



Course Progress Policy and Procedure

Policy

This policy/procedure supports 'Standard 8 – Overseas student visa requirements' of the 'National Code of Practice for Providers of Education & Training to Overseas Students 2018'.

The following procedures will ensure that students' course progress is monitored, and students are given every opportunity to achieve the required progress for each course they are enrolled in. The following procedure also ensures that the progress of each overseas student is monitored to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE.

Students are made aware of course progress requirements through a variety of methods:

- Pre-enrolment information provided to students.
- Melbourne Education Institute Student Induction program undertaken on commencement.
- And throughout the program where students are identified as being at risk of not meeting the required attendance requirements.

This required course progress is identified as by the number of units assessed as 'Competent' within one Study Period (10-week term) – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a study period.

A student who does not achieve at least 50% academic requirement for two consecutive study periods shall be considered in breach of the satisfactory course progress requirement.

The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages:

- **Notification Letter** – Students are notified when close to falling below the required course progress for a single study period.
- **Official Warning Letter** – When student falling below the required course progress for single study period.
- **Notification of Intention to Report** – When student has failed to maintain satisfactory course progress in 2 consecutive terms or has not responded to the Official Warning Letter in 5 working days of receiving it.

Where students have been identified as at risk of failing to meet satisfactory course progress, all possible efforts shall be made to ensure that the student is given the



opportunity to rectify their position, but where this is not achievable, their non-compliance of this requirement must be reported to the appropriate government agencies.

The following procedures ensure course progress records are accurately kept and monitored for all students enrolled within each course. It allows for early detection of poor academic results and enables Melbourne Education Institute and the students an opportunity to rectify the situation before reporting the failure to achieve satisfactory course progress requirement to the appropriate government agencies.

All staff are to be made aware of the requirements of this policy through induction, regular meetings and updates and continuous improvement practices. Students are made aware of the satisfactory course progress requirements through enrolment processes and throughout the program.

Definitions

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| Satisfactory Course Progress | Means obtaining a Competent (C) result in each unit undertaken. An international student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a 10-week study period (term). |
| Not Competent (NC) | It is a grade/result given when a student attempts an assessment and does not manage to reach an expected level or when a student does not submit an assessment |
| 'At Risk' | Student not meeting satisfactory course progress requirements |
| 'Intervention' | It is a process for supporting students who, because of poor academic results, are identified as being at risk of failing to make satisfactory course progress |
| 'Special Consideration' | This term is used when a student who is experiencing significant difficulties or anticipates that he/she will have, in meeting assessment requirements due to serious illness or psychological condition, loss or bereavement, hardship or trauma, applies to have those factors considered in the determination of variation to assessment requirements or other special arrangements for learning and assessment. |

Procedure- Recording Student Course progress

The student's academic results shall be recorded using the Student Management System (axcelerate). All students shall be deemed 'Competent (C)' or 'Not Competent (NC)' after completion of all assessment activities relating to each unit within the qualification they are enrolled. All assessment activities shall be conducted by qualified trainers/assessors



using Melbourne Education Institute's assessment tools/methods and recording processes as required.

It is the responsibility of each individual Assessor to ensure that all assessment decisions are reported to student administration through the submission of all assessment records as each assessment is undertaken. As each assessment decision is made the trainer/assessor will ensure the 'Student Academic Folder Checklist' is completed to summarise the student's progress within the student file. As each assessment decision is recorded the student file is to be submitted to student administration for data entry. All academic results are entered in to the Students Records Management System (axcelerate) by Student Administration.

Students Records Management System (axcelerate) and Student Master Record (Excel Spreadsheet) calculates the projected satisfactory course progress for the term, based on the total number of units that are required to be assessed and the outcome of these assessments.

It is the Administration Manager's responsibility to ensure the Students Records Management System (axcelerate) remains up to date and is monitored as described below.

Procedure - Monitoring Student Course progress

The Administration Manager will monitor student course progress via the Students Records Management System (axcelerate) and action, as required, any student whose satisfactory course progress is at risk of falling below the required level. This monitoring will occur every Five (5) weeks.

The Training Manager will also regularly monitor student's satisfactory course progress regularly and shall be informed of any student at risk of breaching satisfactory course progress requirements.

Initial Notification

Every Five (5) weeks the Administration Manager will review the satisfactory course progress of all students.

The Student Support Officer (SSO) shall issue Notification Letter (See Appendix A) indicating to the student that they have fallen below 50% academic performance for the term to date, and failure to achieve Competency in further units undertaken within the current term may result in a risk of failing to achieve satisfactory course progress for the term. The letter shall remind the student that failing to achieve this satisfactory course progress in two consecutive terms will be deemed to be in breach of Student Visa requirements and will be reported to the Department of Home Affairs (DHA) via PRISMS. The student is to be given the opportunity to be counselled to improve their academic



progress. If student fails to improve their academic progress after the completion of the term, an intervention strategy will be instigated.

Official Warning Letter

When a student's projected satisfactory course progress falls below 50% for a successfully completed single term, the SSO shall issue a 'Official Warning Letter' (See Appendix B). This letter will indicate that the student now must contact Melbourne Education Institute to organise an appointment with Training Manager to discuss their poor academic performance and develop strategies or plan to ensure that they stay above the 50% academic progress requirement for the following Term.

The intervention strategy is instigated at this stage. At the meeting, the student is to be informed of their progress requirements and an individualised intervention plan for support is to be set in place for the student. Refer to the 'Intervention & Extending Course Duration Policy & Procedure'.

The letter will also remind the student that failing to achieve the required satisfactory course progress in two consecutive terms will be deemed to be in breach of Student Visa requirements and will be reported to the Department of Home Affairs (DHA) via PRISMS.

In all cases where the student does not respond to written communication within 5 working days of receiving official warning letter, the Administration Manager will attempt to contact the student via telephone. If contact is still not made, then the Administration Manager will inform the Compliance Manager and gain approval to issue a breach recorded letter or take appropriate action in regards with student's enrolment.

Intervention Strategy

The Intervention strategy is developed, agreed and implemented as per the *Intervention & Extending Course Duration Policy & Procedure*.

Notification of Intention to Report Letter

When a student's projected satisfactory course progress falls below 50% for 2 consecutive successfully completed terms, the SSO shall issue a 'Notification of Intention to Report Letter' (Appendix C) letter indicating that they have failed to be deemed Competent in more than 50% of units undertaken for two consecutive completed terms. The student is to be informed that because of their unsatisfactory course progress they are going to be reported to DHA for unsatisfactory satisfactory course progress in their course of study.

The student will also be informed of their ability to access the complaints and appeals process to appeal this decision and have 20 business days to do so. If the student does



not initiate an appeal or complaint process within 20 days, the report shall be submitted to DHA via PRISMS.

Where a student decides to go with the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and is able to provide evidence of extenuating circumstances that prevented them from maintaining satisfactory course progress, the supporting evidence must be maintained on the student's file and the projected academic records adjusted accordingly. Where a student can provide evidence that course progress records are incorrect they will also be adjusted accordingly, and appropriate action will be taken to prevent such errors re- occurring.

The student's projected satisfactory course progress will be adjusted and re-calculated so that it can be determined whether any further warning letters or action needs to be implemented in line with this policy and procedure. The student shall be notified in writing of the outcome of the appeal and their revised satisfactory course progress, along with any warning letters corresponding to their satisfactory course progress rate.

Where a student's appeal is not successful they will be notified in writing of the outcome and informed that the breach of satisfactory course progress requirements will be reported.

All letters, records, and notes on any communications surrounding the student's course progress shall be maintained on the student file. Melbourne Education Institute will report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:

- The Internal and External complaints processes have been completed and the decision/outcome is against the overseas student, OR
- The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, OR
- The overseas student has chosen not to access the external complaints and appeals process, OR
- The overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

Procedure - Reporting Breach of Student Academic Progress

Students will have 20 business days from the date the 'Notification of Intention to Report Letter' is processed to appeal the decision by accessing the Complaints and Appeals Policy and Procedure. If they do not choose to use this option, then they shall be reported as indicated.



It is the responsibility of the Administration Manager to report the student's breach within 5 business days of the student's appeal period expiring and inform the student of the report.

A copy of all letters, details of any phone calls made, any reports from meetings or any other communication with the student in relation to the appeal are to be maintained in the individual student file.

APPENDIX A: NOTIFICATION LETTER

Date :

Student Name :

Student Number :

Student Address :

Dear Student _____,

As part of your Visa requirements you are required to demonstrate satisfactory course progress in the courses enrolled. This progress is defined as achieving Competency in at least 50% of units that a student is assessed in a successfully completed term.

Our records indicate that you have not submitted a unit assessment by the due date and you are at risk of falling below the required satisfactory course progress rate.

Please be advised that as soon as your projected satisfactory course progress is recorded as unsatisfactory for two consecutive terms Melbourne Education Institute is obliged to notify the appropriate government agency(s) via PRISMS that you have breached your student requirements.

If you have any questions or wish to discuss strategies to ensure a satisfactory academic record is achieved, you can contact Melbourne Education Institute and arrange a meeting with the Administration Manager/Training Manager to discuss support strategies to assist with submitting all assessment requirements by their due dates.



Melbourne Education Institute

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Email: admin@mei.edu.au

At Melbourne Education Institute our aim is to assist your satisfactory progression through your chosen course of study. We encourage you to discuss any satisfactory course progression issues that you may be currently experiencing to attempt to reach satisfactory solutions.

Yours sincerely,

Administration Manager



APPENDIX B: OFFICIAL WARNING LETTER

Date :

Student Name :

Student Number :

Student Address :

Dear Student ,

As part of your Visa requirements you are required to achieve satisfactory course progress in the courses enrolled. Our records indicate that your course progress is below 50% of assessed units for recently successfully completed term.

This has resulted as you have been unable to achieve Competency in more than 50% of the units undertaken for the term.

You **must** contact Melbourne Education Institute and organise an appointment with the Academic Manager to discuss your poor satisfactory course progress and devise and agree to strategies to ensure that you achieve at least the 50% satisfactory course progress requirement for the current Term. We must discuss your individualised intervention plan to supporting your learning needs.

Please be advised that as soon as your projected satisfactory course progress is recorded as unsatisfactory for two consecutive terms Melbourne Education Institute is obliged to notify the appropriate government agency(s) via PRISMS that you have breached your student requirements.

Failing to respond to this written communication within 5 business days would lead to issue a Notification of Intention to Report Letter. Please be advised that in such cases, where no response is received from student, Melbourne Education Institute reserves rights to take appropriate action in regards with your enrolment.

At Melbourne Education Institute, our aim is to assist your satisfactory course progression through your chosen course of study. We strongly encourage you to discuss any issues that you may be currently experiencing to attempt to reach satisfactory solutions.

Yours sincerely,

Administration Manager



APPENDIX C: NOTIFICATION OF INTENTION TO REPORT LETTER

Date :

Student Name :

Student Number :

Student Address :

Dear Student ,

In continuation of Official Warning and Notification of Intention to Report Letters sent out to you and our attempts to counsel you, our records indicate your projected course progress has fallen below the requirement or you have failed to contact us within 5 days of receiving Official Warning letter to arrange strategies aimed at improving your course progress or you have not followed with the strategy we have developed during intervention.

This is in Breach of your Visa conditions and Melbourne Education Institute is now required to notify the appropriate government agency(s) via the PRISMS reporting system.

If you feel you have reasonable grounds for your poor satisfactory course progress in your course and wish to appeal this reporting of the breach of course progress requirement, you must contact Melbourne Education Institute in writing within 20 business days outlining your circumstances.

This process is outlined in Melbourne Education Institute 'Complaints & Appeals Policy and Procedure' and further information on this process/decision can be gained from Administration Manager or from institute website.

Failing to respond within 20 business days from the date of this letter Melbourne Education Institute will proceed with the reporting process.

Please be advised that you are still required to attend your scheduled classes until your enrolment is varied and you are reported to the Department of Home affairs (DHA).

Yours sincerely,

Administration Manager