



## **COURSE PROGRESS POLICY AND PROCEDURE**

### **1. Purpose**

The purpose of this policy is to ensure that students studying at Highgate International College maintain satisfactory course progress throughout the duration of their studies. This policy and associated procedure also provide the framework for dealing with unsatisfactory progress and taking remedial actions.

### **2. Scope**

This policy applies to all the enrolled students of Highgate International College.

### **3. Definitions**

**The National Code:** The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas students 2018, established pursuant to Part 4 of the ESOS Act 2000, as amended from time to time

**DHA (Formally DIBP, DIAC):** The Department of Home Affairs

**PRISMS:** Provider Registration and International Students Management System

**DE (Formally DET, DEEWR):** Department of Education

**Unsatisfactory Course Progress:** Where the student has failed or is deemed Competency Not Achieved (CNA) in 50% or more of the units attempted in any study period based on evidence from student's assessment tasks and activities

**Units of Competency** mean the specification of industry knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.

**Course:** means a course of education or training as defined in the ESOS Act.

**CoE:** Confirmation of Enrolment

**Study Period:** Highgate International College uses "Term" to define a study period. The term duration, usually a contact period of ten (10) weeks, is considered a study period.

### **4. Legislative Context**

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code 2018

## 5. Policy

**5.1** The National Code 2018 lays out the guidelines for the monitoring students' course progress under Standard 8. As directed by the Department of Education, a provider who implements the DE (Formally DET, DEEWR)-DHA (Formally DIBP, DIAC) Course Progress Policy and Procedures for its CRICOS registered courses is not required for ESOS purposes to monitor attendance for those courses. However, Highgate International College may monitor student attendance for academic and internal purposes, including assessment and requirements.

**5.2** Highgate International College will adopt a proactive approach in monitoring students' course progress and notifying and counselling students who are at risk of failing to meet the accepted course progress requirements. Students who persist in failing to meet course progress requirements - even after attempts by Highgate International College to notify and counsel them through the intervention strategy - shall be reported to and DIBP in accordance with the ESOS Act 2000.

**5.3** Highgate International College shall ensure that duration of study specified in the CoE does not exceed the CRICOS registered duration for the respective courses.

**5.4** This policy and associated procedures will be made available to the students through student orientation, college website, and student handbook/manual.

**5.5** Highgate International College 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 student management system.

**5.6** Highgate International College reasons that course progress is closely linked to student's active participation in in-class learning and assessment activities, and timely completion of major assessments. At the beginning of each term and/or unit of competency, trainers/assessors will provide information on assessment requirements, conditions, assessment due dates and other relevant competency requirements.

**5.7** An Unsatisfactory Course Progress will be noted when a student has failed, or is deemed Competency Not Achieved (CNA), in 50% or more of the units attempted in a study period.

**5.8** In the first instance, the student will be informed of the course progress issue by the trainer/assessor in the classroom through assessment feedback at the end of each academic term (or a study period). Depending on the assessment outcomes, trainer/assessors may allow the student to resubmit the work or suggest a reassessment or a re-sit as per college's *Reassessment Policy*.

**5.9** As an early detection process, trainers and assessors will be required to report to the Academic Manager or the Academic Manager any student who has been absent for two (2) consecutive weeks in any academic term (or study period) and are likely to be at risk of not meeting the unit requirements through *Trainer Concern Form*.

**5.10** At the end of each term or a study period, printed results from the student management system will be provided to the Academic Manager for course progress review. Any student with a CNA

**5.11** result in 50% or more units on non-competency will be deemed "At Risk". Trainer/assessors will be required to report the same to the Academic Manager

**5.12** 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.

**5.13** Students deemed "At Risk" will be notified in writing and asked to make an appointment with Student Support Team or the Academic Manager to discuss their progress.

**5.14** Highgate International College shall not extend the duration of the enrolment for students “At Risk” of not completing their course within the expected duration unless;

1. There are compassionate and compelling circumstances and the student has provided sufficient evidence(s) to make such determination; and
2. The student has attended the required course progress interviews and agreed to the prescribed intervention strategies; and
3. Highgate International College has approved deferment or suspension of studies under its relevant policy and procedure

**5.15** Students who have been issued a warning letter at any time shall remain under warning for the remainder of their enrolment. Any further unsatisfactory performance or progress shall result in the subsequent warning letter to be issued. For example, students who have been issued 1<sup>st</sup> warning letter at the first instance of course progress review will be issued a 2<sup>nd</sup> warning letter if another unsatisfactory progress is reported at any time during their enrolment period.

**5.16** In the case where a student’s duration of enrolment has been approved and effected, the student will be advised of any potential impact on their student visa, including the need to obtain a new visa.

## 6. Intervention Strategies and Reporting

Stage of Intervention	Intervention Time
<b>All Courses</b>	
<b>Stage 1:</b> Issuing the 1 <sup>st</sup> warning for “unsatisfactory course progress” - Early detection of, and intervention in, unsatisfactory academic performance or prolonged absence (two consecutive weeks or more)	During first study period (Meeting with trainer/assessor - First warning letter)
<b>Monitoring</b> of students with unsatisfactory academic progress during the study period	During first study period
<b>Stage 2:</b> Issuing the 2 <sup>nd</sup> warning for “unsatisfactory course progress” if the student shows no improvement in course progress (50% or more CNAs of total units) during study period	During second study period (Second warning letter and Intervention Meeting)
<b>Monitoring</b> of students with unsatisfactory academic progress during the study period	During second study period
<b>Stage 3 :</b> Issuing “notice of intention to report “If the student still shows no improvement in course progress, failed more than 50% of the course in 2 consecutive terms	During the study period
<b>Appeal Process: a student will be given 20 working days from the date of issuing NOIC to make an internal appeal</b>	During the study period
<b>Stage 4:</b> Reporting of student’s breach of visa conditions via PRISMS if the student fails to appeal or appeal is unsuccessful	20 working days after letter of intention to report; and after any appeal process has been exercised and exhausted

**Stage 1: Early detection of, and intervention in, unsatisfactory academic performance or prolonged absence (two consecutive weeks)**

- a. *Trainer notification of likely “At Risk” student:* This notification consists of the trainer completing the “Trainer Concern Form” and submitting this to the Academic Manager. This notification should take place at the time that the event occurs. Trainers will notify the Academic Manager whenever a Student, undertaking the first study period (term);

- i. Did not perform satisfactorily in the previous study period (term); or

- ii. Fails 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 in the current term; or
  - iii. Fails to achieve competency in a unit that would normally be completed prior to the end of the study period; or
  - iv. Fails to attend class for two or more consecutive calendar weeks, or
  - v. Is deemed to have irregular attendance that places satisfactory course progress in jeopardy
  - vi. Is deemed to have an identified issue affecting study in the course (language difficulty, unsuitable course, classroom behaviour, other issue)
- b. *Informal Meeting with Trainer/Assessor:* Trainer/assessor will provide the required information and try to ascertain the reasons for poor performance or non-attendance.

Such outcomes and actions from the meeting may include;

- The trainer/assessor providing information and support; and
  - The student allowed to resubmit assessment tasks or allowed to undertake assessments missed (not attended)
  - The student allowed undertaking extras classes, if needed
- c. *First Warning Letter:* Upon receiving the trainer/assessor notification, the Academic Manager should submit this information to student support team for processing. The student support team shall give notification of the details and purpose of a course progress intervention meeting and this shall be provided to the student in writing by issuance of a “*Course Progress – First Warning Letter*”. This letter can be given in person, emailed, or posted to the student.

## **Stage 2: Unsatisfactory academic performance (50% or more CNAs of total units) at the end of each term**

During a study period Academic Managers will review the academic performance of each Student. If as result of the review it is identified that;

- a. A student has failed or is deemed competency not achieved (CNA) in 50% or more of the units attempted in any study period; or
- b. A student has failed to/yet to achieve competence in any units of competence undertaken in that study period

Under delegation from the Academic Manager, the student support team will contact the student by all available means to arrange for a meeting with the student to discuss their academic performance. This should take place in the manner of *Stage 1:c* above. If this is the first contact to the student regarding academic progress, the “*Course Progress – First Warning Letter*” should be used with details of the specific units where progress is not satisfactory.

Such outcomes and actions from the meeting may include;

Highgate International College:

- Advising the student on the suitability of the course that they are enrolled in
- Undertaking a review of the student’s results
- Providing support and counselling and/or

The Student:

- Undertaking reassessment in each of the failed units
- Undertaking a 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
- Producing evidence of competence gained in the workplace.

Outcomes, actions and agreements of this meeting are documented on a *Record of Student Interview – Course Progress* form and signed by both the Academic Manager and the student, and a copy will be given to the student and a copy kept on the Students file.

Students may be required to pay the designated fees for reassessment as outlined in the *Reassessment Policy* and the Student Agreement.

Students who fail to achieve competence in a majority of units of competence undertaken during a study period will be advised that this lack of academic performance in any study periods could lead to the student being reported to in PRISMS, depending on the outcome of any appeals process.

- a. *Second Warning Letter*: Notification to the student of their unsatisfactory course progress and the details and purpose of a course progress intervention meeting shall be provided to the student in writing by issuance of a “*Course Progress – Second Warning Letter*”. This letter can be given in person, emailed, or posted to the student. If no response to this communication is received from the student, a third warning letter may be issued straight away.
- b. *Intervention meeting with student*: the purpose of this meeting will be:
  - To inform the student of the consequences of not achieving satisfactory course progress in consecutive study periods (reporting breach of student visa conditions to DHA)
  - To determine the reasons for the ongoing unsatisfactory performance
  - To develop strategies involving student support and student action to assist the student to gain satisfactory competence by the end of the study period.

Outcomes, actions and agreements of that meeting should be documented on a *Record of Student Interview – Course Progress* form and signed by both the Academic Manager and the Student will be given to the Student and a copy kept on the Students file.

**Stage 3: No improvement noted in student performance midway through the term and/or student constantly failed to achieve satisfactory course progress.**

**Letter of Intention to Report**

If a Student is unable to demonstrate that they will be able to complete the required assessment or units half way during the second consecutive study period, and who have not fulfilled the necessary actions which were agreed upon at Stage 1 and 2 (above), Highgate International College will notify the Student in writing of its intention to report the Student to The Department of Education via PRISMS for unsatisfactory course progress.

This written notice “Letter of Intention to Report for Unsatisfactory Course Progress” will be sent by email. The written notice will inform the student that he or she is able to access Highgate International College’s complaints and appeals process as per National Code of Practice Standard 10 (Complaints and appeals) 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.

**Stage 4: Reporting of student’s breach of visa conditions via PRISMS**

If the Student chooses not to access the internal 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 Highgate International College, Highgate International College will notify the Department of Education via PRISMS of the Student not achieving satisfactory course progress as soon as practicable.

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

**Highgate International College will not report students until the internal and external appeal process have been completed and the breach has been upheld in case the student's internal appeal is unsuccessful.**

## **7. Responsibility**

Trainers and assessors are responsible for providing assessment feedback and an early detection of academic performance issues, and a possible "At Risk" notifications to the Academic Manager.

The Student Support Team is responsible for maintaining records on course progress in the student database.

The Student Support Team is responsible for notifying students of their failure or risk of failure to meet satisfactory course progress and issuing Final Warning letters.

The Administrative Manager is responsible for reporting Students to The Department of Education via PRISMS.

The Academic Manager 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.

The CEO has overall responsibility for the implementation and review of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: [ceo@hic.edu.au](mailto:ceo@hic.edu.au)

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