

# Monitoring Student Course Progress Policy and Procedures

## Policy Statement

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

Sydney Metro College (SMC) systematically records, monitors, and assesses student course progress, utilising attendance records, assignment submissions, and progress reports. SMC takes proactive measures to notify and counsel students at risk of not meeting course requirements. Additionally, SMC offers a range of student support services, including counselling, tutoring, and academic advising, particularly for students deemed to be at 'risk' or 'in need'. Failure to meet course progress requirements will result in the reporting of students to the Department of Home Affairs (DHA), potentially leading to the cancellation of their student visa.

## 1.0 Definitions

**At-risk Student:** When a student has achieved Not Yet Competent (NYC) in 50% or more of the delivered units, or at any point throughout the term as identified by their trainer/academic/student services.

The term 'at risk' is commonly used to describe students who are considered to have a higher probability of experiencing academic difficulties.

This may include, but is not limited to:

- Irregular attendance at college.
- Failure to submit assessments.
- Achieving less than 50% course progress during the term period.
- Experiencing high levels of stress.

**Competent:** When a student achieves a Satisfactory Result for all assessment tasks within a unit.

**Intervention Strategy:** Support and guidance provided by SMC to students deemed at risk of not meeting the 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. For students in their final term, satisfactory course progress refers to fulfilling all course requirements by the scheduled end date specified in the student's Confirmation of Enrolment (COE).

**Unsatisfactory Course Progress:** When a student achieves Not Yet Competent (NYC) results in 50% or more of the enrolled units in a term. Unsatisfactory course progress is often defined as not demonstrating competency in 50% or more of the course requirements in a study period. However, the college intends to continuously evaluate students' performance during each study period. Based on this evaluation, where necessary, the college will invoke its Risk Intervention Strategy, 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 has 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 term consists of either 9 study weeks or 10 weeks. If a student begins a term late, the duration is adjusted to include only the remaining weeks of that term.

## 2.0 Information to Students

### Prior to Enrolment:

2.1 Students will receive information about the course progress requirements and its consequences before 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](http://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.

### After Enrolment and During the Course:

2.2 Students will be reminded of the course progress requirements after 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](http://www.sydneymetrocollege.edu.au)

2.2.3 Information disseminated in the class by the trainers.

## 3.0 Recording Course Progress

### 3.1 Recording of Assessment Results:

Trainers record student academic results for each assessment in the Assessment Summary Record Form and provide feedback to students within 10 working days of the submission of the assessment.

### **3.2 Compilation of Unit Results:**

Upon conclusion of the final assessment for each unit, the trainer will collate all student academic results for the unit into the Grade Sheet Summary within 10 working days and will provide the completed Grade Sheet Summary via email to the Student Services Department.

### **3.3 Data Entry into Student Management System:**

The Student Services Department will ensure that the Grade Sheet Summary is entered into the Student Management System within 10 working days of the completion of the final assessment task.

### **3.4 Accessing Results:**

Students can access their results by logging into the Student Portal.

## **4.0 Monitoring Course Progress**

### **4.1 Regular Monitoring:**

Student Course Progress is monitored regularly by Trainers / Academic Staff/ Student Services.

### **4.2 Unit-Level Monitoring:**

Trainers monitor student course progress at a unit level. When 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 Term-Level Monitoring by Student Services:**

The Student Services monitor student course progress after each term. They will counsel, devise, and activate a formal intervention strategy with the students as instructed by Trainers and the Academic.

### **4.4 Term-Level Monitoring by Training Coordinator:**

At the conclusion of each term of study, the Academic/Student Services will counsel, devise, and activate intervention strategies and report students who have not met course requirements in line with this policy.

#### **4.4.1 Intervention Strategies and Opportunities Email:**

Upon the conclusion of each term of study, the Student Services/Academic will identify all students who have achieved an NYC result and send them an intervention strategies and opportunities email. The letter will advise them of the need to achieve satisfactory course progress and outline student visa conditions (including the possibility of visa cancellation for non-compliance). The letter will also advise the student to contact the Training Coordinator/Head Trainer/Academic Manager to initiate an Intervention Strategy.

## 5.0 Assessing Course Progress

### 5.1 Evaluation at the Conclusion of Each Term:

After each term, the Student Services/ Academic Staff will assess whether the student is achieving satisfactory course progress by generating a report from the Student Management System.

### 5.2 First Warning Letter for Unsatisfactory Course Progress:

Students who have achieved 50% or more NYC in their enrolled units will receive a 1st Warning Letter: Unsatisfactory Course Progress Letter, advising them to contact the student service team within 20 working days so that the student is counselled and an Intervention Strategy is formulated. For students in their final term, the Academic will determine whether the student has achieved Satisfactory Course Progress as per clause 4.4.1 of this policy.

### 5.3 Reassessment of Units with Outstanding NYCs:

Students who have attained satisfactory course progress but have outstanding NYCs will receive information regarding the reassessment of the NYC units via email.

### 5.4 Recording Issuance of Warning Letter:

Upon issuing a 1st warning letter for Unsatisfactory Course Progress, a note is promptly made on the Student Management System.

## 6.0 Intervention Strategies

### 6.1 Development and Activation of Intervention Strategies:

When a student is identified as at risk of unsatisfactory course progress or has already achieved unsatisfactory course progress, an Intervention Strategy will be developed and activated to support the student. The purpose of this strategy is to assist the student in ensuring on-time completion of the course within the approved course duration.

### 6.2 Types of Intervention Strategies:

Intervention Strategies may include, but are not limited to, the following:

- Identifying reasons behind unsatisfactory course progress
- Reviewing study load
- Attending additional training or study assistance
- Extending the deadline for assessment submission
- Providing opportunities for additional training and/or reassessment
- Receiving individual case management
- Attending counselling
- Receiving assistance with personal issues influencing progress
- Receiving mentoring
- Providing English language support
- Placement in a suitable alternative course
- A combination of the above

### **6.3 Documentation of Intervention Strategies:**

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

### **6.4 Communication and Activation of Intervention Strategies:**

The Intervention Strategy for any student not making Satisfactory Course Progress will be made available to all relevant staff and students.

It will specify:

- Procedures for contacting and counseling students.
- Strategies to assist students in achieving Satisfactory Course Progress.
- Processes for activating the Intervention Strategy.

### **6.4 The Intervention Meeting:**

An Intervention Meeting will be organised when Student Services/Academic identifies that the student is not maintaining Satisfactory Course Progress. This meeting aims to identify the reasons behind the Unsatisfactory Course Progress and explore alternative strategies for the student to achieve Satisfactory Course Progress. The Academic Manager or Campus Manager or respective Trainer may be involved in the intervention meeting. A second follow-up meeting date is also initiated at this meeting to ensure that the student is adhering to the intervention plan. This follow-up meeting ensures ongoing support and accountability for the student's progress

## **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 (i.e., those who have achieved 50% or more NYC in their enrolled units) will be issued a First Written Warning via email.

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 toward their visa status
- d) Instruction to contact the college within 20 working days to arrange an Intervention Meeting
- e) Instructions for seeking further information or clarification
- f) Instructions for appeals
- g) Provision for the Student to adjust or amend the Intervention Strategy(s) agreed to if any
- h) Informing the Student that if no action is taken within 20 working days after the 1st warning letter to demonstrate compliance with the Risk Intervention Meeting Agreement, the Student will be at risk of receiving a Second Written Warning
- i) Instructions for seeking further information or clarification

### **7.1.1 If a student contacts the College (within 20 working days from the issue of the 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 an Intervention Meeting.
- b) The Academic Manager/officer/ Student Support Officer, and any other relevant stakeholders are notified of the student's appointment.

**7.1.2 If the Student does not contact the College (after 20 working days of the 1st Written Warning letter), then a 2nd Written Warning is issued, and the student has 20 working days to respond.**

## **7.2. Issuing Second Warning Letter**

7.2.1 At the end of the 20 working days' period following the issuance of the 1st Warning letter, if the student has not responded, Student Support/Academic Officer will issue the student with a Second Written Warning Letter via email.

The Second Written Warning Email 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 contact the college within 20 days to prevent further action from being taken, including reporting the 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 the issue of the 2nd Warning letter), then:

- a) The student is given an appointment to attend an Intervention Meeting.
- b) The Academic Manager/Officer/ 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 the 2nd Warning letter): then, the Student Services will issue an Intention to Report Letter (ITR) notification as per the process. The student will have 20 working days to respond. If the student has not responded, their Confirmation of Enrolment (CoE) will be cancelled, and the respective government agencies will be informed through PRISMS.

## **8.0 Additional Student Support**

8.1 All students studying at SMC will have access to student support services for both academic and non-academic matters. These services include, but are not limited to, health and wellbeing counselling, referral to medical professionals and specialists, financial support, and English

language support. While these support services and referrals are provided at no cost to students, the professional or service provider may charge a fee for their services. For more details, refer to the Student Support Policy and Procedures.

8.2 Students should initially reach out to student administration, a Student Support Officer, or their trainer if they require assistance. They will then be directed to the appropriate staff or services. Contact details for support in various areas are listed in the Student Support Policy and Procedures.

## 9.0 Reporting Unsatisfactory Course Progress (ITR)

9.1 An Intention to Report Letter will be sent to students to advise 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 ITR letter will be sent (via email, hand delivery, or registered post) to the following students:

- Students assessed as achieving Unsatisfactory Course Progress in a specified term.
- Students who have had an intervention strategy activated, with sufficient time for the strategy to run its course but failed to follow through with the strategy.
- Students who have received a 1st Warning letter, 2nd Warning letter, and have not met course requirements by their scheduled date.
- 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.

The Intention to Report Letter/ (ITR) Email 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:

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

9.4 If 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 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. 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 the 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 A deferment or suspension of studies has been approved.

10.3 When a student is unable to complete their course within the specified duration of their Confirmation of Enrolment (CoE) due to the course being superseded, they will be advised to re-enrol for the new qualification. This ensures that students can continue their studies in a program that aligns with current industry standards and requirements.

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

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 the 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 student's course duration will be recorded in the Student Management System, with documentation retained in the student 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) The college will uphold the confidentiality of all student information related to course progress and intervention in alignment with its Privacy and Data Protection Policy and Procedures.
- b) Confidentiality measures will be rigorously maintained by the college to safeguard student data.
- c) No student information will be disclosed without the explicit consent of the individual or group concerned.

## 13.0 Appeals

- a. If a student is dissatisfied with any decision regarding course progress and intervention, they have the right to appeal following the procedures outlined in the Student Complaints and Appeals Policy and Procedures. During the appeals process, the college will maintain the student's enrolment in the relevant course(s) until the process is completed.
- b. To initiate an appeal, the student must submit a written appeal to the Student Support within 20 working days from the date the decision was made.
- c. The appeal should include the following details:
  - a) The student's full name (surname and first name), student number, and contact information.
  - b) The nature of the decision or matter being appealed.
  - c) The grounds for the appeal.
  - d) The specific outcome sought by the student.
  - e) Copies of all relevant documents.
- d. An appeal may not proceed if:
  - a) The appeal lacks reasonable grounds.
  - b) The grounds for the appeal are not new or different from those previously considered.
  - c) The student has not ensured they can receive all notifications from the college. Late or non-receipt of official letters due to unnotified changes of address will not be accepted as grounds for appeal.
  - d) The appeal is lodged outside the specified 20-working day timeline.

## 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.

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- Students may make an appointment with the Student Support Officer/Academic Officer for assistance with their request relating to this Policy and its related Procedures.
  - Contact details for the College are provided on the website and can be easily accessed by the students.

### **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