



# Course Progress and Intervention Strategy Policy and Procedures

## Policy

1. This policy supports Standard 8 of the ESOS National Code 2018.
2. The College systematically monitors students' course progress.
3. The College monitors overseas/ international students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.
4. The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.
5. The College monitors the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.
6. The College has and implements documented policies and processes to identify, notify and assist an overseas student at risk of not meeting course progress or attendance requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.
7. The College clearly outlines and informs the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.
8. The College as a registered provider of a VET course as defined in the NVETR Act has and implements a documented policy and process for assessing course progress that includes:
  - a. requirements for achieving satisfactory course progress, including policies that promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and processes to address misconduct and allegations of misconduct. Please refer to Plagiarism and Cheating for policies that promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and processes to address misconduct and allegations of misconduct.
  - b. processes for recording and assessing course progress requirements
  - c. processes to identify overseas students at risk of unsatisfactory course progress
  - d. details of the College's intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress
  - e. processes for determining the point at which the overseas student has failed to meet satisfactory course progress.
9. The College has and implements a documented policy and process for monitoring the attendance of overseas students if the requirement to implement and maintain minimum attendance requirements for overseas students is set as a condition of the College's registration by the ESOS agency.
10. If the ESOS agency requires the College to monitor overseas student attendance as a condition of registration, the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.

11. If the ESOS agency requires the College to monitor overseas student attendance, the College must have and implement a documented policy and process for monitoring and recording attendance of the overseas student, specifying:
  - a. the method for working out minimum attendance under this standard
  - b. processes for recording course attendance
  - c. details of the College's intervention strategy to identify, notify and assist overseas students who have been absent for more than five consecutive days without approval, or who are at risk of not meeting attendance requirements before the overseas student's attendance drops below 80 per cent
  - d. processes for determining the point at which the overseas student has failed to meet satisfactory course attendance.

Please refer to Attendance Monitoring Policy and Procedures.

12. Where the College has assessed the overseas student as not meeting course progress or attendance requirements, the College will give the overseas student a written notice as soon as practicable which:
  - a. notifies the overseas student that the College intends to report the overseas student for unsatisfactory course progress or unsatisfactory course attendance
  - b. informs the overseas student of the reasons for the intention to report
  - c. advises the overseas student of their right to access the College's complaints and appeals process, in accordance with Standard 10 of the National Code 2018 (Complaints and appeals), within 20 working days.
13. The College will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS in accordance with section 19(2) of the ESOS Act if:
  - a. the internal and external complaints processes have been completed and the decision or recommendation supports the College, or
  - b. the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
  - c. the overseas student has chosen not to access the external complaints and appeals process, or
  - d. the overseas student withdraws from the internal or external appeals processes by notifying the College in writing.
14. The College may decide not to report the overseas student for breaching the attendance requirements if the overseas student is still attending at least 70 per cent of the scheduled course contact hours and:
  - a. for ELICOS/ EAL courses, the overseas student provides genuine evidence demonstrating that compassionate or compelling circumstances apply; or
  - b. for VET courses, the student is maintaining satisfactory course progress.Please refer to Attendance Monitoring Policy and Procedures.
15. The College monitors, records and assesses the course progress of each student for each unit of the course for which the student is enrolled in accordance with these policy and procedures.
16. The College must assess the course progress of students in accordance with these policy and procedures at the end point of every study period. A study period is defined as 10 weeks duration of study
17. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.
18. Students are informed during an orientation about their course requirements.
19. The College takes appropriate intervention actions when a student is at risk of not progressing satisfactorily or completing their course. Every effort will be made to proactively assist students to achieve satisfactory course progress.

20. The College has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress. At a minimum, the intervention strategy is activated where the student has failed or is deemed not yet competent in 50 per cent or more of the units attempted in any study period. The College may choose to intervene at any point before the end of a study period for example if the student does not attend the classes regularly or does not respond to the College's attempts to assist the student in achieving satisfactory course progress.
21. At the end of each compulsory study period, students will be assessed against the Course Progress and Intervention Strategy Policy and Procedures. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy will be activated within the first three weeks of the following study period.
22. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the College will notify the student of its intention to report the student to the ESOS Agency for unsatisfactory progress. The College does this through the Intention to Report Letter – Unsatisfactory Course Progress that informs the student that the student is able to access the College's Complaints and Appeals Policy and Procedures that the student has 20 working days in which to do so. A student may appeal on the following grounds:
  - a. the College's failure to record or calculate a student's marks accurately,
  - b. compassionate or compelling circumstances, or
  - c. the 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.
23. The Complaints and Appeals Policy and Procedures is available on the College website on the following link: <https://www.melbournecitycollege.edu.au/pdfs/complaints-and-appeals.pdf>
24. The Complaints and Appeal Form is available on the College's website on the following link: <https://www.melbournecitycollege.edu.au/linkupload/complaints-and-appeals-Form.pdf>
25. Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
  - a. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the College does not report the student, and there is no requirement for intervention.
  - b. If the 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 will be provided to the student through the College's intervention strategy, and the College will not report the student.
26. Where the student has chosen not to access the College's complaints and appeals processes within the 20 working day period, the student withdraws from the process, or the process is completed and results in a decision supporting the College (i.e. the student's appeal was unsuccessful), the College will notify the ESOS Agency through PRISMS as soon as practicable of the student not achieving satisfactory course progress.
27. The College notifies the ESOS Agency through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the College's decision to report.
28. This policy applies to the College's international students and staff.
29. The CEO is responsible for the implementation of the policy and procedures and to ensure that staff are aware of its application and implement its requirements.

## Procedures

### Requirements

1. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. 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.
2. All causes of unsatisfactory course progress or being “at risk” are to be considered including academic causes and non-academic causes such as personal issues.
3. The progress of each student is systematically monitored, recorded and assessed.
4. The College assesses each student at the end point of each study period according to this policy.
5. The College has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.
6. Where the college has assessed the student as being “at risk” the College will inform the student and implement an intervention strategy.
7. Where the College has assessed the student as not meeting satisfactory course progress in a second consecutive study period, the College will inform the student in writing of its intention to report the student and that he or she is able to access the College’s complaints and appeals process within 20 working days.
8. The College will notify the ESOS Agency through PRISMS of the student not achieving satisfactory course progress after the appeals process (if actioned) is finalised and upholds the College’s decision to report the student

### Definitions

1. A study period is defined as 10 weeks duration of study
2. Being “at risk” of not meeting satisfactory course progress requirements means:
  - fails more than 50% of units attempted in any study period; or
  - is unable to complete a course within the expected duration of study as recorded on the CRICOS register and the students CoE after having their program reviewed by the Director of Studies; or
  - is absent for 28 consecutive days without prior approval or a medical certificate from a registered medical practitioner.
3. Failing a unit means being assessed as “Not Yet Competent” for a completed unit.
4. Satisfactory progress means that students have not been identified as being “at risk”.

### Method

1. The trainers monitor students’ progress for each unit through formative and summative assessments and record students’ progress. Every two weeks, the trainers are to enter students’ assessment results for each unit into a unit offer matrix and submit it to the Administration staff. When the trainers identify that the students are at risk of not being able to successfully completing the unit as scheduled, the trainers will provide extra support to help the students. If the students are deemed “Not Yet Competent” in a unit, after providing extra support, trainers will organise re-assessments for the students.
2. Overall student progress is monitored through the completion of unit assessments, which occur as a minimum at the end of each study period. A Study Period is equal to 10 weeks.

3. Student competency results are recorded in the College's Student Management System, Wisenet.
4. Review dates are electronically set up on the Director of Studies' calendar for a reminder.
5. Within 10 working days of the completion of a study period, the Director of Studies or delegate will generate and print a report from Wisenet a particular enrolment to be reviewed. The Director of Studies or delegate will review the progress of all students for Satisfactory Course Progress in the study period.
6. The Director of Studies or delegate will review a student competency result report and mark students who have not successfully completed at least 50% of the number of assessments/ part of assessments that are supposed to be finished.
7. The Director of Studies or delegate will inform the Student Administration to send warning letters to the students who are "at risk" of not meeting satisfactory course progress requirements. The Student Administration will send relevant warning letters to the students with unsatisfactory course progress results by email.
8. A trainer/ an assessor is to notify the Director of Studies or delegate for all students who are observed as at risk of risk of not completing the course.
9. There are 2 warning letters to be sent to students with unsatisfactory course progress. They are Unsatisfactory Course Progress Initial Warning and Unsatisfactory Course Progress Final Warning letters. They are sent by email.
10. Students will be counseled by the Director of Studies or delegate.
11. The course counselling interview and fortnightly intervention meetings will be initiated by the Director of Studies however appropriate personnel such as student contact officers or counsellors may be called on to assist with the process or to be a delegate for the Director of Studies.
12. At the course counselling interview, academic and non-academic issues are to be explored, solutions sought and the following intervention strategies may be put in place where appropriate:
  - Programs to address academic and non-academic issues
  - Student attendance timetable drawn up
  - Student study time table drawn up
  - A fortnightly intervention meeting for the current study period with the Director of Studies 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
  - Optional holiday programs to "catch up" or undertake additional units
  - Place a copy of the warning letter and all other relevant documents in the students file.
  - At the fortnightly intervention meeting the following can be reviewed
    - Fortnightly attendance
    - Fortnightly academic involvement
    - Implementation of the study timetable
13. Students will be required to accept the intervention strategy proposed by the College that is recorded in the Intervention Strategy Form by signing the completed form.
14. Students failing to attend the course counselling interview/ intervention meeting without a reasonable reason may be sent the next warning letter by email/ intention to report letter by post and email if applicable, a copy will also be kept in the student's file by the Student Administration.
15. Students failing to attend the course counselling interview or fortnightly intervention meeting without a reasonable reason may be sent an Unsatisfactory Course Progress Final Warning letter/



Intention to Report Letter - Unsatisfactory Course Progress Letter by post and email, a copy will also be kept on the students' files by the Student Administration.

16. If a student fails more than 50% of units in two consecutive study periods, the College will notify the student in writing of its intention to report the student for not achieving satisfactory academic progress. The student will be sent an Intention to report letter by post and email, a copy will also be kept on the student's file. The student is informed he/ she has 20 working days to appeal to the College by accessing the College's Complaints and Appeals Policy and Procedures.
17. If the appeal is not upheld or the student withdraws from the appeal process, the Director of Studies will report the student to the ESOS Agency through PRISMS. The Director of Studies will inform the CEO about the reporting.
18. The Report to ESOS Agency-Unsatisfactory Course Progress letter will be sent by email, a copy will also be kept on the student's file by the Student Administration.
19. If applicable, the following will be maintained on the students' files:
  - Unsatisfactory Course Progress Initial Warning letter
  - Unsatisfactory Course Progress Final Warning letter
  - Notes from counselling sessions
  - Medical certificates
  - Appeal documents
  - Intention to report letter -Unsatisfactory Course Progress
  - Report to ESOS Agency - Unsatisfactory Course Progress letter
  - Other relevant documents