ANC Academic Progress Policy & Procedure

Policy Purpose:
To ensure International Students complete their course within the duration specified in their Confirmation of Enrolment (CoE) and maintains satisfactory course progress in each compulsory study period throughout their course of study.

Policy Scope:
This procedure applies to all International students enrolled at Australian National College Pty. Ltd, their trainers/assessors, course coordinators, college administration and student services. This policy addresses the following areas:

1. Initial Information and guidance to students
2. Monitoring of course progress
3. Intervention strategy for students at risk of failing to achieve satisfactory course progress
4. Monitoring attendance and punctuality
5. Maintaining fulltime study
6. Changes student’s study duration

This procedure is to be applied in conjunction with, and in accordance with the National Code of Practice for Registration Authorities and Providers of Education and Training to International Student 2007 (The National Code 2007). ANC monitors and reports students according to the requirements of Standard 10, not Standard 11

References:
• National code of Practice for Registration Authorities and Providers of Education and Training to International Student 2007 (The National Code 2007)

Definitions:
Refer to Glossary of Terms

Overview – Satisfactory Course Progress
A student who has been assessed as not yet competent in 50% or more of the units attempted in a compulsory study period is deemed to have not met satisfactory course progress requirements. International students must maintain satisfactory course progress in each compulsory study period throughout their course of study.

ANC will maintain academic progress record for each unit of competency for all students enrolled in courses with the college. The maintenance of these academic records is the responsibility of the Course Coordinator(s). This is reflected in the respective position descriptions. These records will be able to reflect the course progression of the student for each unit of competency of the course. Student progression, training and assessment record will be maintained electronically in ANC Server.
1. Initial Information and guidance to students:

The course coordinator will ensure that students will be provided with detailed information as to course requirements for each study period, including details of the assessment tools within each unit. Refer to Student Training and Assessment Plan

2. Monitoring of course progress

The Academic Committee(s) of ANC one for each course, are responsible for coordinating and monitoring the assessment practice to ensure that fair, effective and consistent and appropriate assessment practice are in place through regular meetings that review assessment tools, resources and practices. The Academic Committee(s) includes team of trainers/assessors and course coordinator (respective to that course) will ensure that students who are showing early signs of unsatisfactory course progress are being monitored. The Committee meets on a fortnightly basis but more frequent meetings can be scheduled at the discretion of the Course Coordinator.

Responsibilities of Trainers/Assessors:

2.1 Each trainer/assessor will have access to record of attendance at classes through the attendance rolls and the submission of assessment tools through academic grade books(containing assessment outcomes).

2.2 If a student is showing early signs of unsatisfactory course progress i.e. absence from classes and/or late submissions, training staff fill in the ‘Notification of Student with “Risk of Unsatisfactory Progress” form and submit it to the Course Coordinator. A student at risk is defined as one who has not made satisfactory academic progress for a compulsory study period (providing the study period is not the second consecutive study period for which this is the case), and is therefore subject to an intervention strategy. The Course Coordinator will follow the procedure outlined under 2.6, 2.7 and 2.8, and 2.9.

2.3 Trainers will record outcomes related to each unit for each student using Grade books and submit to the course coordinator at the end of each study period.

2.4 At the end of each study period (each term – 9weeks (Business), 10 weeks(graphics)), and after the student results are entered into the database, a mastersheet is generated for each course containing the outcomes for each unit for each student. This identifies students who are not yet competent (NYC) in the units of competency they have undertaken in that study period.

2.5 The Course Coordinator reviews the mastersheet at the end of the term to determine students who have not made satisfactory academic progress in the study period about the further changes in their training and assessment plans.

Responsibilities of Course Coordinators:

2.6 The Course Coordinator will review cases of “risk of unsatisfactory progress” to determine further action is required.

2.7 Students who are identified as being at risk with regards to their course progress will then be advised in writing that they are to attend a Course Progress review with the Course Coordinator. Refer to Risk of Unsatisfactory Course Progress Letter. This letter is sent to the student along with a copy of the student’s current statement of attainment.

2.8 The Course Coordinator or a trainer/assessor delegated by the Course Coordinator will meet with all students at risk. These meetings are referred to as intervention strategy meetings. The objective of the each intervention strategy meeting is to develop a strategy to:

- help the student meet the course progress requirements for the current study period
enable the student to satisfy the conditions of their student visa by completing their course within the expected duration.

Intervention strategy meetings must take place as soon as possible following the end of the study period, but no later than the end of the third week of the following study period.

The intervention strategy meeting with each student at risk will address the issue of not meeting satisfactory course progress requirements in the previous study period.

The following topics will be amongst those discussed during the intervention strategy meeting with each student at risk:

- the consequences (reporting to DIAC for unsatisfactory course progress) of not meeting satisfactory course progress requirements in two consecutive study periods.
- the requirement to attend scheduled meetings to discuss progress
- the suitability of the course for the student
- a revised study plan (e.g. a decreased study load, reassessment in units of competency for which the student has not been assessed as competent and for which the student has not been previously reassessed)
- the availability of academic support classes and their suitability for the student.
- the availability of referral to personal guidance counsellors (internal or external) (there is no fee for referral to counselling), although external counselling may incur a fee
- attendance at ongoing individual case management sessions to discuss progress
- assistance with issues of language, literacy or numeracy (the student may be required to attend LLN skills assistance classes)
- the availability and suitability of one-on-one academic mentoring.

An intervention strategy, designed to provide the student with the opportunity to recover from the unsatisfactory academic progress and recommence a successful study program, will be planned, documented, and agreed during the intervention strategy meeting.

During the meeting the Course Coordinator will fill the Intervention Strategy Report for the student outlining any compassionate and compelling circumstances for the lack of course progression, and any intervention strategies that are agreed to being implemented. The intervention strategy report will include, but not be restricted to:

- actions to be taken by the student
- the timeframe for completing those actions
- details of weekly meetings to monitor the progress of the student as the intervention strategy proceeds (these will be with a trainer/assessor delegated by the Course Coordinator)
- information regarding implications of not meeting satisfactory course progress requirements in two consecutive study periods
- a recommendation, if necessary, for the student to apply for an extension of course duration
- information on the ANC complaints and appeals process

2.9 The Course Coordinator will need to advise those students who have not made satisfactory academic
progress in the study period about the further changes in their training and assessment plans. Refer to Training and Assessment Policy.

3. Intervention strategy for students at risk of failing to achieve satisfactory course progress

3.1 An intervention strategy may involve a variety of measures, including but not limited to:

- referral to academic skills support
- Additional English support
- Additional tutoring / study group
- increased monitoring
- a mentor program
- Personal counseling
- advising students of the suitability of the course
- Reduction in work load (if relevant)

3.2 Having identified a student as making unsatisfactory academic progress and while having an intervention strategy in a place, the Course Coordinator will regularly monitor the progress of the student and the suitability of the strategy.

3.3 A written record of all actions taken is to be maintained on the student's file. ANC will inform non-achieving students by letter and a follow-up interview, of steps that will be taken to improve their level of achievement.

3.4 At the end of each study period, the Course Coordinator(s) will produce a report on the progress of all students previously identified as being at risk of not making satisfactory academic progress. Students who for two consecutive study periods have not met satisfactory course progress requirements will be notified by mail and email of ANC's intention to report them to DIAC.

Students who are sent a letter informing them of ANC’s intention to report them to DIAC for not meeting course progress requirements will have their details added to the register of students to be reported to DIAC for not meeting satisfactory course progress requirements.

3.5 Any further action taken by the Course Coordinator must advise the student in writing and must inform the student that he or she is able to access the Institute process. Refer to Complaints and Appeal Policy

4. Monitoring attendance and punctuality

ANC’s attendance monitoring policy is in support of the Academic progress policy. Trainers will discuss assessments in almost every class. Assessment activities will take place during many classes. Because of this, it is essential that students attend and participate in the activities of every class.

Accurate records will be kept of each student's attendance of scheduled classes.

When students sign the ANC Enrolment Offer and Acceptance Agreement, they confirm that they understand the terms and conditions that apply to their ongoing enrolment. One of the conditions of ongoing enrolment is that students must attend at least 80% of scheduled classes each study period. Students acknowledge by signing the Enrolment Offer and Acceptance Agreement that if they do not attend at least 80% of scheduled classes in a given study period, ANC may cancel their enrolment according to the provisions of Standard 13 of the National Code.

5. Maintaining fulltime study
5.1 International students must maintain enrolment in a full-time course of study.

5.2 Training and Assessment Plans are provided for each study period which outlines enrolment pattern for International students in enough units to be deemed as to be in full-time study.

5.3 Academic committee(s) are responsible to ensure that students are enrolled in enough units to be deemed as to be in full-time study.

6. Changes student's study duration

6.1 International students are to complete their chosen course of study within the course duration specified on the Confirmation of Enrolment.

6.2 ANC may grant an extension to the duration of a student’s study in compassionate and compelling circumstances that are generally those beyond the control of student and which have an impact on student progress or wellbeing. These circumstances could include, but are not limited to:

- serious illness or injury (where a medical certificate states that the student was unable to attend classes);

- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);

- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or

- a traumatic experience which could include: involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime (these traumatic experience cases should be supported by police or psychologists’ reports)

6.3 ANC may also grant an extension to the duration of an International student's study where ANC was unable to offer a prerequisite unit, or where a student is unable to begin studying on the course commencement date, due to a delay in receiving a student visa.

6.4 ANC is to issue a new CoE when it is aware that an International student cannot reasonably complete his or her course within the expected duration specified on his/her CoE.

6.5 Variations to a student’s enrolment load, which may affect the duration of study, are to be recorded, with reasons, on the student’s file.

6.6 ANC is to report via PRISMS, of any variation to the duration of a student's course of study. This may result in the issue of a new CoE.

Appealing against ANC’s Intention to report to DIAC for not meeting satisfactory course progress requirement

A student has 20 working days to appeal the decision to report to DIAC for not meeting satisfactory course progress requirements. The 20 working days begins from a date specified in the letter (allowing for reasonable delivery time) informing the student of ANC’s intention to report which allows for reasonable time for delivery of the letter.
Notices of intention to report to DIAC for not meeting satisfactory course progress requirements are sent by registered mail to the address on the student’s file and by email to the email address on the student’s file. Registered post delivery confirmation is requested.

If no appeal is received, then the Campus Officer is responsible for contacting the student on the 19th working day following the date specified in the letter in order to provide the student with a final opportunity to lodge an internal appeal. Contact will be made by telephone and email.

For more information, please refer to the ANC Complaints and Appeals policy.

Grounds for Appeal

If the student appeals the decision to report for not meeting satisfactory course progress requirements, the appeals process will be invoked according to the ANC complaints and appeals and procedures.

Grounds for students to appeal against ANC’s decision to report the student to DIAC for not meeting satisfactory course progress requirements are:

ANC has not recorded or calculated the student’s results correctly

There are compassionate or compelling circumstances (as defined in the Compassionate and Compelling Circumstances Policy) which have contributed to the student’s unsatisfactory progress

ANC has not implemented an intervention strategy in accordance with the documented policies and procedures

ANC has not implemented other policies which may impact upon the student’s results, eg. assessment policy, feedback policy, moderation on appeal

ANC has not made relevant policies available to the student

Possible outcomes of the appeal process

Possible outcomes of the appeals process are:

Appeal is upheld because an error was made in a calculation and the student has made satisfactory progress. No further action is taken. All documentation is filed in the student’s file.

Appeal is upheld due to compassionate or compelling reasons for failure to meet satisfactory course progress requirements. In this case, an intervention strategy is implemented to support the student. All documentation is filed in the student’s file.

Appeal is dismissed. All documentation is sent to the Campus Officer for reporting to DIAC through PRISMS as soon as practicable. All documentation is then placed in the hard file of the student.

Student withdraws from the appeals process by written notice. All documentation is sent to the Campus Officer for reporting to DIAC through PRISMS as soon as practicable.
Final letter to report

If, after 20 working days, no appeal against the decision to report to DIAC has been lodged, or the outcome of the ANC appeal process does not support the student, or the student has appealed and then withdrawn from the appeals process, the Campus Officer will generate a “final letter to report”.

This final letter to report will be sent by registered mail and by email to the address on the student’s file and by email to the email address on the student’s file. Registered post delivery confirmation is requested.

The final letter to report will specify that the student has 20 working days from a date specified in the letter (allowing reasonable time for delivery) to initiate an external review of the decision to report. The policy and processes for accessing the ACPET external review process will be included in this letter. Please refer to the external review policy for more information.

Reporting to DIAC

If no external review is initiated, the Principal will verify that correct procedures have been followed and initiate the reporting via PRISMS. This is done as soon as practicable, but within five days (consistent with the requirement of Section 19(2) of the ESOS Act 2000). DIAC will automatically be alerted when ANC reports a student to the Secretary of the Department of Education, Employment and Workplace Relations via PRISMS. The resultant letter from the PRISMS database (Section 20 Notice) will be forwarded immediately by the Campus Officer to the student's last known address.

Documents to be filed

All documentation related to the reporting of the student for not meeting satisfactory course progress requirements is to be filed in the student’s file. This includes:

- the details of the intervention measures implemented for the student (the intervention strategy agreement)
- the written notice informing the student of ANC’s intention to report for not making satisfactory progress and advising the student of his/her ability to access ANC’s complaints and appeals process within 20 working days (notice of intention to report for unsatisfactory course progress)
- all details of any appeals made by the student and the outcomes of the appeal process
- The final letter to report
- a copy of the Section 20 notice providing evidence of final reporting to DEEWR
Notification of Student with “Risk of Unsatisfactory Progress”

Student Name: Student ID:

This is related to following unit(s):

The student named on this form has been absent from the classes without excuse on

(dd/mm/yy) or date range as appropriate:

Has failed to submit assignment(s) on time, without approval of deferment, as follows:

Brief description: 

Staff’s Signature: Date:
<table>
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<tr>
<th>Actions Checklist</th>
<th>Comments</th>
</tr>
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<tbody>
<tr>
<td>☐ Received by Course Coordinator</td>
<td></td>
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<tr>
<td>☐ Student contacted by email/letter</td>
<td></td>
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<tr>
<td>☐ Follow up meeting with student</td>
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Sample letter to student who has “Risk of Unsatisfactory Progress”

Date: <Date>

To,
Student Number:
<Student Name>
<Contact Address>

Re: Risk of Unsatisfactory Progress

As an overseas student you will be aware of visa requirements concerning satisfactory progress and it is the desire and responsibility of the ANC to assist you in your studies so that your study here is fulfilling, achieving your goals. For these reasons it is a requirement for study at the ANC that students attend classes and submit assignments on due dates. This is necessary for your own learning and also for the total learning experience of your fellow-students.

Unexcused absence from class and late submission of assignments is commonly a warning sign of risk of not achieving the necessary competencies.

I have been notified of your absences/late submissions which may have put you at risk of unsatisfactory progress.

There are a number of support services offered by ANC which you may find useful. These services will be discussed during your review session with your Course Coordinator.

Please contact the ANC office to arrange a time to meet with me to discuss and plan these ways forward.

Yours sincerely,
Course Coordinator
Responsibility

1. Course Coordinator
2. Campus Officer

Record Management

1. Unit Assessment Tool
2. Grade book
3. Academic Result Database
4. ANC Server
5. Student Training and Assessment Plan
6. Notification of Student with “Risk of Unsatisfactory Progress”
7. Sample letter to student who has “Risk of Unsatisfactory Progress”

References

1. ANC Assessment Policy and Procedures
2. ANC Attendance monitoring policy.
3. ANC Appeal Policy and Procedures
4. ANC Record Management Policy and Procedure
5. ANC Access and Equity Policy

Policy Developed by Course Coordinator
Policy implemented by Academic Committee

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