitoring of students with unsatisfactory academic progress during a second consecutive study period:**

The academic performance of any student who is undertaking repeat units of competency in any study period as a result of failing more than 50% of units in the previous study period, or is undertaking other units of competency of the qualification, will be monitored in an ongoing way.

- The Student Support Officer will inform the trainer-assessor of the student's 'At Risk' status and instructed on the monitoring process.
- Any assessment undertaken by the student in any unit undertaken in the study period that achieves an unsatisfactory result will be recorded and will require the student to immediately discuss their academic performance with the trainer-assessor and the Student Support Officer.
- All results of these students will be reviewed at the mid-point of the study period.

**Stage 3a: No improvement noted in student performance midway through the term and/or student consistently failed to meet the assessment requirements: Second warning, third intervention meeting**

Students who midway through a second consecutive study period are not making satisfactory academic progress either in their new units or in units being repeated will be contacted by the DoS to attend a third intervention, the attendees of which will include the student, the student's trainer-assessor, Student Support Officer and the DoS. The procedure for the notification of the student and the convening of this meeting is as follows:

Third Intervention meeting with student:

- To inform the student of the consequences of not achieving satisfactory course progress in consecutive study periods
- To advise any International student that they have until the start of the next study period (i.e. until the end of the break period between the second and third study periods) to be able to demonstrate competency in a majority of units undertaken during the study period otherwise ECA Group will be obliged to report them to DET
- To remind the student of past strategies identified for achieving satisfactory course progress
- To determine any other reasons for the ongoing unsatisfactory performance

Outcomes, actions and agreements of that meeting will be signed by both the DoS and the student, with a copy being given to the student and a copy kept on the student's file.

**Stage 3b: Monitoring of students with unsatisfactory academic progress during a second consecutive study period**

The academic performance of any student who is undertaking repeat units of competency in any study period as a result of failing more than 50% of units in the previous study period, or is undertaking other units of competency of the qualification, will be monitored for 10 days after the second warning letter has been issued.

- The DoS will inform the trainer-assessor of the student's 'At Risk' status and instructed on the monitoring process.
- Any assessment undertaken by the student in any unit undertaken in the study period that achieves an unsatisfactory result will be recorded and will require the student to immediately discuss their academic performance with the trainer-assessor and the DoS.

- All results of these students will be reviewed at the mid-point of the study period

**Stage 4: Letter of Intention to Report for Unsatisfactory Progress for an International Student**

If the Student is unable to demonstrate competency in a majority of course requirements half way during the second consecutive study period, and has not fulfilled the necessary actions which were agreed upon in Stage 3 (above), ECA Group will notify the Student in writing of its intention to report the student to DET and DHA for unsatisfactory course progress.

This third warning letter is a letter of Intention to Report. This written notice (“Letter of Intention to Report for Unsatisfactory Progress”) will be sent by email. The written notice will inform the student that (s)he will be able to access the ECA Group’s complaints and appeals process, and that the student has 20 working days in which to do so. A copy of this letter is retained within the student’s file. The letter outlines

- The overseas student’s right to access the registered provider’s complaints and appeals process, in accordance with Standard 10, within 20 working days
- the internal and external complaints process available to the student
- what happens if the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period or withdraws in writing from the internal or external appeals processes
- what happens when the overseas student has chosen not to access the external complaints and appeals process.

**Stage 5: Reporting of an International student’s breach of visa conditions via PRISMS**

If the student chooses 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 ECA Group decision, ECA Group will notify as soon as practicable the Secretary of DET through PRISMS of the student not achieving satisfactory course progress.

Copies of all outcomes and notifications related the appeal process is kept on the Student’s file in accordance with ECA Group’s complaints and appeals policy and procedure.

**Responsibilities**

The trainer-assessor is responsible for the provision of assessment feedback and early detection of academic performance issues for both International and Domestic students; for recording daily attendance and entering it into RTO Manager at the close of each session; for initial informal counselling of possible ‘At Risk’ students’; and for completing the Student at Risk form and submitting it to the Student Support Officer.

The Student Support Officer is responsible for sending the Course Progress at Risk letter, and for allocating the ‘At Risk’ student to an appropriate re-assessment class. The Student Support Officer is responsible for notifying students of their failure or risk of failure to meet satisfactory course progress and issuing Final Warning letters.

The DoS is responsible for reporting International Students to the Secretary of DET through PRISMS. The DoS is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

Any complaints or breaches in relation to this procedure should be reported to the PEO in person or by email.