

# Monitoring Course Progress Policy & Procedures (VET Course Only)



## 1. Purpose

The purpose of this policy and procedures is to ensure that student's course progress is monitored and reviewed, and National Code Standard 8 is being complied.

## 2. Responsibility

The VET Training Manager and student administration manager are responsible for the implementation of this procedure and to ensure that staff and students are aware of its application and that staff implement its requirements.

## 3. Definitions

Failing a unit means being assessed as **"Not Yet Competent (NYC)"** for a completed unit.

**Study period** is defined as one term of **10 weeks** duration.

## 4. Policy

- a) Unsatisfactory course progress is defined as being assessed as not yet competent in more than 50% of units in any one study period in a course.
- b) Students will be notified of satisfactory course progress requirements and reassessment procedures during orientation and at the beginning of each course.
- c) At a minimum, BLC assesses each student at the end of each study period according to its monitoring course progress policy.
- d) The college has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.
- e) Where BLC has assessed the students are not making satisfactory course progress, the college informs the student in writing of its intention to report the student and that he or she is able to access college's complaints and appeals process within 20 working days.

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- f) The college notifies the Department of Education and Training through PRISMS of the student not achieving satisfactory progress but only after the appeals process (if actioned) is finalised and upholds the provider's decision to report.

## 5. Monitoring Course Progress Procedures

Student results are monitored at the end of each term, as follows:

- Within one week of a term's end date, all student results for the term just ended are recorded by trainers/Assessors onto the result record excel sheet and later transferred to student management system by student support officer to identify the students who are at risk.
- Based on student academic results, the Student Service Manager/Academic Manager prepares two reports as follows:

### CATEGORY 1: TO BE REPORTED

These are students who have been assessed as not yet competent in more than 50% of units in two consecutive study periods for the same course.

### CATEGORY 2: INTERVENTION STRATEGY

These are students who have been assessed as not yet competent in more than 50% of units in the current study period (but not in the previous study period).

The student service manager (sms) sends the report to the course progress committee.

### Course Progress Committee

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On receiving report, course progress committee (cpc) checks the number of units scheduled for each student to ensure that the student's study load has not been reduced as a result of course credits or a temporary suspension or deferment of studies.

CPC makes necessary changes to the student services manager's report to ensure that the SMS's NYC reports correctly reflect the study load undertaken by each student. In making changes to the reports, CPC must obtain the SMS approval to make the changes.

All such changes need to be approved by the end of week 2 of the following term.

Once the changes have been approved, Student Services implements one of the following procedures:

## CATEGORY 1: TO BE REPORTED

Students who have been assessed as not yet competent in more than 50% of units in two consecutive terms for the same course are sent a Notice of Intention to Report (NIR) letter to the student's email held by the college.

The NIR will state that the student's course progress is unsatisfactory, and the college intends to report the student to the government agency which issued the student's study visa. Reporting is made via PRISMS.

Reporting will result in the cancellation of the student's COE.

The NIR will also indicate that the student has 20 working days within which to appeal the college's intention to report the student to Home Affairs.

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Once a student is reported for unsatisfactory progress, a notification letter is sent to the student's email held by the college and a copy placed on the student's file.

## CATEGORY 2: INTERVENTION STRATEGY

Students who have been assessed as not yet competent in more than 50% of units in the current (but not in the previous) term are sent a warning letter and email requesting that the student must contact the college immediately to implement an intervention strategy. Student Service Manager is responsible for contacting the students.

The letter/email will inform the student that he or she:

1. has been assessed as not yet competent (NYC) in more than 50% of units and is at risk of making unsatisfactory course progress which may result in the student's visa being cancelled.
2. needs to contact BLC to make an appointment to meet with the Student Service Manager/Academic Manager to implement strategies to ensure that the student passes all NYC units
3. is required to participate in an intervention strategy to ensure that the student maintains satisfactory course progress and that the student has 10 working days within which to respond.

Note: Follow up email/sms and phone call will be made to those students who do not come for the intervention meeting. If they do not appear for the intervention meeting second warning letter will be sent then it will be treated as category 1.

## INTERVENTION STRATEGIES

Intervention strategies implemented to help the student depends upon individual student's needs.

Intervention strategies may include but are not limited to:

- i. Requesting the student to enrol to redo failed units
- ii. Requesting that the student come to college during college term break and undertake

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- re-assessment in failed units.
- iii. Providing one-to-one assistance and counselling with a qualified trainer.
- iv. Discussing with student on issues relating to time management, examination techniques, motivation and other issues which may be impacting on the student's ability to complete his or her course.
- v. Reducing the student's study load temporarily.
- vi. Where appropriate, request that the student undertake an English language course to improve his or her English to a level that will enable the student to complete his or her VET course satisfactorily. Such additional English classes may incur a fee.

During the intervention meetings, the Academic Manager/Student Support Manager will document a plan that will enable the student to redo all failed units and obtain competency in those units. A copy of the intervention plan will be communicated to the respective trainer.

A copy of the intervention plan is given to the student and the original placed in the student's file kept with Administration.

A copy also needs to be forwarded to the CPC for monitoring and filing.

It is the SSM/Trainer/Assessor's responsibility to ensure that the student is following the intervention strategy and reasonable adjustments may need to be made to the strategy to ensure the student completes all NYC units within a reasonable time-frame.

If the student is not complying with the strategy, the Trainer/Assessor needs to contact the Student Service Manager. Remedial action may need to be taken such as working with Student Services to contact the student again to organize a counselling meeting to discuss reasons for the student not fulfilling his or her obligations agreed to under the strategy.

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