

Student Course Progress and Completion within Expected Duration Policy

Policy

Training Masters systematically records, monitors and assesses student course progress and takes proactive measures in notifying and counselling students at risk of not meeting course requirements. In addition, the Institute 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, which may result in the cancellation of their student visa.

1. Definitions

- 1.1. **At Risk of Unsatisfactory Course Progress**: When a student has achieved Not Yet Competent out of delivered units or at any point throughout the Term as identified by the students Trainer.
- 1.2. **Satisfactory Course Progress**: When a student achieves a Competent 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.
- 1.3. **Unsatisfactory Course Progress**: When a student achieves a Not Yet Competent result in 50% or more of the enrolled units Term (10 weeks study period in first term) or 50% of all completed units.
- 1.4. **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 point 7.0 of this policy, 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.
- 1.5. **Academic Probation**: The consequence for a student that is deemed as achieving Unsatisfactory Course Progress in the previous Term (10 weeks study period).
- 1.6. **Intervention Strategy**: Support and guidance that is provided to the student by Training Masters for students deemed At Risk of Not Meeting Course Requirements or achieving Unsatisfactory Course Progress.
- 1.7. **Term**: A duration consisting of 10 study weeks (from enrolled Intake date). Where a student commences a Term late, the duration is considered to be the remaining weeks of that Term.
- 1.8. **Competent**: When a student has achieved a Satisfactory Result for all assessment tasks for a unit.
- 1.9. **Not Yet Competent**: When a student has achieved a Not Yet Satisfactory Result in one or more assessment tasks for a unit.
- 1.10. **Timetable Summary Form**: A document that identifies when all assessments tasks for a program are due.

2. Recording Course Progress

- 2.1. Trainers record student academic results for each assessment in the Assessment Summary Record Form and provide feedback to students within 5 working days of the submitted assessment.
- 2.2. On conclusion of the final assessment for each unit, the Trainer (within 5 working days) will collate all student academic results for the unit into the classes Marking Grid and will provide the complete Marking Grid to the Academic Manager. Academic Manager will update result into Student Management System.
- 2.3. Result will be published & posted onto Notice Board. Students will be notified via email about result publish.

3. Monitoring Course Progress

- 3.1. Student Course Progress is monitored on a regular basis by Training Masters.
- 3.2. Trainers monitor student course progress on an assessment-by-assessment basis. Where students are identified as At Risk of Unsatisfactory Course Progress, the Trainer will encourage and counsel the student to assist in improving their course progress.
- 3.3. Training Masters will be monitored students course progress twice in each term i.e. students will be issued two warning letters in each term (week 6, week 12). For example, 1st term: letter one will be issued in week 6, letter 2 will be issued in week 12; 2nd term: letter there will be issued in week 6, letter 4 will be issued in week 12. Once any student receive letter they will receive ITR in next stage. Student services department will regularly communicate with students regarding assessment submission & result. The Student Services Department or Academic Manager will counsel, devise and activate a formal intervention strategy with the students.
- 3.4. The Academic Manager monitors student course progress twice in each Term of study and will counsel/devise/activate intervention strategies and report students who have not met course requirements in line with this policy.
 - 3.4.1. The Student Services Officer will identify all students who have achieved a NYC and send them an At Risk of Achieving 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, which may result in the cancellation of their student visa). The letter will also advise the student to contact the Academic Manager so that an Intervention Strategy can be devised and activated in line with point 5.0 of this policy.
- 3.5. Where students have been sent an At Risk of Achieving Unsatisfactory Course Progress Letter, the Trainer will be instructed to send the student to the Student Services Department (by providing a student list to the trainer by Student services Department) prior to being permitted to return to class. This is to ensure activation of the Intervention Strategy. The Student Services Department will advise to Trainers and update the Weekly Attendance Sheet permitting students to return to classes once the Intervention Strategy has been activated.

4. Assessing Course Progress

- 4.1. In each Term, the Student Services Officer will make an assessment (twice in each term) on whether or not the student is achieving satisfactory course progress by pulling a report from the Institute's Student Management System.
- 4.2. Students who have achieved 50% or more NYC in their enrolled units will be sent an Unsatisfactory Course Progress Letter, advising the student to make contact with the Academic Manager. The Academic Manager will counsel the student and will devise and activate an Intervention Strategy for the student for the following Term. Where a student is in their final Term, the Academic Manager will have implemented point 3.4.1 of this policy and will make a determination on whether the student has achieved Satisfactory Course Progress in line with this policy.
- 4.3. Students who have achieved Satisfactory Course Progress, however have outstanding NYC's will be provided with information regarding reassessment.
- 4.4. 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.
- 4.5. At the time a student is issued with an Unsatisfactory Course Progress letter, a note is made on the Student Management System. Trainers are instructed to send the student to the Student Services prior to being permitted to return to class. The Student Services Department will provide written notifications to Trainers and update them, permitting students to return to classes once the Intervention Strategy has been activated.
- 4.6. Students who have received Unsatisfactory Course Progress Letter (first, second, third & fourth), they must complete intervention process with Academic Manager within 5 working days. Failing to meet this requirement, student services department will issue next stage warning letter (for example, if a student who has received warning letter one & did not meet with Academic Manager within mentioned timeframe then h/she will have received warning letter two & so on. If a student who has received warning letter four & did not meet with Academic Manager within mentioned timeframe then h/she will have received ITR and finally 20 working days to appeal. If students do not appeal within 20 working days after ITR then CoE will be cancelled. If students did not meet with Academic Manager and did not complete intervention process at any term, then they will need to extend their CoE to complete outstanding units. Exception will be accepted only in compassionate & compelling circumstances (refers to Compassionate and Compelling Circumstances policy for more detail).

5. Intervention Strategies

- 5.1. Where a student is identified as At Risk of Achieving Unsatisfactory Course Progress/Is Achieving Unsatisfactory Course Progress/Deemed as necessary by the students (in line with point 3.0 and 4.0 of this policy), an Intervention Strategy will be devised and activated.
- 5.2. Intervention Strategies may include, but are not limited to the following, with the ultimate purpose being to assist students to meet Satisfactory Course Progress requirements:
 - 5.2.1. Attending Academic Skills Programs
 - 5.2.2. Attending Tutorial or Study Groups

- 5.2.3. Receiving Individual Case Management
- 5.2.4. Attending Study Clubs
- 5.2.5. Attending Counselling
- 5.2.6. Receiving assistance with personal issues which are influencing progress
- 5.2.7. Receiving Mentoring
- 5.2.8. Being placed in a suitable alternative subject within a course or suitable alternative course
- 5.2.9. English Language support
- 5.2.10. The need to undertake a Reassessment
- 5.2.11. A combination of the above and a reduction in course load
- 5.3. 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. Not Meeting Course Requirements

- 6.1. Students that have been assessed 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 who do not meet point 7.0 of this policy, 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), advising of Training Masters's intention to Report them to the Department of Education through PRISMS.
- 6.2. The Student will be advised that they have 20 working days from the date of the Intention to Report letter to appeal the decision
- 6.3. A student may only appeal where one or more of the following circumstances exist:
 - 6.3.1. Compassionate or Compelling Circumstances (See Compassionate and Compelling Circumstances Policy)
 - 6.3.2. Academic results were recorded incorrectly
 - 6.3.3. An intervention strategy was not implemented or given enough time to run its course
 - 6.3.4. This policy was not adhered to
- 6.4. In the event that a student lodges an appeal, the student will only be reported when the appeals process (internal, and where necessary, external appeal) has been completed and the decision maintains Training Master's decision
- 6.5. During the appeals process, the student must continue to attend classes
- 6.6. 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 in a decision supporting Training Masters, the Institute will notify the Department of Education of the students breach of course progress requirements, through PRISMS, as soon as practicable and no longer than 5 working days from the occurrence.

7. Extension of Course Duration

- 7.1. Training Masters will monitor the workloads of students (in line with point 3.0, 4.0, 5.0 and 6.0 of this policy) to ensure all students complete their enrolment within their specified durations of their CoE

- 7.2. Where a student is unable to complete their enrolment within the specified durations of their CoE, Training Masters will only grant an extension in the following limited circumstances:
 - 7.2.1. Compassionate or Compelling Circumstances (See TM's Compassionate and Compelling Circumstances Policy)
 - 7.2.2. Implementation of an Intervention Strategy
 - 7.2.3. An approved deferment or suspension of studies
- 7.3. Should an extension be granted, Training Masters will
 - 7.3.1.1.1. provide a written letter to the student from the Academic Manager,
 - 7.3.1.1.2. specifying the details of the extension
- 7.4. The Student Services Department will also ensure the Department of Education 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
- 7.5. 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.

8. Extension of Course Duration (Other Guidelines)

- 8.1. Training Masters will not provide any unit by distance or online learning to International Students at any time.
- 8.2. Training Masters will ensure that except in the circumstances specified in point 7.2 of this policy, the expected duration of study specified in the student's CoE will not exceed the CRICOS registered course duration.

9. Students enrolled in a Package of Courses

- 9.1. Students enrolled in a package of courses, must first satisfactorily meet the minimum course requirements of their current qualification before progressing to the next qualification

Related Documents

- Assessment Summary Record Form
- Marking Grid/Result
- Intervention Strategy Record Form
- Timetable Summary Form
- At Risk of Unsatisfactory Course Progress Letter
- Unsatisfactory Course Progress Letter
- Intention to Report Letter
- Weekly Attendance Sheet

Related Policies

- Compassionate and Compelling Circumstances Policy
- Complaints and Appeals Policy
- Student Deferment, Suspension and Cancellation Policy
- Student Assessment, Reassessment and Repeating Units of Competency Guidelines