

## ACADEMIC (MONITORING COURSE) PROGRESS POLICY

<b>Name of Policy:</b>	Academic (Monitoring Course) Progress Policy
<b>Applicability:</b>	All Staff and Students
<b>Contact Person(s):</b>	Quality Assurance Manager Administration Manager Student Support Officer
<b>Original Issue date:</b>	11 November 2012
<b>Current Version approval:</b>	Jan 2020
<b>Next review:</b>	Jan 2021
<b>Related policies and documents:</b>	Assessment Policy Completion within the Expected Duration Policy Intervention Strategy Policy Complaints and Appeals Policy Student Monitoring Agreement Form Notice of Unsatisfactory Academic Progress Letter Letter of Intention to Report Complaints and Appeals Application Form
<b>RTO:</b>	91781
<b>CRICOS Provider Number:</b>	03256G

### 1. POLICY STATEMENT

1.1 The purpose of this policy is to define the requirements to monitor the academic progress of international students at NORTHWEST, as prescribed by the Standard 8 of The National Code 2018. This policy should be read in conjunction with the Assessment Policy.

1.2 All students are expected to maintain successfully progress throughout their course of studies within the duration specified in their Confirmation of Enrolments for international students, or training agreement for domestic students.

### 2. RESPONSIBILITIES

2.1 The CEO is responsible for the implementation and review of this policy and for ensuring that the staff and students are aware of its application, and that relevant officers implement all requirements.

2.2 The Quality Assurance Manager is responsible for the implementation of the policy with regard to academic support for the college and provision of special programs.

2.3 The Academic Manager and Student Support Officer and other administration staff are responsible for the ongoing implementation of this policy in relation to monitoring course progress in the student administration system and the subsequent notification to students.

2.4 The Student Support Officer is responsible for support processes for students at risk of not achieving satisfactory course progress in meeting their requirements.

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### 3. DEFINITIONS

- 3.1 **Meeting satisfactory Course Progress** – NORTWEST expects all students to meet their study and learning commitments including taking responsibility for their own academic progress. Students are deemed to have made satisfactory progress when they are Competent in 100% of units of competency in any study period (one Term).
- 3.2 **'At Risk' of not meeting satisfactory course progress** – A student is deemed to be 'at risk' of not meeting satisfactory course progress when they have been graded as Competent in less than 100% Units of Competency in a study period (one Term). When the percentage of Competent (C) units (studied to date) is 70% or below, the student is considered to be failing academic progress and will receive an Intention to Report notice informing them that they are not meeting student visa conditions for satisfactory academic progress.
- 3.3 **Study Period** – A term, usually nine weeks duration.
- 3.4 **Statement of Attainment** – an official statement issued by NORTWEST to a student as a record of their successfully completed units of competency, which can contribute towards achieving a full qualification.
- 3.5 **Intention to report** – A letter advising an international student to contact NORTWEST, to appeal the decision within 28 days commencing the date of the letter and to provide evidence why they should not be reported for unsatisfactory academic progress.
- 3.6 **Reminder and Warning Letters** – Letters advising students of a potential breach of their student visa requirements and advising them to improve their attendance and / or academic progress, and requesting students contact NORTWEST for support and counselling.
- 3.7 **Counselling meetings** – meetings about academic progress, monitoring, intervention strategies and recommendations. A record of all contact will be documented and kept on the student's file.
- 3.8 **Monitoring Agreement** – Written record of the monitoring or intervention strategies covering remedial actions to be taken by the student, signed by the student and staff member, and to be placed on the student's file.

### 4. PROCEDURE

#### Monitoring Course Progress

- 4.1. Students' course progress is carefully monitored for each period of study (one term) to ensure compliance with the relevant regulatory requirements. To meet satisfactory course progress, students must be assessed as competent in 100% of the units scheduled in each term and over the duration of their course. This will enable students to complete their course within the expected duration.
- 4.2. Where the percentage of Competent units is below 100% in the first term of study, the student will be sent a Reminder letter, letting them know of the conditions of satisfactory Academic Progress for their course of study.
- 4.3. Where the percentage of Competent units falls to 80% or below, the Academic Progress is considered to be not satisfactory and the student will be sent a Warning letter. This student is deemed 'at risk' of not achieving Academic Progress. The student will need to do/ redo the assessment and / or pay for re-assessment.
- 4.4. Where the 'at risk' student continues to fail units of competency and the percentage of Competent units falls to 70% or below, the Academic Progress is considered to be not satisfactory and the student will receive an Intention to Report notice. The student may appeal the College decision as per the Complaints and Appeals Policy.

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- 4.5. Students must satisfactorily complete the required assessments for a unit of competency to receive an outcome of Competent. If Units of Competency are not all graded as competent, the student will be issued with a Statement of Attainment for those units that have been deemed as Competent. All Units of Competency have to be deemed competent to obtain the qualification. See the Assessment Policy and Procedure for details.
- 4.6. NORTHWEST records, monitors and reports on a student's academic progress for every unit of competency studied, assessed and completed/not completed. Administration officers record the outcomes submitted by trainer/ assessors on an outcomes summary sheet at the completion of each unit studied. Course progress is entered on the NORTHWEST Student Administration System using the standard AVETMISS codes for NSW.
- 4.7. An outcomes report is generated twice per term, mid-term and end of term, by Administration Officers, and monitored and analysed by the Student Support Officer to identify students at risk of failing to meet their course progress requirements. Warning letters and information to students will be sent once per term, at the end of each term, in order to ensure accuracy of data in outcome records and also that resubmissions have been correctly entered.

#### NOTIFYING AND SUPPORTING STUDENTS

- 4.8. NORTHWEST expects students to be committed to their learning including taking responsibility for their own academic progress.
- 4.9. International students identified as being 'at risk' of not meeting the required course outcomes will receive a warning notice letter about their unsatisfactory academic progress. The notification will be sent to the student electronically. The warning notice will remind the student of their visa conditions to meet satisfactory course progress for the course and for the next study period. The notice will also advise the student to contact the Student Support Officer if they require support and/ or clarification over achieving satisfactory progress.
- 4.10. Where a student is identified as being 'at risk' of not meeting satisfactory course progress at any time, an Intervention Strategy may be implemented. The Student Support Officer or nominated staff will interview a student, and in collaboration with trainer/s, apply an intervention strategy.
- 4.11. NORTHWEST also requires training staff, Student Support Officer, Admissions Manager and the Quality Assurance Manager to identify students at risk at any stage. Students who believe they may be at risk of not achieving satisfactory progress are encouraged to consult with their trainer or Student Support Officer.
- 4.12. 'At risk' students placed on an intervention strategy will be monitored under an agreed action plan. Records of meetings and actions required will be documented and recorded. All documents relating to the intervention strategies will be placed on the student file with a copy given to the student.
- 4.13. If students fail to meet satisfactory course progress they may not proceed to the next level of study. The student may be required to extend their study period when compassionate or compelling evidence is received, or defer normal studies.
- 4.14. Students not satisfied with their academic grading can appeal the outcomes. Students are to discuss any additional support requirements with their trainer / assessor in the first instance and the Student Support Officer. See the Assessment Policy and procedures for further details.
- 4.15. Students must maintain their attendance throughout any appeal process until it is resolved.

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- 4.16. International students will be issued with an Intention to Report letter informing them of their breach of their visa conditions and their right to appeal NORTHWEST's decision. See the Complaints and Appeals Policy.
- 4.17. International students who are not meeting satisfactory academic progress at the end of the study period may be reported to the Department of Home Affairs (DoHA) through PRISMS for non-compliance with their visa conditions.
- 4.18. Domestic students will be monitored and encouraged to achieve satisfactory progress. However, the consequences are that the domestic student will not progress or attain the qualifications.

## 5. INTERVENTION STRATEGY

NORTHWEST implements an intervention strategy for students identified as being at risk of not achieving satisfactory course progress. See the Intervention Strategy Policy.

## 6. RECORDS AND INFORMATION

All documentation will be kept in the student record both in the main student file and electronically.

## 7. ASSOCIATED DOCUMENTS

Forms and Record Keeping:

Title	Document Location	Responsible Officer	Minimum Retention Period
Academic Outcomes Progress report (Wisenet#)	Fileshare / Reports	Administration Officer	2 years after last entry
Warning letter of unsatisfactory academic progress	1. Student's File 2. Student Administration Database	Administration Manager / delegate	2 years after last entry
Student Monitoring Agreement Form	1. Student's File 2. Student Administration Database	Student Support Officer	2 years after last entry
Letter of Intention to Report	1. Student's File 2. Student Administration Database	Administration Manager / delegate	2 years after last entry

## 8. REFERENCES

- Education Services for International Students (ESOS) Act
- The National Code of Practice for Registration Authorities and Providers of Education and Training to International Students 2018
- Standard 8 of the National Code.

## 9. IMPLEMENTATION

The Academic Monitoring Course Progress Policy and procedure will be implemented throughout NORTHWEST via:

1. An announcement notice emailed to all students and staff
2. Inclusion on the NORTHWEST website – Downloads
3. From Reception

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## 10. Revision History

Revision	Date	Description of modifications
1	3 <sup>rd</sup> April 2010	Original
2	15 <sup>th</sup> February 2012	Updated and clarified
3	July 2013	Revision and clarification of some key points
4	July 2014	Revision and clarification of some key points
4.1	October 2014	V14.1 Revision and clarification of some key points
5	September 2015	V15 review; V15.1/2, minor update, 15.3 minor update
6	Feb 2016	reviewed
7.0	March 2017	Update company name, logo and footer
7.1	May 2017	Update progress to 100%, delete 3.3
7.3	Dec 2017	Add to definitions and process: ITR for under 70% academic progress
8	Aug 2018	Review update to National Code 2018
9	Jan 2020	Annual review