



AUSTRALIAN NATIONAL COLLEGE

MONITORING COURSE PROGRESS POLICY AND PROCEDURES

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POLICY

Under the National Code 2018, **ANC** must monitor overseas student course progress for each course in which the overseas student is enrolled.

This policy and processes below must enable **ANC** to identify, notify and assist an overseas student who are at risk of not meeting course requirements where there is evidence from the overseas student's participation in tuition activities that the overseas student is at risk of not meeting the course progress requirements.

ANC must inform the overseas student before they commence the course of the requirements to achieve satisfactory attendance in each study period.

POLICY STATEMENT/PURPOSE:-

- This policy and related procedure relates to the monitoring of students' course progress and the consequent procedures for reporting for unsatisfactory course progress.
- **ANC** must ensure that duration of study specified in the CoE does not exceed the CRICOS registered duration for the respective courses on ANC Scope of Registration.
- This policy and associated procedures will be made available to the students through student orientation, college website, and student handbook/manual.
- This policy will ensure that all students' academic progress is monitored and students are given every opportunity to achieve the required academic progress for each course they are enrolled in.
- For the purpose of this policy, the study period is defined as a semester. There are 2 study periods in a year each comprising of 20 weeks of teaching. Student get mid-semester break after 10 weeks of teaching and semester break after the semester ends. Students will be given a timetable for ALL allocated units delivered within each study period for the course.
- The required academic progress is identified by the number of units assessed as 'Competent' within one Study period (Semester) – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a Study period (Semester).
- A student who does not achieve this 50% competency rate for two consecutive study periods (Semester) shall be considered in breach of this academic progress requirement.
- Where students have been identified as at risk of not meeting the academic requirement, all possible efforts shall be made by the means of intervention strategies to ensure that the

student is given the opportunity to rectify their situation, but where this is not possible their non-compliance of this requirement must be reported to [Department of Education and Training](#) and [Department of Home Affairs \(DHA\)](#) via [Provider Registration and International Students Management System \(PRISMS\)](#).

- The following procedures outline a process to ensure that students are made aware and given opportunities by the means of activation of intervention strategies to rectify the situation.

SCOPE:

This policy applies to:

- International students enrolled at **ANC**
- **ANC** Marketing, Admissions, Academic, Student Services and Administrative staff.

All **ANC** staff are made aware of the requirements of this policy through regular meetings, staff updates, Staff Induction and continuous improvement practices. Students are made aware of the academic progress requirements through Student Handbook, during the enrolment and orientation processes and also throughout the course by Academic and Admin staff.

PROCEDURES

2.1 RECORDING STUDENT ACADEMIC PROGRESS

All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification that they are enrolled in based on their assessment outcome. The assessment shall be conducted by qualified trainers / assessors according to **ANC**'s assessment tools, methods and the recording processes. All academic results are entered in to the Students Records Management System by the Student Administration Department.

2.2 MONITORING STUDENT ACADEMIC PROGRESS

At the end of the Study period (Semester) Student administration reports any of the following issues regarding a student to the Course Coordinator:

- a. The student has been deemed 'Not Yet Competent (NYC)' in 50% or more of the units that he/she has attempted in the Study period (Semester).
- b. The current course load may restrain the student from completing the course within the expected duration as specified on the student's CoE.
- c. Where a trainer/assessor has identified the student at risk of making unsatisfactory course before the end of the Study period (Semester).
 - Appropriate intervention strategy will be implemented where the student is at the risk of not maintaining satisfactory course progress.
 - The student will be contacted by **ANC** Student Support officer/ ANC administration staff by telephone, email or mail and invited to a meeting to develop an action plan, which assists to improve student's academic progress.
 - The student will need to come and discuss the appropriation of the course selection and opportunities for reassessment in subjects previously been assessed as 'Not Yet Competent'.
 - Students must be made aware of unsatisfactory course progress in two consecutive Study period (Semester) will be reported to Department of Education and Training and Department of Home Affairs (DHA) by **ANC** and can lead to cancellation of their student visa (depending on the outcome of any appeal process if accessed).
 - The Course Coordinator or the Trainer/Assessor will work with the student to ensure that the discussed action plan is implemented and produces higher levels of academic progress. Where the intervention strategy fails to promote student's academic progress a further meeting will be arranged to discuss additional support / counselling.
 - Without a [reasonable cause](#) for ongoing under course progress (i.e. unable to achieve more than 50% unsatisfactory course progress for two consecutive Study periods (Semester), the course coordinator will refer the case to **ANC** Director of Studies who will evaluate the situation for the termination of student enrolment.
 - The reasonable cause is compassionate or compelling circumstances that are beyond the control of the student and they have an impact on the student's capacity and/ or ability to progress through course. These could include but are not limited to:
 - a. Serious illness to injury, where a medical certificate states that the student was unable to attend classes
 - b. Bereavement of close family members such as parents or grandparents (where possible death certificate should be provided).

- c. Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impact on their studies.
 - d. A traumatic experience which could include but not limited to:
 - i. Involvement in or witnessing of an accident, or
 - ii. A crime committed against the student, or
 - iii. The student has been witness to a crime and that has impact on the student (these cases should be supported by the police or psychologist's report).
- Where **ANC** has assessed the student as not achieving satisfactory course progress, **ANC** will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice will inform the student that he or she is able to access **ANC**'s complaints and appeals process and that the student has 20 working days in which to do so.
 - Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, the reporting of student unsatisfactory course progress will be reported to Department of Education and Training and Department of Home Affairs (DHA) via PRISMS.

2.3 ACTIVATION OF INTERVENTION STRATEGY:

- **If a student is not deemed competent in 50% or more units attempted in a study period (semester)**, the Student Administration staff shall immediately notify the Course Coordinator and a **Warning Letter** shall be sent indicating the student is required to contact **ANC** and organise an appointment with the Student Support Officer to discuss their poor academic progress and intervention strategies to ensure they stay above the 50% academic progress requirement for the following Study period (Semester).
- If the student does not respond within 7 days the Student Administration staff will attempt to contact the student via telephone. If this fails the matter shall be forwarded to the Director of Studies who will then again try to contact the student and pursue the matter further.

2.4 WHEN A STUDENT'S ACADEMIC PROGRESS FALLS BELOW 50% FOR 2 CONSECUTIVE STUDY PERIODS:

- The student shall be sent a 'Breach Recorded' letter indicating they are going to be reported to Department of Education and Training and Department of Home Affairs (DHA) for unsatisfactory academic course progress in their enrolled course of study. They will be informed that this has occurred as they have failed to be deemed

Competent in more than 50% academic course progress for two consecutive Study periods.

- They are also informed of their ability to access the complaints and appeals process and have 20 working days to do so.
- If the student does not go through any appeal or complaint process within 20 working days, the student will be reported to Department of Education and Training and Department of Home Affairs (DHA) for unsatisfactory academic course progress via PRISMS.
- The **ANC** must only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - the overseas student has chosen not to access the external complaints and appeals process, or
 - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- Where a decision or outcome of Complaint and Appeal is in favour of the student, the ANC will immediately revoke the decision to report the student unsatisfactory course progress.
- In above circumstances, the decision must be taken at the discretion of ANC Director of Studies.
- A copy of all letters, details of phone calls/SMS made, and any reports are to be kept in the student files as per the records management policy and procedures.

DOCUMENTS/FORMS:

1. Meeting with Student Form
2. Intervention Strategy Form
3. Compassionate and Compelling Circumstances policy and Procedures
4. Complaint and Appeal Policy and Procedures
5. Complaint and Appeal forms
6. POOR ACADEMIC PROGRESS WARNING LETTERS
7. Interventions strategies Guidelines (Appendix)
8. STUDENT ACADEMIC PROGRESS BREACH RECORDED LETTERS
9. Completion Within Expected Duration-Policy and Procedures

REFERENCE:

This policy/procedure supports:

Education Services for Overseas Students Act (2000), National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 8: Overseas student visa requirements

(APPENDIX)

Monitoring Course Progress requires **ANC** to have a documented intervention strategy.

ANC INTERVENTION STRATEGY GUIDELINES

Introduction: Intervention Strategies to be put in place may incorporate the following:

- Student will be advised to attend the catch up classes
- Mentoring programs will be implemented
- Counselling will be arranged for the student

Reduction of load may be advised but the student will be advised to complete the course in the expected duration and he/she cannot exceed duration beyond the specified course duration on CRICOS.

This intervention strategy specifies the procedures for identifying and assisting students at risk of not meeting the required course progress requirements i.e. not attaining competency in 50% of units undertaken in a study period. This intervention strategy must be made available to staff and students.

The intervention strategy guidelines have been produced to assist **ANC** staff in determining how to assist students at risk of not meeting satisfactory course progress requirements as required by the Monitoring Course Progress Policy and Procedures.

ANC would develop their intervention strategy for each student on a case by case basis. These guidelines include suggested actions, however these suggested actions are not exhaustive.

INTERVENTION STRATEGY GUIDELINES

Action	Responsibility	Comment
Student has been assessed as at risk of not meeting course progress requirements i.e failed to attain competency in 50% or more units assessed in one study period.	Student Support Officer	Assessment undertaken according to Monitoring Course Progress Policy and Procedures
Intervention Strategy activated	Student Support Officer	Student must be contacted by letter, email or personal contact. Student should be advised that they are currently at risk of not meeting satisfactory course progress. Student must meet to discuss an intervention strategy. A student's enrolment cannot be cancelled due to not meeting satisfactory course progress if an intervention strategy has not been activated.
Tailoring of Intervention Strategy	Student support Officer / Director of Studies	Intervention Strategies should be tailored to suit each individual student's needs.
Intervention Strategies	Student support Officer / Director of Studies	Intervention strategies can cover, but not limited to: <ul style="list-style-type: none"> • Transition support • English language support • Study skills support • Welfare support • Reduction in course load

<p>Intervention Strategy- Transition support</p>	<p>Director of Studies / Student Counsellor</p>	<p>Students requiring transition support may be directed to the Student Support Officer for assistance with:</p> <ul style="list-style-type: none"> • Accommodation problems • Cultural shock, homesickness • Local customs and etiquette • Balancing work commitments and studies
<p>Intervention Strategy- English Language Support</p>	<p>Director of Studies / Student Counsellor</p>	<p>Students requiring assistance with English language support may be directed to English Language Trainer. Students can receive assistance in:</p> <ul style="list-style-type: none"> • Grammar • Oral • Formatting • Research skills presentations • Presentations <p>Concurrently with their normal studies.</p>
<p>Intervention Strategy- Study skills support</p>	<p>Director of Studies / Student Counsellor</p>	<p>Students requiring assistance with study skills may be directed to Counsellor or Director of Studies.</p> <p>Students can receive assistance in:</p> <ul style="list-style-type: none"> • Assessment expectations (e.g. due dates) • Exam preparations • Time management • Class attendance and participation • Academic referencing and plagiarism • Reading and note taking skills • Research, web searching, and library skills

Intervention Strategy- Welfare support	Director of Studies / Student Counsellor	Students may be directed to Student support officer, Doctor or Counsellor to receive assistance with personal issues influencing progress
Intervention strategy- Reduction in course load	Director of Studies / Student Counsellor	Where it is believed the above intervention strategies will not assist a student in meeting satisfactory course progression a reduction in course load may be considered. Students must complete their studies within the duration of their Confirmation of Enrolment (CoE) however if an approved intervention strategy has been implemented students may apply for a CoE extension if they cannot catch up through study in non- compulsory period. Director of Studies to be advised if student requires changes to length of CoE.
Intervention strategy- Change of course	Director of Studies	A student may transfer to a suitable alternative course as part of an intervention strategy. Director of Studies must be notified as student will be required to complete new application and receive a new Offer of enrolment and sign a new Enrolment Acceptance Agreement. Director of Studies will then cancel the original CoE and issue a new CoE.
Study Plan	Course Coordinator / Director of Studies	An amended study plan may be required for a student who has an intervention strategy in place. The student must receive a copy of the amended study plan and a copy must be in student's file.
Evidence of Intervention strategy	Director of Studies	Documentary evidence of the measures implemented should be kept in student's file. Student should receive a copy.

When an intervention strategy has been activated for a student, documentation must be kept in the student's file for all follow up meetings, support provided and strategies undertaken by the student.

If it is noted that the student is not following the intervention strategy in place for the student, it is recommended that the student is sent a letter reminding the student that if they continue to not meet

academic progress requirements he/she will be reported to Department of Education and Training and Department of Home Affairs (DHA) which may result in their student visa being cancelled.

APPENDIX 1 POOR ACADEMIC PROGRESS 1ST WARNING LETTER

Date: (insert date)
Student Name: (insert details)
Student Number: (insert details)
Student Address: (insert details)

Dear Student,

As part of your Visa requirements you are required to achieve satisfactory academic progress in the courses enrolled. This progress is defined as achieving Competency in at least 50% of units that a student is assessed in a Study period (Semester).

Your academic progress is less than 50% of assessed units for the current Study period (Semester)

This has resulted as you have been unable to achieve Competency in more than 50% of the units undertaken for the Study period (Semester).

You **must** contact **ANC in person immediately** and arrange a meeting with the Director of Studies to discuss how we can improve this situation for the following Study period (Semester) and to develop an intervention strategy.

Please be advised that as soon as your academic progress falls below 50% for two consecutive Study period (Semester)s, **ANC is obliged to notify the** Department of Education and Training and Department of Home Affairs (DHA) via PRISMS that you have breached your student requirements.

At **ANC** our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any academic problems and reach satisfactory solutions.

Yours sincerely

Student Administration

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear Student,

As part of your Visa requirements you are required to achieve satisfactory academic progress in the courses enrolled. This progress is defined as achieving Competency in at least 50% of units that a student is assessed in a term.

Your current academic progress is below 75% of assessed units for the current term. This combined with your unsatisfactory progress last term places you at risk of breaching this Visa requirement.

Please be advised that as soon as your projected academic progress falls below 50% for two consecutive terms, **the College is required to notify the Department of Home Affairs (DHA)** via PRISMS that you have breached your student requirements.

You **must** contact the college **in person immediately** and arrange a meeting with the Director of Studies to discuss how we can improve this situation promptly.

At the College our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any attendance problems and reach satisfactory solutions.

Yours sincerely

Student Administration

APPENDIX 3 STUDENT ACADEMIC PROGRESS BREACH RECORDED LETTER

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear Student

Subsequent to our issuing to you two (2) ‘Academic Warning’ Letters and our attempts to counsel you through this issue, our records indicate your projected academic progress has fallen below the required 50% for two consecutive Study period (Semester)s.

This is in Breach of Academic Progress Requirement and also of your Visa conditions

Please be advised that you are in breach of your Student Visa academic requirements and **ANC is now required to notify** Department of Education and Training and Department of Home Affairs (DHA) via the PRISMS reporting system.

If you feel you have reasonable grounds for your poor academic progress in your course and wish to appeal this reporting of the breach of academic progress requirement, you **must** contact **ANC in writing** within 20 working days outlining your circumstances. This process is outlined in the attached ‘Complaints & Appeals Policy / Procedure and further information on this process / decision can be gained from Student Administration.

If no response is received within 20 working days **ANC** will proceed with the reporting process.

Please be advised that you are still required to attend **ANC** until notified by the Department of Home Affairs (DHA).

Yours sincerely

Director of Studies