



## Course Progress Monitoring and Intervention Strategy [National Code 10]

### 1.0 Purpose

The purpose of this procedure is to ensure that student course progress is monitored and reviewed and that the College takes intervention action when a student is in danger of not progressing satisfactorily or completing their course and ensuring the requirements of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students are met.

The policy is available from the Australian Government Department of Education, Employment and Workplace Relations, Australian Education International website:

[http://aei.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/PartD/Standard\\_10.htm#deewr](http://aei.gov.au/AEI/ESOS/NationalCodeExplanatoryGuide/PartD/Standard_10.htm#deewr)

### 2.0 Responsibility

- 2.1 The DoS or PEO is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

### 3.0 Requirements

- 3.1 Students who have unsatisfactory academic progress will be reported to DIAC. Unsatisfactory academic performance is defined as failing more than 50% of units in two consecutive study periods. (I.E. 2 stage guides)
- 3.2 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.
- 3.3 All causes of unsatisfactory progress or being “at risk” or “not completing on time” are to be considered including academic causes and non academic causes such as personal issues.
- 3.4 The progress of each student is monitored, recorded and assessed.
- 3.5 The College has documented course progress policies and procedures.
- 3.6 The College assesses each student at the end point of each study period according to its course progress policy.
- 3.7 The College has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.
- 3.8 Where the college has assessed the student as being “at risk” the College will inform the student and implement an intervention strategy where warranted.
- 3.9 Where the College has assessed the student as not meeting satisfactory course progress, 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 complaints and appeals process within 20 working days.
- 3.10 The provider notifies the Secretary of DEEWR through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the provider’s decision to report
- 3.11 The method section defines the procedure used for monitoring progress, taking intervention action and reporting students who breach the requirements

### 4.0 Definitions

- 4.1 Study period means one stage of study
  - Study Periods = There are (12) study periods within the academic year.
  - Stages = These periods are referred to as a Stage or Term and are of four (4) weeks in duration.
  - Semester = Two Semesters equal 1 academic year and the total weeks within the academic year is fifty weeks (50). One Semester equals 6 Study Periods
  - Academic Yr = 50 weeks



- 4.2 Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:
- fails more than 50% of units in a study period; or
  - fails two or more units in a study period; or
  - is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the DoS or PEO; or
  - is absent for 28 consecutive days without prior approval or a medical certificate from a registered medical practitioner.
- 4.3 Failing a unit means being assessed as “Not Yet Competent” for a completed unit.
- 4.4 Satisfactory progress means that students have **not** been identified as having failed more than 50% of units in two consecutive study periods
- 4.5 **Unsatisfactory course progress** is defined as not successfully completing or demonstrating competency in at least 50 % of the course requirements for the study period. **Monitoring** refers to an active checking of course progress.

## 5.0 **Method**

### 5.1 **Assessment Process**

- MCOHB ensures that all assessments meet the requirements and outcomes specified in accredited courses within the scope of registration.
- Students may be assessed individually, in pairs or small groups. Students are assessed against set criteria.
- Students are given verbal & written feedback after each assessment.
- Students are eligible to re-submit failed assessments at no additional cost to them

### 5.2 **Intervention and Monitoring Strategies**

At the end of each study period MCOHB will systematically monitor each student's academic progress and identify those students requiring intervention. If it is possible to identify students at risk of making unsatisfactory course progress before the end of the compulsory study period, then MCOHB will initiate the intervention strategies as early as possible. The following intervention strategies apply to monitor and identify a student requiring intervention:

### 5.3 **Recording Student Results**

- When a Unit of Competency has been completed, the teacher records the students’ final results on the **Summary of Results** spreadsheet which is kept in administration so the DoS can check the results.
- The teacher also records it in the **Student Record Book**. The Dos checks the **Summary of Result sheet** to ensure data has been entered correctly:
  - Course Title and Course Code
  - Start Date and Year
  - Teacher Name and Signature
  - Student Name and Signature
  - Correct Unit Entered
- The Dos then submits the Summary of Result Sheet to Administration Department to enable the electronic entry of the results.
- The Administration Department uses the **Summary of Result Sheets** to enter the results on the student management system (ICARE).

Students are able to view their results at any stage during their studies and ask for an up to date report from the Student Support/Welfare officer or DoS.

### 5.4 **Monitoring Course Progress & Reporting unsatisfactory course progress to DIAC**

- Course progress will be checked against completion of the course within the specified duration. The Educator/Trainer constantly monitors their students academic progress and where possible alerts the DoS or PEO before the study period is over if any of their students are having unsatisfactory progress.



- Any student who is identified as at risk of not completing their course within the expected duration will be contacted and asked to rectify the situation through consultation with the DoS
- The DoS will be alerted within 10 working days of the completion of a study period by the Educator/Trainer who will review the academic progress of his or her students and identify those students who have not achieved competency in 50% or more units over one consecutive study period and advise the DoS. So that on completion of each study period, the DoS and the Educator/Trainer have identified students who have **not** achieved satisfactory course progress for that study period.
- Prior to the commencement of **week three** of the following study period, the DoS compiles a report of these students who have not made satisfactory course progress for the preceding study period.
- The DoS initiates the intervention process, ensuring that the intervention strategy is activated within the first four weeks of the following study period.
- Each student who has been identified as not making satisfactory course progress is sent an **Unsatisfactory Course Progress Disciplinary Letter** requesting that they make an appointment to discuss their course progress with the DoS.
- The DoS will establish a program of support/intervention strategies for the student to help them achieve satisfactory course progress.
- The student will be placed on probation for the following study period.

#### 5.5 Support/Intervention strategy (for students identified as being “at risk” of not meeting satisfactory course progress requirements)

The DoS or PEO is responsible for the implementation and monitoring of the intervention strategy.

- a. Where a student has been identified as being at risk of not making satisfactory course progress, support/intervention strategies are considered to assist the student.
- b. The student’s records are considered as part of the intervention strategy, in particular:
  - results
  - attendance records
  - previously implemented intervention strategies

##### 5.5.1 The following intervention strategies are considered on a case-by case basis:

- a. English language support for oral and written comprehension.
- b. Assistance with academic skills such as essay & report writing, meeting assessment requirements and research skills
- c. Attending a study group.
- d. Counselling with assistance with personal issues affecting course progress.
- e. Opportunity for reassessment at no extra cost to the student.
- f. Changing courses.
- g. Mentoring by the teacher or nominated student.
- h. Referral to external organisation for assistance.



- 5.5.2 The student meets with the DoS to discuss and agree on an intervention strategy and an Intervention Record is completed (referred to at MCOHB as a "*Study Plan*") and signed off by the DoS and the student.
- i. A copy of this record is given to the student, and a copy is kept in the student's file.
  - ii. The student is monitored on the agreed intervention and strategies are altered accordingly when required.
  - iii. If the intervention strategies are altered, a new Intervention Record must be completed and signed off. (I.E. new study plan)
  - iv. Where a support/intervention strategy is implemented the student will be required to meet with the DoS on a regular basis for follow up on their progress (This is usually scheduled weekly)
  - v. Students failing to attend the course counselling interview without a reasonable excuse may be reported to DIAC for unsatisfactory academic progress. If a student is reported to DIAC for unsatisfactory progress and a Section 20 breach notice will be generated by PRISMS, sent to the student's current address held by the College and a copy placed on the students file. All meetings with the student are to be recorded as a "*File Note or Study Plan*" and a copy kept on the student's file. As are all warning letter and all other relevant documents
  - vi. Each File Note or Study Plan needs to be signed by the DoS and the student
- 5.6 The weekly intervention meetings will be initiated by the DoS however appropriate personnel such as student contact officers or counsellors may be called on to assist with the process or to delegate for the DoS.
- 5.7 Students will be required to accept the intervention strategy proposed by the College. Students failing to accept the proposed interventions strategy may be reported to DIAC for unsatisfactory academic progress. If a student is reported to DIAC for unsatisfactory progress a Section 20 breach notice will be generated by PRISMS, sent to the student's current address held by the College and a copy placed on the students file.
- 5.8 Students failing to attend the interview without a reasonable excuse may be reported to DIAC for unsatisfactory academic progress. If a student is reported to DIAC for unsatisfactory progress a Section 20 breach notice will be generated by PRISMS, sent to the student's current address held by the College and a copy placed on the students file.
- 5.9 Students failing to attend the weekly intervention meeting without a reasonable excuse may be reported to DIAC for unsatisfactory academic progress. If a student is reported to DIAC for unsatisfactory progress a Section 20 breach notice will be generated by PRISMS, sent to the student's current address held by the College and a copy placed on the students file.

Where a student on the intervention strategy requires more time to complete their qualification a new Confirmation of Enrolment must be completed by the DoS or PEO and lodged on PRISMS. The new Confirmation of Enrolment will indicate the revised completion date and the reasons for the revised date.