### Policy: Course Progress

<table>
<thead>
<tr>
<th>Policy Number:</th>
<th>AC013</th>
<th>Version:</th>
<th>4.6</th>
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<tbody>
<tr>
<td>Date Adopted:</td>
<td>19 March 2012</td>
<td>Date Last Reviewed:</td>
<td>6 March 2015</td>
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<tr>
<td>Date of Next Review:</td>
<td>6 March 2016</td>
<td>Review Frequency:</td>
<td>One year</td>
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<td>Authorised By:</td>
<td>Chief Executive Officer</td>
<td>Reviewed By:</td>
<td>Director International</td>
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<td>Responsible for Review:</td>
<td>Director International, Academic Director</td>
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<td>Review Process:</td>
<td>Director International, Academic Director</td>
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<td>Document Management:</td>
<td>U:/Policies and Procedures</td>
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<tr>
<td>Communication</td>
<td>All relevant staff will be automatically notified by email when the reviewed policy has been authorised</td>
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**Policy Context:** This policy relates to:

- **HE Standards Framework 2011:** Provider Standards: 6.5, 6.6
  - Course Standards: 5.4, 5.5
- **ESOS:** 10.1, 10.2, 10.4, 10.5, 10.6, 10.7
- **Standards for RTO’s 2015:** 1.7
- **Legislation or Other Requirements:**
  - Tertiary Education Quality and Standards Agency Act 2011
  - The Education Services for Overseas Students (ESOS) Act 2000
  - National Vocational Education and Training Regulator Act 2011
- **Other Policies:** Student Fees & Refund Policy, Enrolment Policy, Monitoring Enrolment Load Policy, Complaints and Appeals Policy, Academic Misconduct Policy
- **Forms and Other Documents:** Course Progress Intervention Strategy Form, Academic Misconduct Form, Student at Risk Form

©IIBT 2015 Course Progress Policy v4.6
Unsatisfactory Course Progress Advice Letter
Notice of Intention to Report Letter
Table of Academic Progress, Academic Status and Intervention Strategies for Higher Education courses

KEY WORDS (META DATA)
Competency, RPL, course credit, enrolment, study load, enrolment duration, monitoring

DEFINITIONS
The Institute – International Institute of Business and Technology (IIBT).
SSSO – Student Support Services Officer
DIBP – Department of Immigration and Border Protection
PRISMS - The Provider Registration and International Student Management System is the database system used to process information given to the Department of Education by registered providers
NYC – a grading of Not Yet Competent
PEO – Principal Executive Office
DEEWR - Department of Education, Employment and Workplace Relations

EVIDENCE
Completed Forms

Policy Information:

POLICY
IIBT is committed to monitoring, recording and assessing the course progress of each enrolled student within each study period.
Specifically IIBT will apply intervention strategies when students demonstrate unsatisfactory course progress in any study period.

SCOPE
This policy applies to all international students

PROCEDURES
The Student Support Services Officer shall ensure that they have indicated their adoption of the Department of Education Course Progress Policy through the PRISMS page and select ‘Yes’ where the questions is asked ‘Course Progress Policy & Procedure implemented’.
In Higher Education, the Board of examiners will review the Academic Progress of students and decide the Academic Status.
In VET, trainers and assessors are responsible for establishing students’ academic progress.
IIBT trainers and lecturers will ensure that:
• During the trimester/study period, the academic progress of each student is monitored and assessed by trainers/lecturers.
• Where a trainer/lecturer is aware of a student at risk of failing the unit, they are requested to complete a Student at Risk form and forward it
to the Student Support Services Officer.

- Students are informed of the course of study workload within each study period.

- The course progress requirements are clearly defined for all enrolled students prior to the commencement of each study period.

- All students are aware of the intervention strategy that will be implemented should an unsatisfactory progress be reported in 50% or more of the units attempted in any given study period (Student Handbook).

- Enrolled students are assessed for their course progress at the end of each study period.

- The course progress intervention strategy is implemented within the first four weeks of the next study period (Higher Education).

- The course progress intervention strategy is implemented immediately when a student at risk is identified in other courses (VET, ELICOS or other).

- Records of course progress interventions maintained are provided to the student.

- Regular reports of progress are provided to the Student Support Services Officer.

In identifying a student who is demonstrating unsatisfactory course progress IIBT staff will ensure that:

- The Student Support Services Officer is informed in writing (email or memo) when a student has recorded 50% or more of the units attempted as unsatisfactory in any study period.

- Students in the Higher Education program who are considered to be making unsatisfactory academic progress are placed on Conditional Academic Status (see Table of Academic Progress, Academic Status and Intervention Strategies for Higher Education courses).

- Once the Student Support Services Officer has been informed of a student’s course progress failure, participation in the implementation of the IIBT Intervention Strategy should occur as soon as practicable, providing course progress advice and necessary counsel to the student. Appropriate interventions may include the following:
  
  o counselling concerning the appropriateness and suitability of courses undertaken by the student

  o guidance and reference to the units of competency where NYCs or Fail has been recorded

  o reduction in course load (refer to course load monitoring
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<tr>
<td>o additional English language support</td>
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<td>o knowledge and practical skills support from Academic lecturer or trainer/assessor</td>
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<tr>
<td>o invitation for inclusion in supporting study groups or tutoring</td>
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<tr>
<td>o assigning a trainer/mentor/peer support person for ongoing monitoring</td>
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<tr>
<td>o information concerning the rescheduling of re-assessment events</td>
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<tr>
<td>o information concerning the potential need to report the student to DIBP if they maintain unsatisfactory course progress for two consecutive study periods</td>
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<tr>
<td>o written DIBP notice advice</td>
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<tr>
<td>o referring the student to IIBT’s Complaints and Appeals Policy and procedures</td>
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- Initial contact with the student is undertaken utilising the Course Progress Intervention Strategy Form which must be signed by the student in recognition of their agreement to the planned course progress interventions and information provided in the initial contact.

- The completed Course Progress Intervention Form is signed by the Academic lecturer or trainer/assessor and returned to the Student Support Services Officer following the initial contact.

- The student’s ongoing progress result from the IIBT Intervention Strategy is reported in writing to the Student Support Services Officer on a regular basis.

**Reporting Unsatisfactory Progress**

Where IIBT staff has provided written advice of a student’s unsatisfactory course progress in 50% or more of the units attempted in any study period the Student Support Services Officer will provide an Unsatisfactory Course Progress Advice letter to the student, informing them of the Course Progress Intervention Strategy.

Where a student has demonstrated unsatisfactory course progress in 50% or more of the units attempted in any 2 consecutive study periods or their Academic status has changed to the Student Support Services Officer will:

- Provide written advice to the student of the IIBT’s intention to report their unsatisfactory course progress to Department of Education and provide additional advice and support where required.

- Ensure that procedures for appeal advice are provided to the student, should they appeal the course progress decision, and that they are
informed that they have 20 working days to submit their appeal in writing.

- Provide a report with documented evidence of interventions strategies implemented with the student to the Principal Executive Officer (PEO) and outlining the reasons that the student should be reported for unsatisfactory progress.

**Appeal Procedures**

The grounds on which a student may appeal the assessment decision include:

- IIBT’s failure to record or calculate a student’s marks accurately
- Compassionate or compelling circumstances
- IIBT’s failure to implement its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student

On receiving a student’s appeal against a report of unsatisfactory progress in two consecutive study periods, the Student Support Services officer will ensure that:

- The appeal is recorded in writing by the student and that the written appeal is provided to IIBT management for immediate consideration.
- If the appeal is successful and the student is found to have a course progress that is above 50% the student will not be reported to DIBP via PRISMS and there will be no further requirement for intervention strategies
- If the appeal is unsuccessful the student will be referred to the nominated external independent mediators (refer to Complaints and Appeals Policy)
- If the Appeal does show that the student has demonstrated unsatisfactory progress and there are compassionate or compelling reasons for their lack of progress, ongoing support must be provided through IIBT’s intervention strategy and the student is not reported to DIBP via PRISMS.

The Student Support Services officer will report to the Principal Executive Officer (PEO) all unsuccessful appeals and also where:

- The student has not chosen to access the complaints and appeals process within the 20 working day period.
- The student withdrew from the appeals process.

The PEO must notify the Secretary of DEEWR through PRISMS as soon as practicable after receiving a final report of unsatisfactory course progress from the Student Support Services Officer.

**Course Attendance**

All IIBT staff are advised that a student may be at risk of failing within their course progress if they are falling behind in consistent attendance at their
course. Students who are at risk of falling below 80% are in contravention of IIBT’s rules of enrolment and will be at risk of having their enrolment suspended or cancelled.

- A student who misses 2 consecutive days will be reported to the SSSO as soon as practicable.
- The SSSO will enquire concerning their welfare and whereabouts and report any concerns to IIBT management.
- The SSSO will request a medical certificate where a student is reporting health issues causing course attendance difficulties.
- All student non-attendance will be monitored by staff and student attendance rolls will be reviewed weekly by the SSSO.
- Student non-attendance will be reported in writing to IIBT Management.
- Students demonstrating consistent non-attendance and at risk of falling below 80% attendance will be warned in writing and advised by IIBT Management of its policies and procedures for course enrolment suspension and or cancellation.

END OF DOCUMENT