



Course Progress Policy

Course Progress Policy

1. Purpose

The purpose of this Policy is to clearly outline Southern Cross School of Business (SCSB)'s policy on student course progress, intervention and regulatory reporting related to unsatisfactory course progress.

2. Scope

This Policy applies to all students enrolled in SCSB's courses/units of competency. In addition, this Policy applies to all staff of SCSB who are involved in monitoring student course progress, intervention and support activities and regulatory reporting.

3. Policy Statement

All students enrolled at SCSB must demonstrate that they are progressing in their course. This Policy ensures that SCSB must monitor students' academic course progress, implement intervention strategies to assist students at risk of failing to meet course progress requirements and report international students who do not achieve satisfactory course progress.

4. Background

- i. The monitoring of and awareness of student progress plays an integral part in ensuring that students experiencing academic difficulties and/or who are at risk of failing can be identified in sufficient time and provided with appropriate academic support.
- ii. Student course progress monitoring also enables SCSB to terminate (after appeal) the enrolment of students not making academic progress. SCSB is committed to ensuring that these requirements and regulatory standards are maintained, and that its Policy and procedures comply with all legislative and regulatory requirements.
- iii. Under the ESOS Act, if a student's course progress falls below 50% which is the required standard, SCSB is required to notify the concerned student, and if/when applicable, the Department of Education and the Department of Home Affairs (DHA).
- iv. SCSB must therefore monitor, record and assess student course progress for each unit of competency for which the student is enrolled in. That is to help the students achieve satisfactory course progress. SCSB will intervene if a student is identified as 'at risk of failing' to achieve satisfactory course progress.

5. Unsatisfactory Course progress

At SCSB, unsatisfactory course progress is defined as when a student fails to successfully complete and achieve competency in at least 50% of their course requirements in a study period.

6. Monitoring Course Progress

- i. SCSB has implemented DHA's course progress principles for all of its vocational education and training (VET) students. SCSB records and assesses the progress of each student for each unit of competency and cumulatively at the end of each study period.
- ii. To achieve satisfactory course progress student must participate (attend) a minimum of 80% of all classes. SCSB monitors academic progress under the following course framework:
 - a. Study Period = 1 term of 10 study weeks and up to 3 weeks of holidays
 - b. Each study week has 20 hours of study time (classroom based+ online assessment where applicable) per week.
- iii. Satisfactory course progress is achieved when a student has successfully completed the assessment requirements for each unit or cluster of units within the timeframes specified in the course timetable/ information.
- iv. Where a student is identified at risk of failing or not making satisfactory course progress, SCSB will contact the concerned student and arrange academic/course progress counselling for that student with the VET Academic Coordinator to implement the college's 'intervention strategies'.

Course Progress Monitoring Procedure

- i. At SCSB, the student's work is assessed by their Trainers. After completing assessment of student's work, the Trainer forwards a summary of the outcomes of the student's work to the VET Academic Coordinator.
- ii. The outcome for each unit is entered into the student management system.
- iii. The student management system provides a cumulative student record for each unit.
- iv. A course progress report can be generated at any time through the student management system. That report is generated at least once at the end of each Term.
- v. The course progress report will identify any student who is failing to successfully complete any unit requirements as specified in the course time table.
- vi. The VET Academic Coordinator will discuss concerned student's course progress report with their Trainer and the student in the first instance to identify whether the student is in risk of not achieving satisfactory progress.
- vii. Any student identified through this process of being at risk of not achieving satisfactory progress will be contacted in writing and called to a counselling session. At the counselling session the VET Academic Coordinator will, in consultation with the student and Trainer, establish a support/intervention program to help the student achieve satisfactory progress. Strategies will be determined on a case-by-case basis and will consider the student's current and

previous results, attendance records and any previous implemented intervention/counselling strategies.

- viii. The intervention strategies may include any of the following:
- a. English language support for technical assignments and comprehension;
 - b. Assistance with academic skills such as writing essays and report writing;
 - c. Support in attending a study group;
 - d. Assistance in attending a 'make up' session for the identified concerned unit;
 - e. Developing mutually agreed study plans for the student at risk;
 - f. Referral to external agencies.
- i) The implementation of the support/ intervention strategies may be requested by the Trainer or the student at any time throughout the course if concerns are held about progress. The VET Academic Manager will consider any such request.
- ii) A summary of the support/ intervention action to be implemented will be recorded on the support intervention record and will be placed in the student file. Notes on any meetings that occur will also be noted in the student management system and kept on the student's file.
- iii) A student will not be reported to authorities for unsatisfactory course progress until after the support/ intervention strategy has been implemented and enough time has been allowed for the strategy to run its course.

Course Progress Warnings

- i) As a matter of principle at SCSB, unsatisfactory course progress will result in concerned student being sent Academic Warning Letters. If the concerned student fails to respond to Academic Warning Letters, the college will send to the concerned student an Intention to Report letter. Failing to respond to the Intention to Report letter to the colleges satisfaction, the college may report the concerned student to relevant authorities including DHA.
- ii) The course progress warning letters will be issued in the following manner:

(a) 1st Academic Warning Letter:

A student will be issued with a 1st Academic Warning Letter if his/her academic records show that current progress may be at risk of falling below the minimum 50% academic progress within a study period.

(b) 2nd Academic Warning Letter

A student will be issued with a 2nd Academic Warning Letter if his/her academic records indicate that projected academic progress has fallen below the required 50% within the study period, as per his/her VISA conditions.

(c) *Intention to Report Letter*

Where a student is assessed as having made unsatisfactory progress for two consecutive study periods even after implementation of the support/intervention strategy, the college will send out an Intention to Report ITR letter. The student will be given 20 working days to contact the college and complete the course work.

If no contact is made by the student within this time, then the college will report the student to the Secretary of the Department of Education through PRISMS and the student's Confirmation of Enrolment (CoE) will be cancelled. This may also result in the cancellation of the student visa.

Appeals

- i) Before making the unsatisfactory course report to the Department of Education, the college will notify the student in writing of the intention to report, and advise the student that they have 20 working days to access SCSB's process prior to being reported. During that period, the student's enrolment is kept current by the college.
- ii) A student will not be reported until the outcome of student appeal has been finalised and the appeal has been unsuccessful or the student does not access the appeals process during the 20-day period.
- iii) The student may appeal the decision to report them to the Department of Education on the following grounds:
 - a. A competency decision has been inaccurately recorded or calculated;
 - b. Compassionate or compelling circumstances;
 - c. The intervention strategy has not been implemented according to SCSB's own documented policy and procedure

Document and Version Control

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Review	This Policy will be reviewed in accordance with SCSB's Policy Review Schedule
Approved By	Principal
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Policy Owner	Southern Cross School of Business
Policy contact	Principal
Related Standard	National Code- Part D Standard 11
Related Documents	ESOS Framework