

### 1. Policy

IH has systems in place to support students' academic performance to a successful conclusion. Progress is monitored and students are given every opportunity to achieve the required academic progress for each course they are enrolled in. Staff and students are provided with information on course progress and intervention strategies prior to, during and after course commencement.

### 2. Organisational Scope

This policy is applicable only to the VET qualification enrolments

### 3. Regulation

#### ESOS Act 2000 National Code 2017

#### Standard 9 – Completion within the expected duration of study

Outcome of Standard 9: Registered providers monitor the enrolment load of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning. Registered providers only enable students to extend the expected duration of study for the course through the issuing of a new CoE in limited circumstances.

9.1 The registered provider must have and implement documented policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE. In monitoring this enrolment load, the registered provider must ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.

9.2 The registered provider may only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

- a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit)
- b. the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
- c. an approved deferment or suspension of study has been granted under Standard 13.

9.3 Where there is a variation in the student's enrolment load which may affect the student's expected duration of study in accordance with 9.2, the registered provider is to record this variation and the reasons for it on the student file. The registered provider must correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.

9.4 The registered provider may allow the student to undertake no more than 25 per cent of the student's total course by distance and/or online learning. However, the registered provider must not enrol the student exclusively in distance or online learning units in any compulsory study period.

9.5 Except in the circumstances specified in 9.2, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

**ESOS Act 2000 National Code 2017**

**Standard 10 – Monitoring course progress**

Outcome of Standard 10: Registered providers systematically monitor students' course progress.

Registered providers are proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

10.1 The registered provider must monitor record and assess the course progress of each student for each unit of the course for which the student is enrolled in accordance with the registered provider's documented course progress policies and procedures.

10.2 The registered provider must have and implement appropriate documented course progress policies and procedures for each course, which must be provided to staff and students, that specify the:

- a. requirements for achieving satisfactory course progress
- b. process for assessing satisfactory course progress
- c. procedure for intervention for students at risk of failing to achieve satisfactory course progress
- d. process for determining the point at which the student has failed to meet satisfactory course progress, and
- e. procedure for notifying students that they have failed to meet satisfactory course progress requirements.

10.3 The registered provider must assess the course progress of the student in accordance with the registered provider's course progress policies and procedures at the end point of every study period.

10.4 The registered provider must have a documented intervention strategy, which must be made available to staff and students, that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy must specify:

- a. procedures for contacting and counselling identified students
- b. strategies to assist identified students to achieve satisfactory course progress, and
- c. the process by which the intervention strategy is activated.

10.5 The registered provider must implement the intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the intervention strategy must be activated where the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period.

10.6 Where the registered provider has assessed the student as not achieving satisfactory course progress, the registered provider must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access the registered provider's complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so.

10.7 Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the registered provider must notify the Secretary of DET through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

#### 4. General Principals

4.1 IH Staff and students are made aware of the course progress requirements and processes

4.2 Support and intervention strategies are provided where successful course progress is at risk

4.3 All course progress systems are documented and recorded in the student's academic record

#### 5. Procedure

##### 5.1 Information Dissemination

- Information on course progress monitoring processes and requirements and intervention strategies and their implementation are provided to staff and students through pre-enrolment material, induction and orientation programmes and material.
- Course requirements are clearly identified for each study period in the Student Training Log provided to each student at course commencement.
- Where course requirements vary, through intervention or course suspension course duration is reviewed and revised accordingly, and changes to duration are advised in writing to the student

##### 5.2 Monitoring

- Each individual student has a file created in the student management database at enrolment in which every unit to be delivered in the enrolled course is programmed and each unit is allocated a start and end date of delivery that coincides with the semester dates in which the units are timetabled to be delivered.
- At specified points throughout delivery Course Progress reviews are held
  - At the end of week 2, attendance is reviewed to ensure all students have commenced or re-commenced their course
  - In the fourth week of the term there is a review – students identified as being at risk are contacted via phone and email
  - At week 6 of the term a further report is completed to confirm course progress.
- Where this date coincides with the three quarter point of the student's qualification enrolment, this data is also used in evaluation for Course Completion review
- At the end of each semester a review is made of the unit results for that study period

##### 5.3 Recording

- Course requirements are detailed for each study period
- An Intervention Record is created for a student when it is implemented
- A note is placed in the student management system

##### 5.4 Assessing

- End of semester course progress reviews unit results. Successful course progress requires a minimum of 50% of the units assessed within the study period to be competent. Where this has not been achieved the student is deemed to have unsatisfactory course progress
- Where a qualification is delivered over two study periods at the completion of the second study period the students' progress is further reviewed against course progress results for the previous study period
- Where a student has not achieved successful course progress in two consecutive study periods the student is assessed as in breach of course progress requirements.

##### 5.5 Intervention

- Where a student is identified as being at risk of not successfully completing course progress an intervention strategy is implemented.
- Within a study period, where a risk is identified, the student is contacted and an intervention strategy is implemented as soon as practicable.
- At the end of a study period, where unsuccessful course progress is identified the student is contacted and consulted and an intervention strategy put into place that best supports the student's progress, no later than week 4 of the following study period

### 5.6 Reporting

- A student not achieving satisfactory course progress in a second consecutive compulsory study period in a course is notified in writing of the intention to report for unsatisfactory course progress in the Satisfactory Course Progress Breach Recorded Letter.
- The Satisfactory Course Progress Breach Recorded Letter includes notification to the student on the ability to access the Grievance process and that this needs to be done within 20 working days. If the student does not access the appeals process within the prescribed time, or the appeal outcome supports the breach, Administration will notify Department of Immigration and Border Protection through PRISMS as advised as soon as practicable.

### 5.7 Providing Information on Course Progress

- Information summaries on course progress and intervention requirements are provided to students and staff.
- The Satisfactory Course Progress Requirements Information specifies the following:
  - a. requirements for achieving satisfactory course progress
  - b. process for assessing satisfactory course progress
  - c. procedure for intervention for students at risk of failing to achieve satisfactory course progress
  - d. process for determining the point at which the student has failed to meet satisfactory course progress, and
  - e. procedures for notifying students that they have failed to meet satisfactory course progress requirements.
- The Course Progress Intervention Strategies Information details the following:
  - a. procedures for contacting and counselling identified students
  - b. strategies to assist identified students to achieve satisfactory course progress, and
  - c. the process by which the intervention strategy is activated.
- These information summaries are provided to students in the following:
  - on the Learning Management System
  - Orientation material on arrival
  - website
- These information summaries are provided to staff in the following:
  - Induction programme on arrival
  - Course Progress and Completion Policy and Procedure
  - Course Guides provided at the commencement of each study

### 5.8 Intervention

- Intervention Meeting

A meeting is held with the student at risk that contains the following:

- The intentions and implications of the intervention, and
- Initial academic counselling and welfare consultation to identify any personal issues that may impede course progress, and where appropriate, assistance referral
- Determination and agreement on the strategy most appropriate to the individual's needs to achieve successful course progress
- Intervention and strategy documentation to be completed and signed by student and held on file

### 5.9 Intervention Strategies

The intervention strategies that may be implemented include (but are not limited to) the following:

- Academic skills programmes:
- Group or individual facilitation, focusing on general academic skills
- Targeted extended English support encompassing written and verbal skills
- Tutorial or study groups participation :

**5.10 Notifying Students of Intention to Report**

- Where the student has failed to meet satisfactory progress, notification is made in writing, by letter, of the intention to report breach of satisfactory course progress.
- The written notice informs students that they may access Lonsdale Institute’s complaints and appeals process within 20 working days.
- A copy of the intention to report letter is placed on the student’s file.
- Under Standard 8.4 of the National Code the student’s enrolment will be maintained until the Grievance Process is completed.
- Where the student chooses not to access Grievance Process within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the organisation, notification is made to Department of Immigration and Border Protection through PRISMS of the student not achieving satisfactory course progress as soon as practicable.
- If the student’s appeal is successful, the student will not be reported and support is provided to the student in accordance with its course progress policies and procedures.

**5.11 Completion within duration**

- Where students are found to be at risk of not completing within expected duration due to outstanding assessment tasks and/or unsatisfactory attendance they will be advised and a counselling meeting set to address requirements.
- Where an extension of qualification duration is required an appropriate intervention strategy will be applied.
  - Course duration will only be extended within the guidelines of the applicable standard requirements of the National Code .

**6. Associated Documentation**

Form	Current Version