



# VET COURSE PROGRESS AND INTERVENTION

## **References:**

**NC Standard 9 Completion within Expected Duration of Study**  
**NC Standard 10 Monitoring Course Progress**

## VERSION HISTORY

<b>Policy Owner:</b>	Principal	(Principal's Name)		
<b>Document Management:</b>	Principal			
<b>File :</b>	POL_SS10 Course Progress Intervention v2.1			
<b>Last Updated on:</b>	09/2018	<b>Next Review Date:</b>	09/2019	
<b>Changes history</b>				
<b>Number</b>	<b>Dates</b>	<b>Changes summary</b>		
V2.1	September 2018	Quality assurance check across documents with reference to ASQA fact sheets and ESOS Act changes & Explanatory guide, Review and update as per internal audit report.		
V2.0	September 2016	Quality assurance check across documents		
v1.0	July 2016	New standards for RTO's 2015		

## PURPOSE

**South Sydney College (SSC) has adopted the National Code Standard 10 Course Progress policy.** This means students will be made aware of our policy and procedures for recording and monitoring course progress then proactively notifying and counselling students who are at risk of failing to meet course progress requirements. As a registered CRICOS provider we are obliged to report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

SSC has adopted the Department of Education -DIBP Course Progress Policy for overseas students enrolled in the College's VET courses.

SSC will comply with this Course Progress Policy and refer to the guidelines in its procedures and staff training. The Department of Education -DIBP guidelines read in conjunction with this policy

## Reference

NC Standard 9	Completion within the Expected Duration of Study
NC Standard 10	Monitoring Course Progress

## Implementation

The **CEO** is ultimately responsible for students being made aware of their visa obligations and ensuring that the College complies with the ESOS Act and National Code in relation to these matters.

The **Principal** is responsible for staff training, systems and implementation of the monitoring of expected study load, course progress and intervention and related communications and reporting.

The **Student Services Manager** is responsible for day to day administration of the database and records including course progress records and reports and PRISMS entry.

The **Principal** communicates and counsels the students and manages the intervention, complaints and appeals processes.

## PROCESS

### **VET Academic Course Progress**

Department of Education -DIBP **Course Progress Policy is adopted**

We will provide staff with the Department of Education -DIBP Course Progress Policy.

#### **Study period**

The study period for course progress is 1 term. There are 4 terms and a “Summer school” (summer term) per year. Summer School is repeating of Term4 in each year and is for new enrolments only.

Student must attend face to face classes for all units of each compulsory study period for a course.

#### **Two consecutive study periods for reporting purposes**

Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in 2 (two) consecutive study periods.

Where the course is a short course (less than 6 months) then the study period is the length of the course.

We will also monitor attendance. Attendance is expected to be maintained as set out in the timetables. Student will sign the attendance record in each class under the supervision of the trainer.

Attendance is entered in the Student Management System and reports are generated for non-attendance every 10 weeks. This report provides attendance statistics to the Principal. This information informs the intervention decisions.

#### **Unsatisfactory course progress**

Student must be competent at least 1 unit in the study period to avoid unsatisfactory course progress intervention.

#### **Satisfactory course progress**

Student must be competent at least 1 unit in the study period to be able to satisfactory course progress. At the end of each study period SSC will review course progress for each student.

#### **Staff training in the procedures**

Staff will be trained in this policy and integrate it into SSC procedures for student and course administration. Staff will be made aware of their responsibility to ensure students sign attendance at the class.

Staff will be made aware of providing information at the start of each unit on the attendance requirements in that unit including assessment dates and times.

#### **Advise to students on how the course progress will be marked and recorded**

SSC must record, assess and monitor the course progress of each student for each unit of the course for which the student is enrolled over each study period.

The College will advise students that VET course progress will be recorded for every unit. Students will receive a Unit Outline and can log into the Moodle platform to see the timetable for the unit, the assessment tasks and the due dates for assessment tasks to be submitted.

The recording of progress will be at the end of the unit.  
Students must maintain a minimum 50% satisfactory performance in the unit across the assessments. This will be marked within each unit and depend on:

- A. Attendance at compulsory classes – lectures and tutorials where assessment will occur such as oral assessments and practical tutorial assessments.
- B. Completion of required online learning in Moodle
- C. Completion of summative Assignments or Projects

### **Trainer reporting of course progress**

Trainers will complete the end of unit results for every student.

### **Review of the course progress and decision to intervene**

The results will be reviewed by the Principal

1. At the end of the unit:

The Principal will consult with the Trainer on the end of unit results.

2. If the student has been deemed Not Yet Competent (NYC) in the unit, then following scenarios will be applicable:

2.1 Students who have been deemed Not Yet Competent (NYC) in the unit but have maintained 80% attendance **will be** offered the chance to:

- Re-sit the written tasks OR
- Re-submit the project
- The students work will be remarked.

2.2 Students who have been deemed Not Yet Competent (NYC) in the unit and have not maintained 80% of attendance **will not be** offered the chance to

- Re-sit or
- Re-submit

Student will be reporting for intervention. Students have the right to appeal this decision.

3. The Principal will decide with the most appropriate intervention. There may be consultation with the Principal for a student who has serious attendance problems across the study period and has not gained satisfactory performance in 100% of the units across the term.

### **Recording the results in the student management database**

Results for each unit are recorded in the SSC RTO Manager System at the end of unit at the end of term.

Where a student has failed to achieve satisfactory course progress this is recorded and reported.

Reports of results for each group and VET course will be generated and provided to the Principal.

### **Notification to the student of results and the intervention strategy**

#### **Intervention strategy for a unit**

Where a student falls below the minimum satisfactory requirements for the unit a letter outlining the SSC intervention strategy will be sent and it may include any or all of the support strategies.

- A. Offer to re-submit written work

- B. Offer to re-do a major assessment
- C. Offer of academic counselling and a meeting with the Trainer or Principal
- D. Offer to attend tutorials in the following term

Final unit results will be available to access for the student through RTO Manager system, and/or also displayed on the student noticeboard.

#### **Intervention strategy for students failing units across the study period**

A course warning letter will be sent advising the student of below satisfactory progress in a majority of units in the study period (1 term).

The student will be asked to meet with the Principal.

The intervention may include any or all of the support strategies:

- A. Counselling on course selection
- B. Counselling to clarify if personal situations are impacting on student results
- C. The option of repeating a unit in a later term or the summer term
- D. Offer to attend tutorials in the following term
- E. The cost of repeating a unit and tutorial support
- F. Transfer options for the student
- G. Clarification of student visa implications for continued unsatisfactory progress in the second study period
- H. The complaints and appeals process and the fact that the student has 20 working days in which to follow this up.

The intervention meeting will be signed by the staff member and the student recorded in the students file. The record will be added to the student notes section in the database.

#### **Intervention strategy for students failing units in the second study period**

An urgent course warning letter will be sent advising the student of below satisfactory progress in a majority of units in the second study period. This will emphasise that the College is obliged by legislation to report the student's unsatisfactory progress in PRISMS and that this will mean the student is breaching visa conditions.

Information in this letter will indicate the student's progress towards completion of the course within the specified duration as in the student's CoE (Standard 9)

The student will be asked to meet with the Principal

The intervention may include any or all of the support strategies:

- A. Counselling on course selection
- B. Counselling to clarify if personal situations are impacting on student results
- C. Transfer options for the student
- D. Clarification of student visa implications in the second study period.
- E. The complaints and appeals process and the fact that the student has 20 working days in which to follow this up.

The intervention meeting will be signed by the staff member and the student recorded in the students file. The record will be added to the student notes section in the database.

The intervention strategies will be available to staff and students:

- On the website
- In the student handbook
- In the policy here that is accessed by trainers, counsellors and administration staff.



### **Principals' discretion to consider compassionate or compelling circumstances**

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- or
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; and
  - witnessing or being the victim of a serious crime and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- or
- where the registered provider was unable to offer a pre-requisite unit.

In these circumstances, the Principals may use professional judgment to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, SSC will request documentary evidence to support the claim where available and will keep copies of these documents in the student's file. We will make notes of the decision in the student file.

### **Counselling and extra support**

The College is aware that sometimes students fall behind because it is difficult to study in a new country and study in English as a second language. We will offer counselling and extra support to students who demonstrate their commitment to studies.

The counselling advice and record of meeting will be retained in the students file or student notes section in the database.

### **Allowance for the complaints and appeal process before reporting unsatisfactory course progress**

The student has 20 working days in which to access the complaints and appeals process. This does not mean that the complaints/appeals process must be finalised within 20 working days. Standard 8.4 requires that if a student chooses to access the provider's complaints and appeals process, the provider must maintain the student's enrolment while the complaints and appeals process is ongoing. For further information, see the Complaints and Appeals policy and procedure.

### **Reporting of students to Department of Education -DIBP**

The system will flag when a student has fallen below the minimum course progress across the two consecutive study periods as per Department of Education -DIBP policy.

Where the student has chosen 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 the College, the Principal will discuss the outcome with the Principals.

SSC will notify the Secretary of Department of Education -DIBP through PRISMS of the student not achieving satisfactory course progress as soon as practicable. Good practice is to report the student through PRISMS within 5 days of finalizing the decision to report.



## SUMMARY OF COURSE PROGRESS NOTIFICATIONS AND ROLES

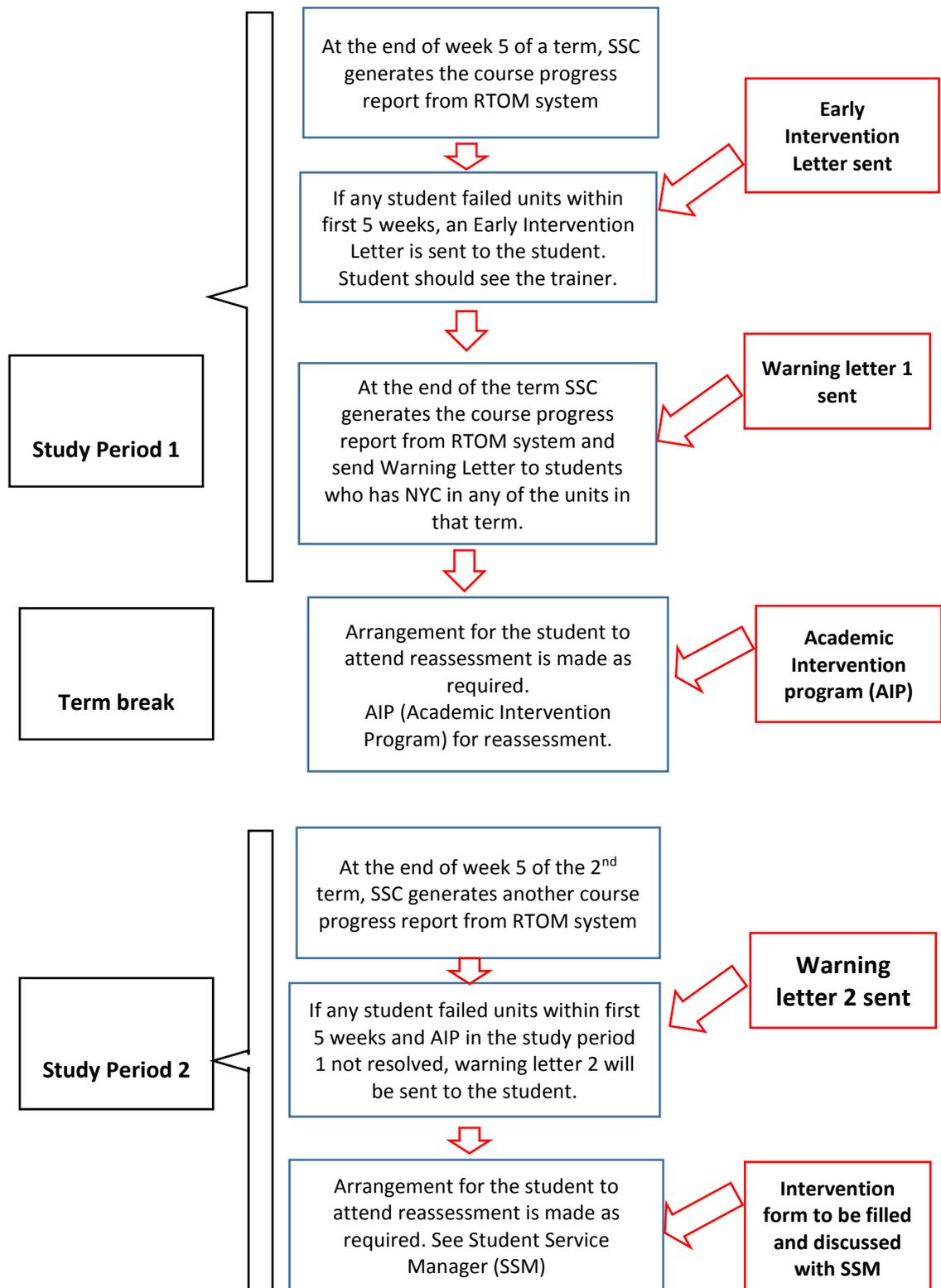
### RECORDING PROCEDURES AND WHEN STUDENT IS NOTIFIED

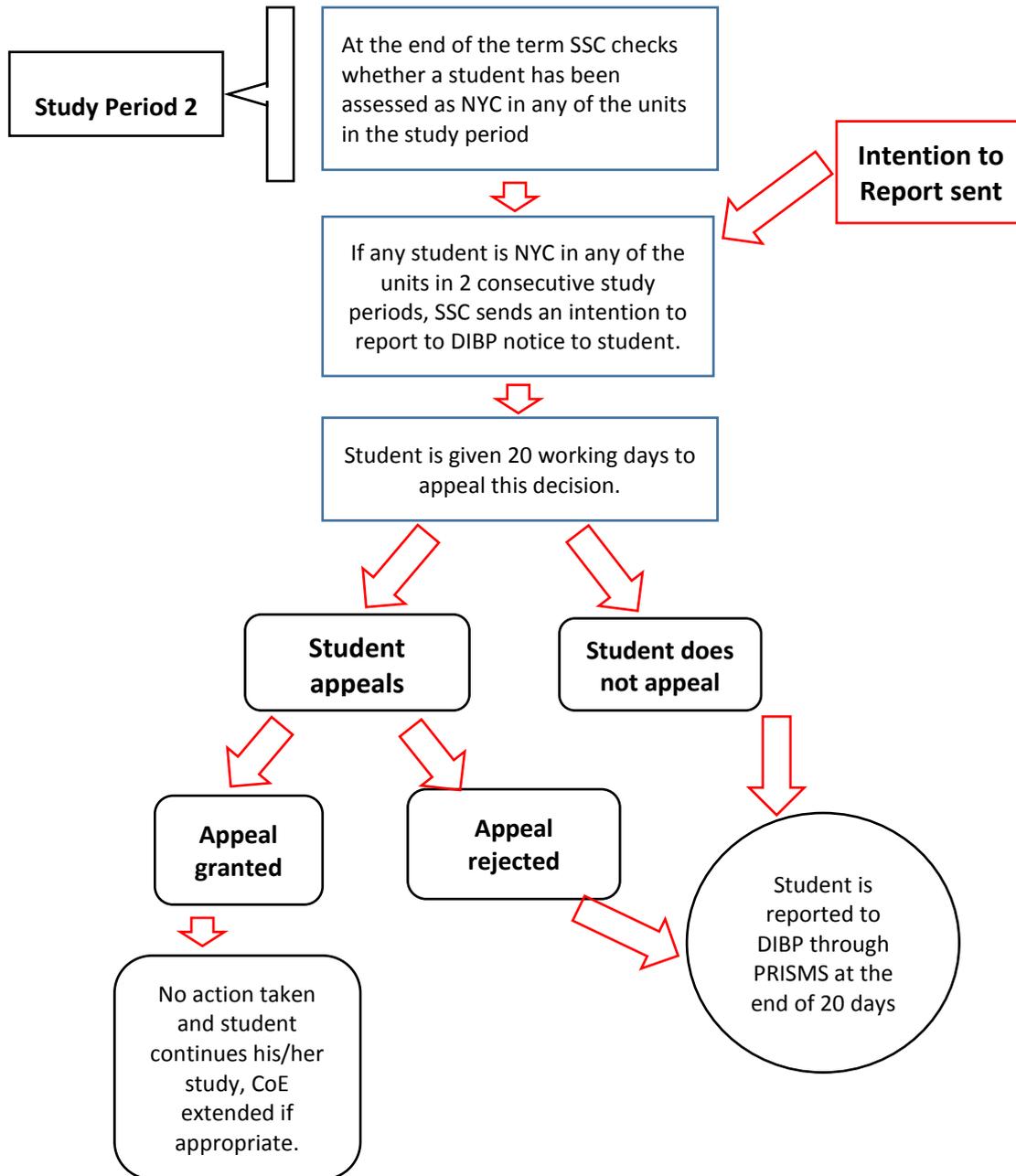
This is approved by the Principals and sent to the Student by Principal

<p><b>Early Intervention letter Email (Study Period 1) to be sent after the first 5 weeks in reference to course progress</b></p>	<p>Students who failed units within first 5 weeks in study period 1, an early intervention letter is sent to the student via email notification.</p>
<p><b>Warning letter 1 (Email)</b>  <b>If they do not respond to early intervention letter and continue to be below 70% attendance and not at satisfactory course progress at end of the term, we will send a warning letter 1.</b></p>	<p>Students who continue to fall below the minimum set by the College at the end of term are sent email warning letter 1 of their course progress in that term and their attendance status. The student is required to attend an intervention meeting at the College.</p>
<p><b>Warning letter 2(Study Period 2) to be sent after the first 5 weeks in reference to course progress</b></p>	<p>Students who failed units in pervious term and now in next term is failing units in first 5 weeks in study period 2. A warning letter 2 is sent to the students via email with notification of their attendance status and their course progress in two terms. The student is required to attend an intervention meeting with Student Service Manager at the College.</p>
<p><b>Letter of Intention to report for Unsatisfactory course progress</b>          This will occur when:          There is no response to early intervention letters and warning letter and intervention has not been taken up.          Unsatisfactory course progress at the end of 2<sup>nd</sup> consecutive study period.          Where there are no compassionate grounds established,          - College intends to report unsatisfactory course progress.</p>	<p>No response to the early intervention and warning letters and offer of support through intervention and no appeal process initiated by the students means the College will escalate and send a final notification to the student that the College will report to DIBP for unsatisfactory course progress. This occurs at the end of the 2<sup>nd</sup> consecutive study period.           The student if allowed time for the internal and external appeals process (20 working days)</p>
<p><b>Notification to DIBP – No response to Letter of Intention to report and intervention meeting and no appeal.</b></p>	<p>South Sydney College prints the NOICC (Notice of Intention to Consider Cancellation) that PRISMS generate and give this to the student and a copy would be kept in student file. The student is given an opportunity to respond to the NOICC and explain their situation</p>



**Unsatisfactory Course Progress Intervention Procedure:**





Where students received 1<sup>st</sup> warning letter in term 1 and successfully complete all units in the AIP stage, intervention procedure starts from the beginning. The entire course progress is always considered.

**DOCUMENTS AND EVIDENCE OF PROCESS**

Department of Education -DIBP Course Progress Policy  
Department of Education -DIBP Course Warning Template Letters  
Course Progress Reports at the end of term  
Tables of student intervention tracking  
Records of student counselling in the “day book”  
SSC Intervention meeting record  
SSC Intervention and Warning Letters  
SSC Database  
DIBP Notice of intention to report  
PRISMS notices in the student files