

## Monitoring Course Progress Policy

### Purpose and scope

This policy outlines the minimum requirements for course progression for students enrolled at TrEd College.

TrEd College considers that both satisfactory course progression and attendance are crucial to a student's achievement of course completion and their learning goals. Individual student course progress is monitored, recorded and assessed to ensure that students are supported to complete their course within the expected duration specified in their Confirmation of Enrolment (CoE). This policy also outlines the process whereby a student's enrolment may be terminated as a result of unsatisfactory course progression.

This policy has been developed in accordance with the Department of Immigration and Border protection (DIBP) approved Course Progress Policy and Procedures for Overseas students, where applicable.

### Legislation

This policy and procedure are in accordance with the Education Services for Overseas Students Act 2000 (ESOS Act 2000) and the National Code of Practice for Providers of Education and Training to Overseas Students 2017 (National Code 2017) and

### Definitions

**ESOS Act 2000** - Education Services for Overseas Students Act 2000 (ESOS Act 2000)

**National Code 2017** - National Code of Practice for Providers of Education and Training to Overseas Students 2017 (National Code 2017)

**Compulsory study period** - A compulsory study period is one in which the student must enroll unless granted a deferment or suspension from enrolment or leave of absence. A compulsory study period does not include periods in which the student can elect to undertake additional studies.

**Study period**- A discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months.

**Confirmation of Enrolment (CoE)** -is a document, provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student's eligibility to enroll in the particular course of the registered provider.

**Course progress** - The measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill based competencies.

**PRISMS** - The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers.



TrEd college has selected to implement the Department of Education–Department of Immigration and Border Protection approved course progress policy and procedures. It is noted that because TrEd College has selected to implement the above Departmental Policy there is a reduced obligation on it to monitor the student’s attendance. Noting this, TrEd College do apply a Monitoring Attendance Policy which is provided in the following policy in this document.

TrEd College has established arrangements to monitor the progress of each students. Monitoring course progress occurs on two levels. These are:

**Assessing satisfactory course progress.** This is the process of formally assessing each student’s progress at the end of each compulsory study period.

**Identifying students at risk of not meeting course progress requirements.** This is the process of continually monitoring each student’s completion of assigned assessment tasks within a compulsory study period.

#### **Assessing satisfactory course progress**

TrEd College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. This involves formally assessing each student’s progress at the end of each compulsory study period. The student’s progress is monitored to ensure that the student is in a position to complete the course within the expected duration as specified on the student’s CoE. The duration of the Term and course requirements will be notified to all students and staff prior to the course commencing using the training and assessment strategy.

The following definitions apply:

– **Satisfactory course progress** is defined as a student successfully achieving competency in 50% or greater of the course requirements in a study period. So, to be clear, if there are 4 units of competency scheduled to be delivered in a study period, the student must achieve competency in at least 2 of those units to be achieve satisfactory course progress.

– **Unsatisfactory course progress**

Is defined as a student failing to successfully complete and achieve competency in 50% of the course requirements in that semester. The progression rules, against which students enrolled in the Diploma of Nursing program are assessed as follows:

In semesters 1-4: The unit of study in each semester must be completed successfully in Knowledge Based Assessments, Simulation Based Assessments and a student must also successfully complete clinical placement for units of studies requiring clinical placement assessment successfully before a student is able to progress to the next semester.

Failing to successfully complete the units of study in a semester:

- Students who fail to successfully complete a unit in that semester will be clearly advised by

TrEd college that they are 'at risk' of progressing the course and student enrolment with TrEd will be at risk.

### **Identifying students at risk of not meeting course progress requirements.**

In addition to the process of assessing satisfactory course progress, TrEd College will also monitor a student completion of assessment events during a study period. This enables the identification of students at risk of not meeting course progress requirements. Unlike the arrangements for assessing satisfactory course progress, monitoring throughout the Term enables the course progress intervention strategy to be implemented early if the student is identified as needing additional support. This early action will in many cases prevent the student from failing to successfully achieve competency in at least 50% of the course requirements. This is a preventative measure that attempts to keep the student on-track.

A student is to be identified as "at risk" of not meeting the course progress requirements if the student:

Fails to submit an assessment assignment on time on two consecutive occasions;

Receives an unsatisfactory assessment result for the same assessment tasks on more than two occasions;

Receiving repeated feedback from trainers about a lack of class participation or falling to sleep during scheduled class time.

**Note.** If a trainer or any other staff member feels that there are other extenuating circumstances that would warrant the implementation of the course progress intervention strategy for a student then this request should be made to the Training Manager who will consider such a request.

The student may also request the establishment of a course progress intervention strategy for themselves.

### **Course Progress Intervention Strategy**

As outline above, the course progress intervention strategy will be implemented where the student is assessed to have unsatisfactory course progress as defined above within the section "Assessing satisfactory course progress" or is identified as "at risk" of not meeting the course progress requirements.

The Course Progress Intervention Strategy is simply a mechanism to put formal support and monitoring arrangements in-place for a student. Its aim is to provide the student the support and monitoring framework to ensure they are meeting the minimum course progress requirements.

The following steps are to be taken to initiate the Course Progress Intervention Strategy:

- The student is to be contacted by phone or email and requested attend TrEd College to meet with the Student Welfare Officer to discuss their course progress.
- The Student Welfare Officer is to gather all of the relevant details about the student progress including any assessment results, record of course progression, notes from trainers, etc.
- The Student Welfare Officer is to meet with the student to discuss their course progress and explain the reporting process and obligations the RTO must comply with in respect to making a report to the Secretary of the Department of Education through PRISMS

The Student Welfare Officer may consider the following types of interventions in order to support the student's course progress:

- English language support for technical assignments and comprehension;
- Assistance with academic skills such as writing essays and report writing;
- Student counselling advice if there are personal matters such as work, accommodation or lifestyle issues affecting study;
- Attending a study group;
- Attending a 'make up' session
- Additional practical workshops to hone practical skills;
- Referral to external support agencies;
- Review of course selection and possible transfer if appropriate;
- The opportunity to repeat the unit in the next term;
- Teacher reporting on assessment outcomes and attendance; and
- Regular scheduled meetings with the student to monitor their progress.

**Note.** The Student Welfare Officer may use a combination of strategies to meet the needs of the student. Strategies will be determined on a case-by-case basis and will take into account the student's current and previous results, attendance records and any previous implemented intervention/counselling strategies.

The Student Welfare Officer with the Student will identify and document the planned intervention strategy. This must clearly identify the strategies to be applied, the start and end dates and the agreed milestones the student must achieve and how these will be monitored. The strategy must also communicate the opportunities and services the student has available to them, the risk of not making satisfactory course progress.

Student work is assessed by the trainer who then forwards a summary of the outcomes to the Student Welfare Officer. The outcome for each unit is entered into the student management system. The student management system provides a cumulative student record for each unit. A progress report can be run at any time but will be run at the end of each Term. This will identify any student who is failing to successfully complete any unit requirements as specified in the course timetable. The Training Manager will speak with the trainer and the student to identify if the student is in danger of not achieving satisfactory progress.

The Student Welfare Officer must ensure that records of the advice and assistance provided to the student who have been assisted under the intervention strategy are kept.

The Student Welfare Officer will implement and monitor the intervention and the students' progress and attend further meeting as needed.

A summary of the support/ intervention action to be implemented will be recorded on the Student Support Intervention record and placed in the Student file. Notes on any meetings that occur will also be noted in the student management system and kept on the student's file.

A student will not be reported for unsatisfactory progress until after the support/ intervention strategy has been implemented and enough time has been allowed for the strategy to run its course.

### **Reporting unsatisfactory progress**

There are a number of steps to follow in the process of making an unsatisfactory course progress report about a student to the Department of Education. There are:

- The student will be assessed as making unsatisfactory course progress (see definition above) over a compulsory study period and a course progress intervention strategy is to be implemented (see above guidance).
- If the student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the provider must notify the student in writing of the intention to report the student to the Department of Education and DIBP for unsatisfactory progress and advise the student they have 20 working days to access TrEd College appeals process prior to being reported. Letters of the intention to report the student to the Department of Education and DIBP are to be issued by the CEO. During any such period the student's enrolment is kept current.
- The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access the complaints and appeals process. The student may appeal on the following grounds:
- TrEd College's failure to record or calculate a student's marks accurately, compassionate or compelling circumstances, or TrEd College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

**Appeals will be handled in accordance with the Appeals Policy.**

- Where the student's appeal is successful, due to TrEd College not implementing its intervention strategy and other policies according to its documented policies and procedures, TrEd College does not report the student, and there is no requirement for intervention.
- Where the student's appeal is successful, due to an error in the course progress calculation, and the student actually made satisfactory course progress, TrEd College does not report the student, and there is no requirement for intervention.
- Where the student's appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through TrEd College's intervention strategy, and does not report the student.
- Where the student has chosen not to access the complaints and appeals processes within the 20-working day period, the student withdraws from the process, or the process is completed or the student's appeal was unsuccessful, TrEd College must report the student to the Department of Education and DIBP for unsatisfactory progress. A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful or the student does not access the appeals process during the 20-day period.

Where a student is assessed as having made unsatisfactory progress for two consecutive study periods even after implementation of the support/intervention strategy TrEd College will report the student to the Secretary of the Department of Education and the student's Confirmation of Enrolment (CoE)

will be cancelled. This may also result in the cancellation of the student visa. The Training Manager is responsible for all transactions on PRISMS as directed by the CEO.

## **Monitoring Attendance Policy**

TrEd College has selected to implement the Department of Education–Department of Immigration and Border Protection approved course progress policy and procedures. Noting this, TrEd College apply the following policy in order to monitor student attendance.

TrEd College monitors the attendance of all students in all courses. Attendance is calculated as the percentage of the course scheduled contact hours for which a student is present and recorded as present in the attendance roll. The face-to-face contact hours for attendance for each week at TrEd College is 20 hours.

### **Method of monitoring and recording attendance**

The trainer of each class will record the attendance of each student on the Attendance register within 15 minutes of class commencing. Students will sign in and the trainer will counter sign the attendance register.

Trainers will enter the attendance data into the student management system 30 minutes after class commencement. This will allow the Training Manager to contact absent students within the next 90 minutes to confirm their welfare and if they are simply running late.

### **Identifying students at risk of unsatisfactory attendance**

At the end of each fortnight, attendance reports will be run through the student management system by the Training Manager to identify any student who fails to attend for five consecutive days without approval or who has been marked absent for 15% or more of the scheduled contact hours for the course. Student who exceed these benchmarks are contacted to arrange a time to attend counselling. These students are identified at risk of not meeting satisfactory attendance requirements. The 15% monitoring threshold is intended to identify the student and establish corrective arrangements before mandatory report obligation are required.

As an example, over a two-week period of scheduled contact hours (40 hours), 15% is equal to 6 hours. This is calculated by simply calculating as the percentage of the course scheduled contact hours the student's hours attended. In the example above, if the student was absent 6 or more hours over the two weeks, this will trigger the counselling process. The student will be contacted in writing via a formal letter (Unsatisfactory Attendance Warning) asking the student to contact the Training Manager and to attend a counselling session aimed at improving the student's attendance. This session is to discuss the possible reasons for non-attendance and to work out what support is required to assist the students to improve their attendance pattern.

During the counselling session, the Training Manager is to:

- Enquire about the cause of the low attendance
- Enquire about the student's general welfare arrangements
- Enquire about the student's current work commitments, if any
- Establish strategies to improve the student's attendance. These may include:
- Addressing individual student needs that emerge during counselling
- Seeking the student to engage in employment on alternate days, if applicable
- Establishing a "buddy" arrangement for the student
- Establishing carpooling or shared travel arrangements
- Implementing an alarm clock at the student's home

- Providing the student with counselling about establishing good sleep / Work / Rest pattern
- Enrolling the student in a study support skills program

Strategies to improve the student's attendance are to be recorded within the Student Intervention Strategy Agreement. This is to be signed by the student and the Training Manager and retained on the students file.

### **Identifying unsatisfactory attendance**

Students are identified as having unsatisfactory attendance where the student's attendance falls below 80% attendance of the scheduled course contact hours.

A student who has missed more than 20% of the scheduled course contact hours will be issued an Intention to Report for Unsatisfactory Attendance Letter advising them that they have missed more than 20% of the scheduled course contact hours and notifying them of TrEd College's intention to report them to the Department of Education for unsatisfactory attendance. This letter will also inform them they have 20 working days in which to access TrEd College's appeals process should they wish to appeal any decision to be made.

A student will not be reported until the outcome of any appeal has been finalised and the appeal judged unsuccessful. The student will maintain their enrolment throughout the appeals process.

### **Reporting unsatisfactory attendance**

There are a number of steps to follow in the process of making an unsatisfactory attendance report about a student to the Department of Education. There are:

- The student will be assessed as making unsatisfactory attendance as outlined above.
- TrEd College must notify the student in writing of the intention to report the student to the Department of Education and DIBP for Unsatisfactory Attendance and advise the student they have 20 working days to access TrEd College appeals process prior to being reported. Letters of the intention to report the student to the Department of Education and DIBP are to be issued by the CEO. During any such period the student's enrolment is kept current.
- The written notice (of Intention to Report for Unsatisfactory Attendance) must inform the student that he or she is able to access the complaints and appeals process. The student may appeal on the following grounds:
- TrEd College's failure to record or calculate a student's attendance accurately,
- compassionate or compelling circumstances.
- However, if the student maintains a minimum attendance of 70% of the scheduled course contact hours and is maintaining satisfactory course progress, as per National code 8.15 TrEd College **may** decide not to report the student for breaching the attendance requirement.

### **Appeals will be handled in accordance with the Appeals Policy.**

- Where the student's appeal is successful, due to an error in the attendance calculation, and the student actually made satisfactory course attendance, TrEd College does not report the student.
- Where the student's appeals process shows that the student has not made satisfactory course attendance, but there are compassionate or compelling reasons for the lack of attendance, ongoing support must be provided to the student through TrEd College's

intervention strategy and does not report the student.

- Where the student has chosen not to access the complaints and appeals processes within the 20-working day period, the student withdraws from the process, or the process is completed, or the student's appeal was unsuccessful, TrEd College must report the student to the Department of Education and DIBP for unsatisfactory attendance. A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful, or the student does not access the appeals process during the 20-day period.
- Where a student is assessed as having made unsatisfactory course attendance, TrEd College will report the student to the Department of Education via PRISMS within 5 days of the 20-day period for appeals being lodged or lapsing. The Training Manager is responsible for all transactions on PRISMS as directed by the CEO. Reporting in PRISMS must be completed as soon as practicable.

### **Completion within Expected Duration**

TrEd College monitors, records and assesses the progress of each student for each unit of competency and cumulatively at the end of each Term. At TrEd College a Term is Training Manager. The expected duration of study as specified on the CoE must not exceed the CRICOS registered duration for the course except in cases where the expected duration has been extended with the

TrEd College approved criteria as listed below.

Where it is clear that a student at TrEd College will not complete the course within expected duration as specified on the CoE TrEd College will only extend the duration of the study for the reasons listed below:

- Compassionate or compelling circumstances, as assessed by the CEO on the basis of demonstrable evidence or;
- TrEd College has implemented or, is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at the risk of not meeting the course progress requirement, or;
- An approved deferral or suspension of the overseas student enrolment has occurred under standard 9.
- TrEd College being unable to offer a pre-requisite unit
- The implementation of the TrEd College support/intervention scheme
- An approved deferment or suspension of study

If there is a variation to the student's timetable and workload which may affect the completion date, it will be recorded on the students file and in the student management system. If this change to a student's work load means that the student's period of study has to be extended, TrEd College will report the change via PRISMS and issue a new CoE.

The Training Manager must advise the student to contact immigration to seek advise on any potential impact on their visa, including the need to obtain a new visa.

Compelling or compassionate circumstances are defined as things outside of the control of the TrEd College  
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RTO ID 40797  
V2.1 2019  
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CRICOS: 03741E

student and which may have an influence on the student being able to complete their study programme under the original CoE. They include things such as:

- serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where TrEd college was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol.
- Where an incident has occurred, and the support mechanism has been put in place the intervention strategy will monitor any difficulty the student may have to complete within the expected duration of the course.

### **Record keeping**

The following records must be retained for at least 12 months from the date the student's enrolment ends:

- Attendance records retained in student management systems
- student contact and counselling records (for example, warning letters)
- notices of intention to report
- complaints and appeals outcomes, and
- other relevant attendance records

### **Student Holidays**

Students are expected to take breaks only during the designated term breaks. These dates are provided on the student timetable, website and student handbook. Any other breaks are to be negotiated with the Training Manager.