

Course progress policy and procedure

Purpose

ELC implements the DHA Course progress policy and procedures for CRICOS Providers of VET Courses registered on CRICOS. Requirements for attendance monitoring are not required for ESOS purposes but have been factored into determining satisfactory progress requirement at ELC. *At a minimum, the intervention strategy must be activated where the student has failed or has been deemed not yet competent in 50 percent or more of the units attempted in any study period. A provider may choose to activate an intervention strategy at any point before the end of the study period provided this is outlined in its course progress policy and/or intervention strategy.* Therefore, the Course progress policy and procedure outlines the conditions and intervention strategies for any vocational education & training student, who is at risk of not meeting satisfactory course progress requirements.

Requirements for Course progress policy and procedure

1. ELC's Course progress policy and procedure complies and notifies with the Secretary of the Department of Education, through PRISMS. If the student does not achieve satisfactory course progress after the appeals process (if actioned) is finalised, the Secretary of the Department of Education is notified and upholds the provider's decision to report.
2. ELC monitors, records and assesses the course progress of every vocational student, for the vocational course in which they are enrolled.
3. ELC marks attendance for all students from week one of each study period. This supports both a high quality and safe learning environment. Effective course progress cannot be attained without attendance. Therefore, students that are studying VET courses are required to attend a combination of lecture and tutorial classes to be able to demonstrate competency.
4. A study period is defined as 9 weeks/1 term (not including holidays) for VET Courses.
5. Students will be informed of the course progress requirements and process at orientation, prior to commencement of studies. Students that are absent at the group orientation, will have an individual orientation within week one of their first study period.
6. Unsatisfactory progress is defined, as not successfully completing or demonstrating competency in at least 50% of course requirements for each individual course, which includes submission of assessments.
7. ELC has intervention strategies in place for any student who is not making satisfactory course progress, which is available to all staff and students that defines:
 - Procedures for contacting and counseling students
 - Strategies to assist identified students to achieve satisfactory course progress
 - Process to activate the intervention strategy
8. ELC's intervention strategy, which the student is asked to sign, includes provisions for:
 - Advising students on the suitability of the course in which they are enrolled
 - Assisting students by advising them of opportunities for reassessment, for tasks in units of competence or modules where they have failed
 - Advising students that unsatisfactory course progress in two consecutive study periods for a course, could lead to the student being reported on PRISMS to DHA and cancellation of student visa, depending upon the outcome of the appeal process.
 - Each student will be asked to sign the agreed upon intervention strategy.

9. ELC will implement early intervention strategies and a formal intervention pathway, with the aim to support students to meet the requirements of course progress.
10. If a student is identified as not making satisfactory course progress in a second consecutive study period, ELC will notify the student (via email) of ELC's intention to report the student to DHA, through PRISMS for unsatisfactory progress.
11. The ELC written notice of intention to report, provides the student with an opportunity to access ELC's appeals process and under Standard 8, the student has 20 working days in which to do so. Students may appeal on the following grounds:
 - ELC's failure to record or calculate a student's results accurately
 - Compassionate or compelling circumstances, with viable evidence and in accordance with the ESOS Act
 - ELC has not implemented the intervention strategy and other related ELC policies, according to ELC policies and procedures made available to students
12. Where an at-risk student appeals, the outcome will vary depending upon the grounds of appeal, that may include but are not limited to:
 - Error in ELC calculation and evidence proves the student actually made satisfactory progress, the results will be amended and recorded in the database. ELC will not report the student on PRISMS and there is no requirement for further intervention
 - Compassionate or compelling reasons with evidence demonstrate that this caused unsatisfactory progress, ELC will provide ongoing support to the student, through the intervention strategy and ELC will not report the student on PRISMS at that time.
13. Where a student has chosen not to access the appeals process within the 20 working day period, ELC will notify the Secretary of the DET, through PRISMS as soon as practicable, after the timeframe of the student not achieving satisfactory course progress, as per reporting requirements.
14. Where a student withdraws from the process, ELC will notify authorities through PRISMS, as soon as practicable of the student not achieving satisfactory course progress, as per reporting requirements.
15. If ELC staff identifies an at-risk student before the end of the study period, an intervention will be initiated as early as practicable. DHA will consider all the information available and if they decide to consider cancellation, DHA will send a Notice of Intention to Consider Cancellation (NOICC), prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation. The student does not need to attend a DHA office.

Procedures for monitoring, identifying and contacting at risk students

ELC adopts the following measures to monitor, identify and contact at-risk students:

1. Student attendance is manually recorded each day of class and monitored for each class and recorded in the database, as well as a hard copy file. eLearning hours will also be monitored on a weekly basis.
2. Student assessment results are recorded, monitored and retained in the database, at the conclusion of delivery and assessment of each study period, which is before the completion of the 9 weeks delivery/assessment period in the student database.
3. The Course Coordinator will identify at risk students who have been deemed NC, in any unit of competency delivered in that study period and who have not met academic progress requirements. ELC Course Coordinator will prepare warning letters as follows:

ELC Career College Pty Ltd trading as ELC Career College
495 Kent Street Sydney NSW 2000 Australia RTO: 91721 CRICOS Provider: 00051M ABN: 34 051 281 380
t.+61 2 92675688 e. info@elc.edu.au www.elc.edu.au/vocational

- First warning letter, if it is the first time a student has been identified as not making satisfactory progress, at risk students meet with Course Coordinator. The student has 10 working days to respond to the first warning letter and to seek an agreed upon intervention strategy (see Implementing Intervention Strategy with 'At Risk' Students)
- Second warning letter, if it is the second consecutive time a student has been identified as not making satisfactory progress, at risk students meet with Course Coordinator. If the student has still not communicated with the college, a further 10 days will be given for the student to reply from the date of the second warning letter
- Intention to report letter, if the student has failed to meet course progress requirements for two consecutive study periods, the student will be asked to meet with the RTO Manager. Students will be advised that they have 20 days to appeal against the decision made by the college.

Implementing intervention strategy with 'At Risk' Students

ELC adopts the following intervention strategies:

1. Students make an appointment with the Course Coordinator, to be provided with an opportunity to discuss reasons/possible evidence that accounts for unsatisfactory progress. Prior to the interview, Course coordinators will speak with the student's trainer to gather a holistic view of the student's work, including attendance, assessment results and class participation.
2. Course Coordinator, RTO Manager or delegate will identify and record the reasons for unsatisfactory progress on the ELC Intervention form, which is signed by both ELC and student at the end of the interview. Information will be entered onto the student's individual file on the student database.
3. At each consultation, the Course Coordinator, RTO Manager or delegate will share the following information with the student as a baseline for discussion:
 - Assessment Feedback Form
 - Student results, identifying units deemed competent and not yet competent during the 9 weeks delivery period.
 - Student attendance average where it is below 50%
 - Individual student interview record, if this is an ongoing record including important points: issues and plans for action that came up during the previous consultations and to what extent the strategies have been met or not.
4. Mutually identify causes and strategies that may include but are not limited to:
 - Referring the student to English language support programs/classes in the relevant English language macro skill area(s), that has impeded the student ability to achieve successful academic progress (ie: listening skills; speaking skills; reading skills; writing skills, or LLN). These courses may incur additional cost.
 - Providing the student with opportunities for reassessment as per the ELC student handbook, where the student has submitted an assessment but was not able to demonstrate competency. Fees may apply for the late submission of assessments, unless an extension has been granted by the student's trainer and/or assessor.
 - Where compassionate/compelling circumstances has impacted on successful academic progress, the student may be provided with a revised timetable with another class that has not covered the units of competency failed, to afford them the opportunity for full delivery and assessment opportunities. This may not be possible with all courses, due to course delivery, class numbers and availability.

- Students are required to complete their course within the expected duration and if this is not possible, due to compassionate/compelling circumstances addressed by intervention requiring additional time. This will be recorded on PRISMS when the student applies for a Student Course Variation to complete the qualification.
 - Referring the student to a qualified counselor if there was a stressful personal situation difficult for the student to deal with and it impacted on their progress
5. Advising students of other more suitable courses where necessary International students undertaking paid employment during scheduled class time that is not integrated in their qualification as per training package rules as the reason for unsatisfactory progress is not compassionate/compelling circumstances and is to be regarded and treated as a breach of student visa conditions
 6. Course Coordinator, RTO Manager or delegate, to reiterate the consequence of continued unsatisfactory progress within agreed timeframes
 7. Student discussion is recorded on the Student Intervention form, to include details of agreed strategy with timelines/actions for intermediate and long term results
 8. ELC and the student will have signed copies of the Student Interview Form
 9. The trainer/assessor will monitor the effectiveness of the intervention strategy and arrange follow up interviews, if progress is minimal or non-existent
 10. Details of intervention to also be recorded on the database, for monitoring and recording purposes, to identify if the student has exceeded the intervention strategy opportunities

Requirements for reporting students for unsatisfactory progress

ELC adopts the following reporting strategy requirements:

1. ELC will report a student for unsatisfactory progress, when the student has been identified as not making satisfactory progress in two consecutive study periods, and the student has not made a successful appeal against this assessment
2. ELC will not report a student who has only failed one study period, but will implement an intervention strategy for support
3. ELC will not report a student if it is identified for a second, but not consecutive study period as not making satisfactory course progress
4. ELC must finalise the appeals process (if initiated by the student within 20 working days of receiving an ITR letter) before reporting the student.
5. When ELC reports a student for unsatisfactory course progress, DHA will, in all but exceptional circumstances cancel the student visa. Secretary of the DET, DHA will rely on ELC report of unsatisfactory course progress as the report cannot be made on PRISMS.
6. Under Section 19(2) of the ESOS Act 2000, ELC will report the student on PRISMS for unsatisfactory course progress as soon as practicable after the breach occurs, which will be no less than 5 days of finalising the decision to report.

Compassionate or compelling circumstances

ELC identifies compassionate and compelling circumstances, as generally those beyond the control of the student, that has a direct impact on the student's capacity and/or ability to progress through the course. These may include:

1. Serious illness or injury, where a medical certificate states the student was unable to attend classes (medical certificate to be provided) and continuing ill health, where appointments need to be made with specialists.

2. Bereavement of close family members, such as parents or grandparents (where possible a death certificate to be provided. All certificates in languages other than English must be translated and certified).
3. Major political upheaval or natural disaster in the student's home country, requiring emergency travel and this impacts on their studies
4. A traumatic experience which could include but not limited to:
 - Involvement in or witnessing a crime or accident
 - Crime committed against the student
 - Student witnessed a crime and this has impacted the student (police and/or psychologist reports to be provided)

ELC will use professional judgment to assess each case on its merits and consider documentary evidence provided to support the claim. Copies to be maintained on the student's file in the database

Erratic course progress as a potential indicator of non bona fide students

1. If ELC has evidence and reason to believe a student is not bona fide, ELC may cancel the student's enrolment under Standard 9
2. ELC will ensure that prior to enrolment, students are informed of the grounds on which course progress is considered and on which cancellation may occur as required under Standard 2
3. ELC will ensure that students are informed, that ELC identifies bona fide students on the basis of participation to include attendance, class participation and successful completion of formative and summative assessments
4. ELC will ensure that students are aware prior to enrolment, that failure to successfully undertake all aspects of point 3 above, may be regarded as grounds for cancellation of enrolment.

Monitoring course progress for reporting purposes and for completion within expected duration

1. ELC has implemented documented policies and procedures, for monitoring the course progress of each student, to ensure that the student can complete the course within the expected duration as specified on the Confirmation of Enrolment (CoE)
2. ELC monitors course progress against course duration, as well as monitoring course progress for reporting purposes and can be identified in other related policies

Specifics for Business courses

- Each student's attendance will be marked each class (day and evening) and entered into the student database, as well as a hard copy. eLearning will be monitored weekly.
- Effective course progress cannot be attained without attendance. Students are therefore required to attend a combination of lecture and tutorial classes to be able to demonstrate competency.

- To meet course progress students must hand assessments in by the due date, and any re-submissions must be handed in within 5 working days of the assessment being returned to the student, unless the student has provided evidence of compassionate and compelling reasons for a late submission and been given approval for an extension.
- Students will have access to intervention and support strategies, including having access to week 10 for assessment support and re-submission, if granted by the student's trainer or the Course coordinator.
- Students must be deemed *Competent* in all course assessments to receive course Certificate. Students that are competent in only some of the units, are entitled to a Statement of Attainment only.

Responsibilities regarding course progress

Course Coordinator

- Follow-up attendance with trainers in week one (for non-commencement) and week two (and onwards) of each study period.
- In week 5, and week again in week 7 send intervention support email and organise an intervention interview with students who have been identified as having at risk of failing their course during each study period.
- Friday week 9 contact and invite students who are eligible for reassessment to attend the reassessment week.
- Implement intervention strategies to support students to get back to acceptable course progression
- Offer suggestions to the student, for other areas of support for the completion of course progress
- Fill out required paperwork and submit information into student database
- If a student would like to apply for leave that may affect their attendance or course progress, the course coordinator must ask the student to email their request with supporting documentation as soon as possible. Course coordinator must gather information regarding the student (current attendance, class participation, assessment results) from the student's trainer, before making a decision regarding the leave. All emails and supporting evidence must be added to the student's file on the student database
- Follow up with student who receives an academic warning, arrange for an interview and implement appropriate intervention strategy with the student and update information into student database.

Trainers

- Enter attendance into the student database (and hard copy) daily with accuracy
- Monitor eLearning attendance regularly, communicate with each individual student and let them know how they are tracking with e-learning requirements.
- Print eLearning attendance summary for each unit/module and file them with the FAS sheet at the end of each term. Highlight students that have not met the course requirements for e-learning.

- Observe current attendance pattern and speak to any students verbally that may have attendance under 50%. Alert Course coordinator regarding attendance, where concerns have arisen.
- Supply information to the Course coordinator where needed, regarding each student's current attendance pattern, class participation and assessment results, to help form decisions based on course progress
- Attend non-course progress meetings where required (with Course coordinator), to provide feedback to students regarding their course progress

Students

- Follow the requirements of their student visa, in relation to course progress and attendance. Student absence is only for illness, misadventure or compassionate and compelling circumstances
- Follow the policies and procedures of the college
- Advise their trainer and/or Course coordinator when an application for leave is to be made. Supply supporting documentation where appropriate. Meet with the Course coordinator and discuss any issues that arise regarding course progress.

RTO Manager

- Send Academic Warning letter to the student when they demonstrate unsatisfactory course progress at the end of each study period.
- Liaise with Course coordinator and follow up on unsatisfactory course progress student.
- Send Letter of Intention to report to the student when they demonstrate unsatisfactory course progress for two consecutive study periods.
- Advise the admissions officer to report student to DHA via PRISMS and cancel the student's CoE (after 20 working days, if the appeals process has not been actioned or if the appeals process outcome does not favour the student).

Points to note regarding attendance

- If a student cannot attend class and/or mandatory practical assessment due to illness, misadventure or compassionate circumstances, relevant evidence will be required to include in their student file. Medical certificates must be provided to the lecture trainer. They will scan the certificate into your file on the database and return the original to you for your records.
- ELC only offers fulltime courses, which provide 20 hours per week of study. One third may be provided 'on-line' which is through ELC's eLearning platform (Moodle). It is compulsory to have attendance for the eLearning hours/activities and this is monitored as part of course progress.