

Monitoring Student Course Progress Policy and Procedures

Policy

The Monitoring Student Course Progress Policy outlines a process to monitor the progress of overseas students to ensure that they progress through their study and complete the course within the expected course duration.

Sydney Metro College (SMC) systematically records, monitors, and assesses student course progress and takes proactive measures in notifying and counselling students at risk of not meeting course requirements. Also, SMC continuously monitors the workload of students to ensure they complete their enrolment within the duration specified in their CoE and only allow course duration extensions in certain limited circumstances.

Students who do not meet course progress requirements will be reported to the Department of Home Affairs (DHA), which may result in the cancellation of their student visa.

SMC also students can access student support services in academic and non-academic matters, particularly by students who are deemed to be 'at risk' or 'in need'.

1.0 Definitions

At risk Student: When a student has achieved 1 Not Yet Competent (NYC) out of 2 delivered units or at any point throughout the term as identified by their trainer

Term at risk is often used to describe students who considered to have a higher probability of failing academically it may include but not limited to

- Not attending College regularly
- Not Submitting Assessments
- Achieved less than 50% course progress during the term period.
- Stress

Competent: When a student has achieved a Satisfactory Result for all assessment tasks for a unit

Intervention Strategy: Support and guidance that is provided to the Student by SMC for students deemed at Risk of Not Meeting Course Requirements or achieving Unsatisfactory Course Progress

Satisfactory Course Progress: When a student achieves a Competent (C) result in more than 50% of the enrolled units in a Term. Where a student is in their Final Term, Satisfactory Course Progress refers to the Student fulfilling all course requirements by their scheduled end date, as specified in the Student's CoE

Unsatisfactory Course Progress: When a student achieves a Not Yet Competent (NYC) results in 50% or more of the enrolled units in a Term

Whilst Unsatisfactory Course Progress is often defined as not demonstrating competency in 50% or more of the course requirements in a Study Period, the College intends to continuously evaluate students' performance during and throughout each Study Period. On this basis, where necessary, the College will evoke its Risk Intervention Strategy that will be specifically designed to assist students in achieving their academic goals

Not Meeting Course Requirements: When a student is deemed as achieving Unsatisfactory Course Progress in two consecutive Terms and who have had an intervention strategy activated, with sufficient time for the strategy to run its course, OR when a student does not qualify for an extension of course duration, has failed occasional units throughout the course, has had an intervention strategy activated with sufficient time for the strategy to run its course and has not met course requirements by their scheduled end date, as specified in the Student's CoE

Not Yet Competent: When a student has achieved a Not Yet Satisfactory Result in one or more assessment tasks for a unit

Term: A duration consisting of 09 study weeks or 10 Week. Where a student commences a Term late, the duration is considered to be the remaining weeks of that term.

2.0 Information to Students

2.1 Students will be informed of this policy about course progress requirement and its consequences prior to the enrolment through the following means:

2.1.1 Inclusion of information about the policy in the student prospectus and the handbook and on the website www.sydneymetrocollege.edu.au

2.1.2 Inclusion of information about the policy in the enrolment application form

2.1.3 Overview of the policy at the selection interview

2.1.4 Inclusion of information about the policy in the offer letter and agreement form

2.2 Students will be informed of this policy about course progress requirement after the enrolment and during the course through the following means:

2.2.1 Overview of the policy at the student orientation program

2.2.2 Inclusion of information about the policy in the student handbook and on the website www.sydneymetrocollege.edu.au

2.2.3 Information disseminated in the class by the trainers

3.0 Recording Course Progress

3.1 Trainers record student academic results for each assessment in the Assessment Summary Record Form and provide feedback to students within 20 working days of the submitted assessment

3.2 On conclusion of the final assessment for each unit, the trainer (within 20 working days) will collate all student academic results for the unit into the Grade Sheet Summary and will provide the complete and email Grade Sheet Summary to the Student Services Department.

3.3 The Student Services will ensure that the Grade Sheet is entered into the Student Management System within 10 working days of the classes final assessment task

3.4 Students are able to access their results by logging into the Student Portal

4.0 Monitoring Course Progress

4.1 Student Course Progress is monitored on a regular basis by Trainers and the Student Services.

4.2 Trainers monitor student course progress at a unit level. Where students are identified as at Risk of Unsatisfactory Course Progress, the trainer will encourage and counsel the student to assist in completing the unit and progressing in their course. The trainer will also inform the Student Administration to arrange counselling, and activate a formal intervention strategy with the Student

4.3 The Student Services monitors student course progress on the conclusion of each term. The Student Services will counsel, devise and activate a formal intervention strategy with the students as instructed by Trainers and the Student Services Officer.

4.4 The Student Services monitors student course progress on the conclusion of each term of study. The Training Coordinator will counsel/devise/activate intervention strategies and report students who have not met course requirements in line with this policy.

4.4.1 On the conclusion of each term of study, the Student Services will identify all students who have achieved an NYC result and send them an *"Intervention Strategies and Opportunities"* letter. The letter will advise them of the need to achieve satisfactory course progress and outline student visa condition (including that Students who have not met course requirements will be reported to the Department of Home Affairs (DHA), which may result in the cancellation of their student visa). The letter will also advise the Student to contact the Training coordinator /Head Trainer /Academic Manager so that an Intervention Strategy can be initiated.

5.0 Assessing Course Progress

5.1 At the conclusion of each term, the Student Administration Officer will make an assessment on whether or not the Student is achieving satisfactory course progress by generating a report from the Student Management System

5.2 Students who have achieved 50% or more NYC in their enrolled units will be sent a 1st Warning Letter: *Unsatisfactory Course Progress Letter*, advising the student to make contact with the student service team. The student service team member will counsel the student and activate an Intervention Strategy for the Student for the following term. Where a student is in their final term, the Training Coordinator will have implemented clause 4.4.1 of this policy and will make a determination on whether the student has achieved Satisfactory Course Progress.

5.3 Students who have attained satisfactory course progress, however, have outstanding NYC's will be provided with information regarding reassessment of the NYC units through email.

5.4 At the time a student is issued with a 1st warning letter -Unsatisfactory Course Progress letter, a note is made on the Student Management System.

6.0 Intervention Strategies

6.1 Where a student is identified as at risk of achieving unsatisfactory course progress or is deemed as achieving Unsatisfactory Course Progress, an Intervention Strategy will be developed and activated to support the student.

6.2 Intervention Strategies may include, but are not limited to the following, with the ultimate purpose being to assist students to meet successfully progress through the course and complete the course within their COE duration:

6.2.1 identifying reasons behind unsatisfactory course progress

6.2.2 reviewing study load

6.2.3 attending additional training or study assistance

6.2.4 extending deadline for assessment submission

6.2.5 providing opportunity for additional training and/or reassessment

6.2.6 receiving individual case management

6.2.7 attending counselling

6.2.8 receiving assistance with personal issues which are influencing progress

6.2.9 receiving mentoring

6.2.10 providing English language support

6.2.11 being placed in a suitable alternative course

6.2.12 A combination of the above

6.3 All records of intervention strategies will be recorded in the Intervention Strategy Record Form and the Student Management System and filed away in the student's file.

6.4 The Intervention Strategy for any student who is not making Satisfactory Course Progress will be made available to all relevant staff and students, and will specify:

6.4.1 The Procedures for contacting and counselling students;

6.4.2 The strategies to assist students in achieving Satisfactory Course Progress; and the processes by which the Intervention Strategy will be activated.

The Intervention Strategy includes:

6.4.3 Attending academic skills sessions;

6.4.4 Attending additional tutorials or study groups;

6.4.5 Receiving individual case management;

6.4.6 Attending academic counseling;

6.4.7 Receiving assistance with personal issues which might be influencing academic progress;

6.4.8 A combination of the above and a reduction in course load.

An Intervention Meeting will be organised when Student Services establishes that the student is not maintaining Satisfactory Course Progress by convening an Intervention Meeting to identify the reasons behind the Unsatisfactory Course Progress and exploring alternative strategies so that the student is in a better position to achieve Satisfactory Course Progress. The Academic Manager or respective Trainer may be involved in intervention meeting.

7.0. Procedure for Issuing Written Warnings

7.1 Issuing First Written Warning

Upon reviewing students' academic progress at the end of each term, any student identified as being at risk (ie who have achieved 50% or more NYC in their enrolled units) , will be issued with a First Written Warning via E-mail. The First Written Warning will include:

- a) Informing the Student of the reason for the First Written Warning being issued
- b) Reminder to Student of their obligations towards the College
- c) Reminder to students of their obligations towards their visa status
- d) Instruction to contact the college within 20 working days to arrange a Intervention Meeting
- e) Instructions for seeking further information or clarification
- f) instructions for appeals
- g) Provision for Student to adjust or amend the Intervention Strategy(s) agreed to, if any
- h) Informing the Student that in the case of no action is taken by the Student within 20 working days after 1st warning letter, 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
- i) Instructions for seeking further information or clarification

7.1.1 If a student makes, contact with the College (Within 20 working days from the issue of 1st Warning letter)

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

- a) The student is given an appointment to attend a Intervention Meeting;
- b) The Academic Manager Student Support Officer, and any other relevant stakeholders are notified of the student's appointment.

7.1.2 If Student's does not make contact with the College (After 20 working days of 1st Written Warning letter)

7.2. Issuing Second Warning Letter

7.2.1 At the end of the 20 working days' period of 1st Warning letter, if Student has not responded to the 1st warning letter, the Student Support will issue the student with a **Second Written Warning Letter** via Email. 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 College
- 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 20 days to prevent further action being taken, including reporting Student to the Department of Home Affairs.
- e) Instructions for seeking further information or clarification
- f) Instructions for appeals

7.2.2 If a student responds to the 2nd Written Warning issued to them by contacting the College (within 20 working days from issue of 2nd Warning letter), then:

- a) The Student is given an appointment to attend a Intervention Meeting;
- b) The Academic Manager, Student Support Officer, and any other relevant Academic staff are notified of the Student's appointment.

7.2.3 If a student does not contact the College within the specified 20 days: (After 20 days of 2nd Warning letter)

At the end of the 20-day period, if Student has not responded to the 2nd warning letter, the Student Services will issue an Intention to Report (ITR) notification as per process.

8.0 Additional Student Support

8.1 All students studying at SMC will have access to student support in both academic and non-academic matters. They include but not limited to Health and Wellbeing counselling, referral to Medical Professional and Specialists, Financial Support, English language support. All support services and referral are provided at no cost to students however the professional or service provider may charge a fee for their service. Refer to **Student Support Policy and procedures** for details.

8.2 Student should at first talk to student administration or Student support officer or their trainer if they need any assistance, who will direct them to the appropriate staff or services. Student Support Policy and procedures list the contact details who can offer support in their respective areas.

9.0 Reporting Unsatisfactory Course Progress (ITR)

9.1 an Intention to Report Letter will be sent to the following students:

Students that have been assessed as achieving Unsatisfactory Course Progress in specified term and who have had an intervention strategy activated, with sufficient time for the strategy to run its course; OR

Students that have been sent 1st Warning letter, 2nd Warning letter, and have not met course requirements by their Scheduled date, will be sent an intention to report letter. OR

Students whose course duration cannot be extended, have failed occasional units throughout the course, have had an intervention strategy activated with sufficient time for the strategy to run its course and have not met course requirements by their scheduled end date, will be sent an **Intention to Report Letter** (e-mail or hand delivered or by registered post), advising them of SMC's intention to report them for *Unsatisfactory Course Progress* and *Not Meeting Course Requirements* to the Department of Home Affairs through PRISMS.

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 College;
- c) Reminder to students of their obligations towards their visa status;
- d) Instructions for seeking further information or clarification;
- e) instructions for appeals.

9.2 The Student will be advised that they have 20 working days from the date of the Intention to Report letter to appeal the decision

9.3 A student may only appeal where one or more of the following circumstances exist:

- 9.3.1 Compassionate or Compelling Circumstances (See Compassionate and Compelling Circumstances Policy)
- 9.3.2 Academic results were recorded incorrectly
- 9.3.3 An intervention strategy was not implemented or given enough time to run its course
- 9.3.4 This policy was not adhered to

9.4 In the event that a student lodges an appeal, the Student will only be reported when the appeals process (including internal, and external appeal) has been completed and the initial decision made by SMC's is upheld.

9.5 During the appeals process, the student must continue to attend classes

9.6 Where a student has not chosen to access the complaints and appeals process within the 20 working days' period, withdraws from the process, or the process is completed and results upholding a decision made by SMC, the Institute will report the Student to the Department of Home Affairs for unsatisfactory course progress, through PRISMS, as soon as practicable. Student Services 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 records.

10.0 Extension of Course Duration

10.1 SMC will monitor the workloads of students (as per clauses 4.0, 5.0, 6.0 and 7.0 of this policy) to ensure all students complete their course within their specified durations of their CoE

10.2 Where a student is unable to complete their course within the specified durations of their COE, SMC will only grant an extension in the following limited circumstances:

- 10.2.1 Compassionate or compelling circumstances apply (See Compassionate and Compelling Circumstances Policy)
- 10.2.2 an Intervention Strategy has been implemented
- 10.2.3 deferment or suspension of studies has been approved

10.3 Should an extension be granted; SMC will notify the Student in writing specifying the details of the extension.

10.4 SMC will also advise the Student to contact Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

10.5 The Student Administration Officer will also ensure the Department is notified as soon as practicable and no longer than 5 working days from the occurrence via PRISMS, and will issue the Student with a new CoE

10.6 All records relating to the extension of a students' course duration will be recorded in the Student Management System, with documentation retained in the students file

11.0 Extension of Course Duration (Other Guidelines)

11.1 Except in the circumstances specified in clause 8.2 of this policy, SMC will ensure that the expected duration of study specified in the Student's CoE will not exceed the CRICOS registered course duration

12.0 Confidentiality

- a. All information relating to students regarding course progress and intervention will be treated as confidential and in accordance with the College's Privacy and Data Protection Policy and Procedures.
- b. The College will maintain confidentiality to ensure that:
- c. No information will be released without the agreement of the individual or group involved.

13.0 Appeals

- a. 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 College 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.
- b. An appeal must be lodged in writing to the Student Support Manager within 20 working days from the date of the decision was taken.
- c. An appeal should include the following details:
 - a) the student's full name (family/surname and first name), student number and contact details,
 - b) the nature of the decision or matter being appealed,
 - c) the basis for the appeal,
 - d) details of the specific outcome sought by the student, and
 - e) copies of all relevant documents.
- d. An appeal may not proceed if:
 - a) no reasonable grounds are stated for the appeal,
 - b) no new or different grounds are stated for the appeal from those already considered by the Principal, or nominee,
 - c) the student has not ensured that they are in a position to receive all notifications from the College. 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 College, or
 - d) the appeal is lodged outside the 20-working day timeline specified above.

Further Information and Assistance

- Students should seek clarification on any aspects of this Policy and its related Procedures prior to accepting an offer of admission made by the College.
- Student assistance is available by contacting College Reception or Student Support.
- 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 College are outlined as follows:

Related Documents

- Reassessment Form
- Intervention Strategy Form
- Unsatisfactory Course Progress Letters
- Intention to Report Letter

Related Policies

- Student Support Services Policy
- Compassionate and Compelling Circumstances Policy
- Complaints and Appeals Policy
- Student Deferment, Suspension and Cancellation Policy
- Student Assessment Policy

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