



SOUTHERN CROSS
School of Business

Course Progress
Policy & Procedure

Course Progress Policy

1. Purpose

The purpose of this Policy and its related procedures 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 and to:

- a) Comply with the relevant standards of National Code of Practice for Providers of Education and Training to Overseas Students 2018
- b) Comply with the relevant standards of the Standards for Registered Training Organisations (RTOs) 2015.

2. Scope

- 2.1 This Policy and its related procedures apply to all staff and enrolled students participating in coursework units of competency in all courses of study at SCSB.
- 2.2 This policy and its related procedures apply to all staff members associated with the course progress monitoring process, intervention and support activities and regulatory reporting.
- 2.3 It should be noted that the procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or any other law.
- 2.4 This document should be read in conjunction with other related policies.

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. General Academic Progress and Intervention Principles

4.1 SCSB acknowledges that the early identification and allocation of required support to students who are at risk of not making satisfactory progress provides them with the best chance of achieving course objectives. SCSB provides support systems, resources, and choices available to assist students who are at risk of not achieving, or who have not achieved required Satisfactory Academic Status.

4.2 This Policy describes the management of student academic progress and appeals. The objectives of this Policy are to define the requirements and definitions used in determining satisfactory progress by:

- a) identifying the requirements for maintaining required Satisfactory Academic Status.
- b) describing how early identification and intervention will be achieved for students at risk of not achieving and maintaining Satisfactory Academic Status.

- c) describing the circumstances which will result in a student having an academic status of Unsatisfactory Academic Progress and the requirements to be fulfilled to return to Satisfactory Academic Status;
- d) identifying the consequences for a student of not returning to Satisfactory Academic Status; and
- e) identifying the criteria for a student to appeal against Conditions imposed on their enrolment, or having their enrolment cancelled.

4.3 The School will systematically monitor students' course progress. This means that The School will be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. In addition, The School will report students, who have breached the course progress requirements as outlined in ESOS National Code 2018.

4.4 To be compliant with ESOS National Code 2018, The School will:

- a) document its Risk Intervention Strategy for students who are at risk of not making Satisfactory Course Progress and communicate this strategy to both students and relevant staff.
- b) assess students' course progress at the end of each Study Period and record this assessment on each student's file.
- c) where intervention measures are implemented, this will be documented and placed on the relevant students' files.
- d) where the School intends to report a student for not making satisfactory course progress, they will be advised that they are able to access the School's complaints and appeals process within 20 working days.
- e) if a student appeals, all records relating to this appeal will be maintained in accordance with ESOS National Code 2018, and the School's Student Complaints and Appeals Policy and Procedures.
- f) where the students are reported to the Department of Education via PRISMS, a copy of this reporting will be maintained on the student's file.

5. 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 enough 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.

6. 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.

7. 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'.

8. 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 Manager.
- 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 timetable.
- vi. The VET Academic Manager 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 with the VET Academic Coordinator. 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.
 - ix. 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.
 - x. 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 maintained by the VET Academic Manager and noted in the student management system and kept on the student's file.
 - xi. 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.

8.1 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 college's 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.

The First Written Warning will:

- a) inform the student of the reason for the First Written Warning being issued
- b) remind the student of their obligations towards the School
- c) remind the students of their obligations towards their visa status
- d) instruction to contact the college within 5 business days to arrange a Risk Intervention Meeting

- e) instructions for seeking further information or clarification
- f) instructions for appeals

If student makes, contact with the School in 5 business days

If a student responds to the First Written Warning issued to them by contacting the School, then:

- a) the student is given an appointment to attend a Risk Intervention Meeting.
- b) the student details are entered in a schedule of appointments in order to follow up with at a later stage.
- c) The Course Co-ordinator / Principal, and any other relevant Trainer and Assessors are notified of the student's appointment.

If a student does not contact the School within the specified 5 business days:

- a) student is to be sent a reminder E-mail that student is required to make contact with the College within 5 business days to prevent further action(s) being taken, including the issuing of an Intention to Report the student via PRISMS;
- b) student is to also be called by telephone to organise an appointment for a Risk Intervention Meeting.

If the student attends the Risk Intervention Meeting

- a) the outcomes of this Risk Intervention Meeting will be recorded and placed on the student's file with a copy provided to the student.
- b) following the Risk Intervention Meeting, the trainer / assessor will monitor the implementation of the strategy and during this monitoring process, if the trainer / assessor believes that the student has not, in good faith, implemented the agreed strategy(s), the trainer / assessor will then deem the student has breached the Risk Intervention Meeting agreement and, therefore, has failed to make Satisfactory Course Progress
- c) if the agreed Risk Intervention Strategy(s) is breached by the student and, at that time the trainer / assessor also assesses them as not being able to complete their study within their period of enrolment, the trainer / assessor will bring this to the notice of the Course Co-ordinator / Principal. The Course Co-ordinator / Principal will advise the Student Support Manager, as well as any other relevant Trainer and Assessor, that the student has breached their Risk Intervention Strategy(s) and that a Final Reminder E-mail is to the student is to be sent that includes:
 - i. informing the student of the reason for the Final Reminder
 - ii. reminder to student of their obligations towards the School

- iii. reminder to students of their obligations towards their visa status
- iv. urging of the student to return to Satisfactory Course Progress as agreed in the Risk Intervention Meeting
- v. provision for student to adjust or amend the Risk Intervention Strategy(s) agreed to
- vi. informing the student that in the case of no action is taken by the student within 7 days, to demonstrate that the student is complying with the Risk Intervention Meeting Agreement, the student will be at risk of a Second Written Warning being issued to them
- vii. instructions for seeking further information or clarification
- viii. instructions for appeals

If, however, student returns to Satisfactory Course Progress status as a result of the Risk Intervention Strategy(s), the trainer / assessor is to closely monitor the student to ensure student remains at Satisfactory Course Progress status and no further actions will be required.

(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.

If the student does not attend the meeting

The Course Co-ordinator / Principal will advise the Student Support Manager, and any other relevant Trainer and Assessor, so that a Non-Attendance at Risk Intervention Meeting E-mail as a Final Reminder can be sent to the student that includes:

- a) a statement that they failed to attend the scheduled Risk Intervention Meeting
- b) reminder to student of their obligations towards the School
- c) reminder to students of their obligations towards their visa status
- d) it seems to be unlikely for them to achieve all units of competency within their enrolment period, and
- e) that the student must contact the School within 5 business days to reschedule the Risk Intervention Meeting
- f) informing student that failing to act on this Final Reminder places the student at risk of a Second Written Warning being issued
- g) instructions for seeking further information or clarification
- h) instructions for appeals

- II. At the end of the 7-day period, if student has not responded to the Final Reminder E-mail, the Student Support Manager will issue the student with a Second Written Warning via E-mail. The Second Written Warning E-mail will include:
- a) informing the student of the reason for the Second Written Warning being issued
 - b) reminder to student of their obligations towards the School
 - c) reminder to students of their obligations towards their visa status
 - d) informing the student that they are required to make contact with the College within 7 days to prevent further action being taken, including reporting student to the Department of Immigration and Border Protection
 - e) instructions for seeking further information or clarification
 - f) instructions for appeals

(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.

The Student Support Manager will issue student with an Intention to Report (ITR) in the following circumstances:

1. student fails to make contact with the College, within 7 days, after receiving the final reminder E-mail in response to the issuing of the Second Written Warning; or
2. students remain at or below 50% Academic Course Progress, 7 days after the issuing of a Final Reminder E-mail for a second Study Period in succession

The Intention to Report (ITR) E-mail will include:

- a) informing the student of the reason for the Intention to Report (ITR) being issued;
- b) reminder to student of their obligations towards the School;
- c) reminder to students of their obligations towards their visa status;

- d) instructions for seeking further information or clarification.
- e) instructions for appeals.

Appeals

Before making the unsatisfactory course report to the Department of Education, the school 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 appeal process prior to being reported.

If the student is not satisfied with any decision relating to course progress and intervention, the student has the right to appeal the decision in accordance with the Student Complaints and Appeals Policy and Procedures. In this event, the School will maintain the student's enrolment in the course or courses in which he or she is enrolled to study until the appeals process is completed.

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.

The student may appeal the decision to report them to the Department of Education on the following grounds:

- i) A competency decision has been inaccurately recorded or calculated.
- ii) Compassionate or compelling circumstances.
- iii) The intervention strategy has not been implemented according to SCSB's own documented policy and procedure that has been made available to the student.

An appeal must be lodged in writing to the Student Support Coordinator within 20 working days from the date of the decision was taken.

The appeal should include the following details:

- 1) The Student's Full Name (Family/Surname and First Name), Student Number And Contact Details,
- 2) The Nature of The Decision or Matter Being Appealed,
- 3) The Basis for The Appeal,
- 4) Details of The Specific Outcome Sought by The Student, And
- 5) Copies of All Relevant Documents.

Where a student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- a. if the appeal shows that there was an error in recording or assessing a student's grade (S-Satisfactory) accurately and as a direct result the student actually made Satisfactory Course Progress, the School will not report the student, and there will be no further requirement for intervention;
- b. if the appeals process shows that the student has not made Satisfactory Course Progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through the School's Student Supports Services, and the School will not report the student.

Student does not choose the appeals process:

If a student has chosen not to access appeals process within the 20-working day period; or

A student withdraws from the process, or the process is completed and results in a decision supporting the School (i.e. the student's appeal was unsuccessful)

The School's Student Support Coordinator will notify the Secretary of the Department of Education through PRISMS that the student is not achieving Satisfactory Course Progress. A copy of this notification will be placed on the student's file.

The appeals process does not proceed

An appeal may not proceed if:

- i) no reasonable grounds are stated for the appeal,
- ii) no new or different grounds are stated for the appeal from those already considered by the Principal, or nominee,
- iii) the student has not ensured that they are in a position to receive all notifications from the School. Late or no receipt of official letters will not be accepted as grounds for appeal if changes of address have not been notified and received by the School, or
- iv) the appeal is lodged outside the 20-working day timeline specified above.

Further Information and Assistance

- i) Students should seek clarification on any aspects of this Policy and its related Procedures prior to accepting an offer of admission made by the School.
- ii) Student assistance is available by contacting School Reception or Student Support.
- iii) Students may make an appointment with the Student Support Manager for assistance with their request relating to this Policy and its related Procedures.

Contact details for the School are outlined as follows:

Parramatta Campus

Phone: +61 2 9633 3287
Address: Level 2, 1-3 Fitzwilliam Street,
PARRAMATTA NSW 2150
Email: admin@scsb.nsw.edu.au

Sydney CBD Campus

Phone: +61 2 8937 0506
Address: Level 3, 531 George Street
SYDNEY NSW 2000
Email: admin@scsb.nsw.edu.au

Document and Version Control

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| Approval Date | 1 st April 2020 |
| Policy Owner | Southern Cross School of Business |
| Policy contact | Principal |
| Related Standard | National Code 2018- Part D Standard 10 |
| Related Documents | <ul style="list-style-type: none"> - ESOS Framework- Education Services for Overseas Students Act 2000 (ESOS Act) - Users' guide to Standards for RTOs 2015- Chapter 4-Training and Assessment - Student Code of Conduct policy and procedure - Complaints and appeals policy and procedure - Access and equity policy and procedure |