

Monitoring Student Course Progress Policy and Procedures

Policy

The Monitoring Student Course Progress Policy outlines a process to monitor the progress of overseas students to ensure that they progress through their study and complete the course within the expected course duration.

iLearn OZ (ILOZ) systematically records, monitors, and assesses student course progress and takes proactive measures in notifying and counseling students at risk of not meeting course requirements. Also, ILOZ continuously monitors the workload of students to ensure they complete their enrolment within the duration specified in their CoE and only allow course duration extensions in certain limited circumstances.

Students who do not meet course progress requirements will be reported to the Department of Home Affairs (DHA), which may result in the cancellation of their student visa. ILOZ also students can access student support services in academic and non-academic matters, particularly by students who are deemed to be 'at risk' or 'in need'.

1.0 Definitions

At risk Student: When a student has achieved 1 Not Yet Competent (NYC) out of 2 delivered units or at any point throughout the term as identified by their trainer
Term at risk is often used to describe students who considered to have a higher probability of failing academically it may include but not limited to

- Not attending school regularly
- Not Submitting Assessments
- Achieved less than 50% course progress during the term period.
- Stress

Competent: When a student has achieved a Satisfactory Result for all assessment tasks for a unit

Intervention Strategy: Support and guidance that is provided to the Student by ILOZ for students deemed at Risk of Not Meeting Course Requirements or achieving Unsatisfactory Course Progress

Satisfactory Course Progress: When a student achieves a Competent (C) result in more than 50% of the enrolled units in a Term. Where a student is in their Final Term, Satisfactory Course Progress refers to the Student fulfilling all course requirements by their scheduled end date, as specified in the Student's CoE

Unsatisfactory Course Progress: When a student achieves a Not Yet Competent (NYC) results in 50% or more of the enrolled units in a Term

Whilst Unsatisfactory Course Progress is often defined as not demonstrating competency in 50% or more of the course requirements in a Study Period, the school intends to continuously evaluate students' performance during and throughout each Study Period. On this basis, where necessary, the school will evoke its Risk Intervention Strategy that will be specifically designed to assist students in achieving their academic goals

Not Meeting Course Requirements: When a student is deemed as achieving Unsatisfactory Course Progress in two consecutive Terms and who have had an intervention strategy activated, with sufficient time for the strategy to run its course, OR
when a student does not qualify for an extension of course duration, has failed occasional units throughout the course, has had an intervention strategy activated with sufficient time for the strategy to run its course and has not met course

requirements by their scheduled end date, as specified in the Student's CoE

Not Yet Competent: When a student has achieved a Not Yet Satisfactory Result in one or more assessment tasks for a unit

Term: A duration consisting of 09 study weeks (10 Week for Grad Diploma). Where a student commences a Term late, the duration is considered to be the remaining weeks of that term.

2.0 Information to Students

2.1 Students will be informed of this policy about course progress requirement and its consequences prior to the enrolment through the following means:

2.1.1 Inclusion of information about the policy in the student prospectus and the handbook and on the website <https://ilearnoz.edu.au>

2.1.2 Inclusion of information about the policy in the enrolment application form

2.1.3 Overview of the policy at the selection interview

2.1.4 Inclusion of information about the policy in the offer letter and agreement form

2.2 Students will be informed of this policy about course progress requirement after the enrolment and during the course through the following means:

2.2.1 Overview of the policy at the student orientation program

2.2.2 Inclusion of information about the policy in the student handbook and on the website <https://ilearnoz.edu.au>

2.2.3 Information disseminated in the class by the trainers

3.0 Recording Course Progress

3.1 Trainers record student academic results for each assessment in the Assessment Summary Record Form and provide feedback to students within 20 working days of the submitted assessment

3.2 On conclusion of the final assessment for each unit, the trainer (within 20 working days) will collate all student academic results for the unit into the Grade Sheet Summary and will provide the complete and signed Grade Sheet Summary to the Student Services Department

3.3 The Student Administration will ensure that the Grade Sheet is entered into the Student Management System within 10 working days of the classes final assessment task and will sign the Grade Sheet as confirmation that all results have been accurately entered into the system

3.4 Students are able to access their results by logging into the Student Portal

4.0 Monitoring Course Progress

- 4.1 Student Course Progress is monitored on a regular basis by Trainers and the Student Administration
- 4.2 Trainers monitor student course progress at a unit level. Where students are identified as at Risk of Unsatisfactory Course Progress, the trainer will encourage and counsel the Student to assist in completing the unit and progressing in their course. The trainer will also inform the Student Administration to arrange counseling, and activate a formal intervention strategy with the Student
- 4.3 The Student Administration monitors student course progress on the conclusion of each term and in each Student's final 5 weeks of study. The Student Administration will counsel, devise and activate a formal intervention strategy with the students as instructed by Trainers and the Student Administration Officer.
- 4.4 The Student Administration Officer monitors student course progress on the conclusion of each term of study. The Training Coordinator will counsel/devise/activate intervention strategies and report students who have not met course requirements in line with this policy.
- 4.4.1 On the conclusion of each term of study, the Student Administration Officer will identify all students who have achieved an NYC result and send them an "*Student at Risk of Unsatisfactory Course Progress*" letter. The letter will advise them of the need to achieve satisfactory course progress and outline student visa condition (including that Students who have not met course requirements will be reported to the Department of Home Affairs (DHA), which may result in the cancellation of their student visa). The letter will also advise the Student to contact the Training coordinator /Head Trainer /Academic Manager so that an Intervention Strategy can be initiated.
- 4.5 Student Administration Officer will also provide the Trainers with the list of students receiving a "*Student at Risk of Unsatisfactory Course Progress*" letter. Trainer will be instructed to send the students on that list to see Student Administration Officer prior to them being permitted into class. This is to ensure that students can be, and an appropriate Intervention Strategy can be put in place for the Student. The Student Administration Officer will provide written notifications to Trainers and update the Weekly Attendance Sheet permitting students to return to classes once the Intervention Strategy has been activated.

5.0 Assessing Course Progress

- 5.1 At the conclusion of each term, the Student Administration Officer will make an assessment on whether or not the Student is achieving satisfactory course progress by generating a report from the Student Management System
- 5.2 Students who have achieved 50% or more NYC in their enrolled units will be sent a 1st Warning letter - *Unsatisfactory Course Progress Letter*, advising the Student to make contact with the student service team. The student service team member will counsel the Student and activate an Intervention Strategy for the Student for the following term. Where a student is in their final term, the Training Coordinator will have implemented clause 4.4.1 of this policy and will make a determination on whether the Student has achieved Satisfactory Course Progress.
- 5.3 Students who have attained satisfactory course progress, however, have outstanding NYC's will be

provided with information regarding reassessment of the NYC units through email.

- 5.4 All students identified as achieving Unsatisfactory Course Progress will be placed on academic probation for the following term which will be specified in the Intervention Strategy and which will remain until the Student achieves Satisfactory Course Progress
- 5.5 At the time a student is issued with a 1st warning letter -Unsatisfactory Course Progress letter, a note is made on the Student Management System. Trainers are instructed to send the Student to see student administration prior to being permitted into the class. The Student Administration will provide written notifications to Trainers and update them, permitting students to return to classes once the Intervention Strategy has been activated

6.0 Intervention Strategies

- 6.1 Where a student is identified as at risk of achieving unsatisfactory course progress or is deemed as achieving Unsatisfactory Course Progress, an Intervention Strategy will be developed and activated to support the Student.
- 6.2 Intervention Strategies may include, but are not limited to the following, with the ultimate purpose being to assist students to meet successfully progress through the course and complete the course within their COE duration:
 - 6.2.1 identifying reasons behind unsatisfactory course progress
 - 6.2.2 reviewing study load
 - 6.2.3 attending additional training or study assistance
 - 6.2.4 extending deadline for assessment submission
 - 6.2.5 providing opportunity for additional training and/or reassessment
 - 6.2.6 receiving individual case management
 - 6.2.7 attending counseling
 - 6.2.8 receiving assistance with personal issues which are influencing progress
 - 6.2.9 receiving mentoring
 - 6.2.10 providing English language support
 - 6.2.11 being placed in a suitable alternative course
 - 6.2.12 A combination of the above
- 6.3 All records of intervention strategies will be recorded in the Intervention Strategy Record Form and the Student Management System and filed away in the Students file
- 6.4 The School's Risk Intervention Strategy for any student who is not making Satisfactory Course Progress will be made available to all relevant staff and students, and will specify:
 - 6.4.1 The Procedures for contacting and counselling students;
 - 6.4.2 The strategies to assist students in achieving Satisfactory Course Progress; and the processes by which the Risk Intervention Strategy will be activated.

The School's Risk Intervention Strategy includes:

- 6.4.3 Attending academic skills sessions;
- 6.4.4 Attending additional tutorials or study groups;

- 6.4.5 Receiving individual case management;
- 6.4.6 Attending academic counseling;
- 6.4.7 Receiving assistance with personal issues which might be influencing academic progress;
- 6.4.8 A combination of the above and a reduction in course load.

A Risk Intervention Meeting will be established when the School's Academic Review Committee, or its delegate, establishes that the Student is not maintaining Satisfactory Course Progress by arranging an Risk Intervention Meeting involving the Academic Manager / Director along with any other relevant Academic Review Committee member(s), and the Student to identify the reasons behind the Unsatisfactory Course Progress and exploring alternative strategies so that the Student is in a better position to achieve Satisfactory Course Progress.

7.0. Procedure for Issuing Written Warnings

7.1 Issuing First Written Warning

Upon reviewing students' academic progress at the end of each term, any student identified as being at 50% course progress or less, will be issued with a First Written Warning via E-mail. The First Written Warning will include:

- a) Informing the Student of the reason for the First Written Warning being issued
- b) Reminder to Student of their obligations towards the school
- c) Reminder to students of their obligations towards their visa status
- d) Instruction to contact the college within 10 working days to arrange a Risk Intervention Meeting
- e) Instructions for seeking further information or clarification
- f) instructions for appeals

7.1.1 If a student makes, contact with the school

If a student's responds to the First Written Warning issued to them by contacting the college, then:

- a) The Student is given an appointment to attend a Risk Intervention Meeting;
- b) The student details are entered in a schedule of appointments in order to follow up with at a later stage;
- c) The Academic Manager / Director /Student Support Officer, and any other relevant Academic; Review Committee member(s) are notified of the Student's appointment.

7.1.2 If Student's does not make contact with the School (After 10days of 1st Written Warning letter)

- a) Student is to be sent a 1st email reminder that Student is required to make contact with the college within next 10 days to prevent further action(s) being taken, including the issuing of 2nd Written Warning letter;
 - i. Informing the Student of the reason for the email reminder
 - ii. Reminder to Student of their obligations towards the school
 - iii. Reminder to students of their obligations towards their visa status
 - iv. Provision for Student to adjust or amend the Risk Intervention Strategy(s) agreed to , if any
 - v. Informing the Student that in the case of no action is taken by the Student within 10 days after 1st email reminder, to demonstrate that the Student is complying with the Risk Intervention Meeting Agreement, the Student will be at risk of a **Second Written Warning being issued** to them

vi. Instructions for seeking further information or clarification

b) Student is to also be called by telephone to organize an appointment for a Risk Intervention Meeting.

7.1.3 If the Student attends the Risk Intervention Meeting

- a) The outcomes of this Risk Intervention Meeting will be recorded and placed on the Student's file with a copy provided to the Student
- b) Following the Risk Intervention Meeting, the trainer / assessor will monitor the implementation of the strategy and during this monitoring process, if the trainer / assessor believes that the Student has not, in good faith, implemented the agreed strategy(s), the trainer / assessor will then deem the Student has breached the Risk Intervention Meeting agreement and, therefore, has failed to make Satisfactory Course Progress

7.2. Issuing Second Warning Letter (If the Student does not attend the meeting within 20 working days (10 days after 1st warning letter +10 days after 1st reminder email)

7.2.1 At the end of the 10 days' period of reminder email, if Student has not responded to the Reminder E-mail of 1st warning letter, the Student Support Manager will issue the Student with a **Second Written Warning Letter** via Email. The Second Written Warning E-mail will include:

- a) Informing the Student of the reason for the Second Written Warning being issued
- b) Reminder to Student of their obligations towards the school
- c) Reminder to students of their obligations towards their visa status
- d) Informing the Student that they are required to make contact with the college within 10 days to prevent further action being taken, including reporting Student to the Department of Immigration and Border Protection
- e) Instructions for seeking further information or clarification
- f) Instructions for appeals

7.2.2 If a student responds to the 2nd Written Warning issued to them by contacting the College, then:

- a) The Student is given an appointment to attend a Risk Intervention Meeting;
- b) The student details are entered in a schedule of appointments in order to follow up with at a later stage;
- c) The Academic Manager / Director /Student Support Officer, and any other relevant Academic; Review Committee member(s) are notified of the Student's appointment.

7.2.3 If a student does not contact the College within the specified 10 days: (After 10 days of 2nd Warning letter)

- a) Student is to be sent a FINAL Reminder e-mail that Student is required to make contact with the College within next 10 days to prevent further action(s) being taken, including the issuing of an Intention to Report the Student via PRISMS;
 - i informing the Student of the reason for the Final Reminder
 - ii reminder to Student of their obligations towards the school
 - iii reminder to students of their obligations towards their visa status
 - iv urging of the Student to return to Satisfactory Course Progress as agreed in the Risk Intervention Meeting
 - v provision for Student to adjust or amend the Risk Intervention Strategy(s) agreed to
 - vi informing the Student that in the case of no action is taken by the Student within 10 days, to demonstrate that the Student is complying with the Risk Intervention

Meeting Agreement, the Student will be at risk of a ITR being issued to them instructions for seeking further information or clarification

b) Student is to also be called by telephone to organise an appointment for a Risk Intervention Meeting.

7.2.4 If the Student does not attend the meeting (After 10 days of 2nd Warning +10 days' Final reminder email)

I. At the end of the 20-day period, if Student has not responded to the 2nd warning letter and final reminder e-mail, the Student Support Manager will issue the Student with ITR as per process.

8.0 Additional Student Support

8.1 All students studying at ILOZ will have access to student support in both academic and non-academic matters. They include but not limited to Health and Wellbeing counselling, referral to Medical Professional and Specialists, Financial Support, English language support. All support services and referral are provided at no cost to students however the professional or service provider may charge a fee for their service. Refer to **Student Support Policy and procedures** for details.

8.2 Student should at first talk to student administration or Student support officer or their trainer if they need any assistance, who will direct them to the appropriate staff or services. Student Support Policy and procedures list the contact details who can offer support in their respective areas.

9.0 Reporting Unsatisfactory Course Progress

9.1 Students that have been assessed as achieving Unsatisfactory Course Progress in specified term and who have had an intervention strategy activated, with sufficient time for the strategy to run its course;
OR

Students that have been sent 1st Warning letter, 1st email reminder, 2nd Warning letter, final email reminder and have not met course requirements by their Scheduled date, will be sent an intention to report letter.
OR

Students whose course duration cannot be extended, have failed occasional units throughout the course, have had an intervention strategy activated with sufficient time for the strategy to run its course and have not met course requirements by their scheduled end date, will be sent an **Intention to Report Letter** (e-mail or hand delivered or by registered post), advising them of ILOZ's intention to report them for *Unsatisfactory Course Progress* and *Not Meeting Course Requirements* to the Department of Home Affairs through PRISMS.

The Intention to Report (ITR) E-mail will include:

- a) informing the Student of the reason for the Intention to Report (ITR) being issued;
- b) Detail of 1st warning letter
- c) Detail of email reminder after 1st warning letter
- d) Detail of 2nd warning letter
- e) Detail of final email reminder after 2nd warning letter.
- f) reminder to Student of their obligations towards the school;
- g) reminder to students of their obligations towards their visa status;
- h) instructions for seeking further information or clarification;
instructions for appeals.

9.2 The Student will be advised that they have 20 working days from the date of the Intention to Report letter to appeal the decision

9.3 A student may only appeal where one or more of the following circumstances exist:

9.3.1 Compassionate or Compelling Circumstances (See Compassionate and Compelling Circumstances Policy)

9.3.2 Academic results were recorded incorrectly

9.3.3 An intervention strategy was not implemented or given enough time to run its course

9.3.4 This policy was not adhered to

9.4 In the event that a student lodges an appeal, the Student will only be reported when the appeals process (including internal, and external appeal) has been completed and the initial decision made by ILOZ's is upheld.

9.5 During the appeals process, the Student must continue to attend classes

9.6 Where a student has not chosen to access the complaints and appeals process within the 20 working days' period, withdraws from the process, or the process is completed and results upholding a decision made by ILOZ, the Institute will report the Student to the Department of Home Affairs for unsatisfactory course progress, through PRISMS, as soon as practicable and no longer than 5 working days from the occurrence. The School's Student Support Manager will notify the Secretary of the Department of Education through PRISMS that the Student is not achieving Satisfactory Course Progress. A copy of this notification will be placed on the Student's file.

10.0 Extension of Course Duration

10.1 ILOZ will monitor the workloads of students (as per clauses 4.0, 5.0, 6.0 and 7.0 of this policy) to ensure all students complete their course within their specified durations of their CoE

10.2 Where a student is unable to complete their course within the specified durations of their COE, ILOZ will only grant an extension in the following limited circumstances:

10.2.1 Compassionate or compelling circumstances apply (See Compassionate and Compelling Circumstances Policy)

10.2.2 an Intervention Strategy has been implemented

10.2.3 deferment or suspension of studies has been approved

10.3 Should an extension be granted; ILOZ will notify the Student in writing specifying the details of the extension.

10.4 ILOZ will also advise the Student to contact Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

10.5 The Student Administration Officer will also ensure the Department is notified as soon as practicable and no longer than 5 working days from the occurrence via PRISMS, and will issue the Student with a new CoE

10.6 All records relating to the extension of a students' course duration will be recorded in the Student

Management System, with documentation retained in the students file

11.0 Extension of Course Duration (Other Guidelines)

11.1 ILOZ will not deliver any unit by distance or online learning to International Students

11.2 Except in the circumstances specified in clause 8.2 of this policy, ILOZ will ensure that the expected duration of study specified in the Student's CoE will not exceed the CRICOS registered course duration

12.0 Confidentiality

- a. All information relating to students regarding course progress and intervention will be treated as confidential and in accordance with the School's Privacy and Data Protection Policy and Procedures.
- b. The school will maintain confidentiality to ensure that:
- c. No information will be released without the agreement of the individual or group involved.

13.0 Appeals

- a. If the Student is not satisfied with any decision relating to course progress and intervention, the Student has the right to appeal the decision in accordance with the Student Complaints and Appeals Policy and Procedures. In this event, the school will maintain the Student's enrolment in the course or courses in which he or she is enrolled to study until the appeals process is completed.
- b. an appeal must be lodged in writing to the Student Support Manager within 20 working days from the date of the decision was taken.
- c. The appeal should include the following details:
 - a) the Student's full name (family/surname and first name), student number and contact details,
 - b) the nature of the decision or matter being appealed,
 - c) the basis for the appeal,
 - d) details of the specific outcome sought by the Student, and
 - e) copies of all relevant documents.
- d. An appeal may not proceed if:
 - a) no reasonable grounds are stated for the appeal,
 - b) no new or different grounds are stated for the appeal from those already considered by the Principal, or nominee,
 - c) the Student has not ensured that they are in a position to receive all notifications from the school. Late or no receipt of official letters will not be accepted as grounds for appeal if changes of address have not been notified and received by the school, or

- c) the appeal is lodged outside the 20 working day timeline specified above.

Further Information and Assistance

14. Students should seek clarification on any aspects of this Policy and its related Procedures prior to accepting an offer of admission made by the school.
15. Student assistance is available by contacting School Reception or Student Support.
16. Students may make an appointment with the Student Support Manager for assistance with their request relating to this Policy and its related Procedures.
17. Contact details for the school are outlined as follows:

Related Documents

- Assessment Summary Record Form
- Intervention Strategy & Support Form
- Student at Risk of Unsatisfactory Course Progress Letter
- Unsatisfactory Course Progress Letter
- Intention to Report Letter

Related Policies

- Student Support Services
- Compassionate and Compelling Circumstances Policy
- Complaints and Appeals Policy
- Student Deferment, Suspension and Cancellation Policy
- Student Assessment Policy