

# Academic Progress and Completion Policy

## 1 PURPOSE

This policy provides a documented process for monitoring students' academic progress and completions, with a view to ensure completion within the expected CoE duration and the consequent procedures for reporting to the relevant Immigration and Education departments of international students' unsatisfactory performance.

This policy has been developed to satisfy the requirements of The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8 - Overseas student visa requirements

## 2 SCOPE

This policy applies to all overseas students current and prospective students as well as those continuing study

This policy is relevant to National Training College of Australia as a registered training organisation required by the regulators and Australian Department of Home Affairs to report upon students' academic progress.

## 3 DEFINITIONS

Academic performance	Assessment of competency as a student progress through the qualification
CoE	Confirmation of Enrolment
Course	Refers to the specific course a student is enrolled
Intervention Strategy	Systematic plan of action consciously adapted in an attempt to address and reduce the causes of academic failure to complete studies within the course duration
Learning Contract	Intervention strategy
Satisfactory course progress	Attending scheduled classes and successfully completing all assessments and obtaining a Competency (C) in all the units in the prescribed study period.
SSO	Student Support Officer(s)
Unit	Unit of Competency
Unsatisfactory course progress	Where the student is deemed Not Competent (NC) in 50% or more of the units attempted in any study period
VET	Vocational Education and Training
SMS	Student Management System
Study Period	A Term (11 academic weeks in General) for Course less than 52 weeks in Duration Semester (2 Terms – 22 Academic weeks in General) for course 52 weeks or more in duration

## 4 POLICY STATEMENT

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The monitoring of and awareness of student progress plays an essential role in ensuring that international students experiencing academic difficulties and who are at risk of failing can be identified in sufficient time and provided with appropriate academic support and counselling and access to appropriate student services.

All overseas students are clearly informed about the requirements to achieve satisfactory course progress and. (8.5)

### 4.1 COURSE COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

4.1.1 National Training College of Australia is required to manage student's course progress and workload to ensure they complete within the specified timeframe as outlined in the Confirmation of Enrolment (COE) and in accordance with the CRICOS registered course curriculum. (8.2)

### 4.2 MONITORING AND TRACKING COURSE PROGRESS AND COMPLETION

4.2.1 Each course is setup within the Student Management System, with the required units, qualification rules, timeframes, delivery methods and sessions for delivery.

4.2.2 Students are then enrolled into the course and a Class Schedule is printed and provided to the student this includes all term breaks. (8.9, 8.9.1-3)

4.2.3 The Class Schedule will be provided to the student on their orientation day, there are college timetables and class schedules available on notice boards.

4.2.4 The class schedules for each study period are then monitored to ensure that students are meeting the minimum 50% competency requirement and is achieving satisfactory academic progress.

- a) This process enables National Training College of Australia to identify any students at risk of not completing within the expected duration on their CoE, and promptly reminds them to hand in assessments, helping to minimise any adverse effects to the student. (8.3, 8.4)
- b) At the immediate end of each study period, the students who are failing to achieve 50% completion rate are sent a warning letter. The warning letter notifies the student about options for connecting with a SSO to plan an effective intervention strategy for the student to progress to a positive academic progress that enables the student to complete their studies as per the duration stated on their CoE. (8.3, 8.4, 8.9, 8.9.1-5)
- c) Students who fail to achieve satisfactory academic progress in two consecutive study periods will be issued with an intention to report letter as soon as practicable, notifying them of:
  - our intention to report the overseas student to Australian Department of Home Affairs for unsatisfactory course progress (8.13.1-2)
  - their right to access our complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days. (8.13.3)

4.2.5 NTCA strongly recommends that students maintain attendance at all scheduled classes. Maximum participation in scheduled classes according to course timetables will enable students to make satisfactory course progress and develop required skills to demonstrate the course competencies. If at any time regulatory requires implementing policies and procedures to monitor minimum attendance requirements, NTCA will implement attendance monitoring policy in accordance with Standard 8 of the national Code 2018.

### 4.3 REPORTING FOR UNSATISFACTORY ACADEMIC PROGRESS

- 4.3.1 National Training College of Australia will only report unsatisfactory course progress in PRISMS and advise Australian Department of Home Affairs in accordance with section 19(2) of the ESOS Act if: (8.14)
- All internal and external complaints/appeals processes have been completed and the decision or recommendation supports National Training College of Australia as the registered provider, or (8.14.1)
  - the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period, or (8.14.2)
  - the overseas student has chosen not to access the external complaints and appeals process, or (8.14.3)
  - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing. (8.14.4)
- 4.3.2 Only when the above criteria are met the student's case may be referred to the admissions for cancelation of CoE and the subsequent updating to Australian Department of Home Affairs as soon as practicable. (8.13, 8.3-4, 8.9, 8.9.1-5)
- 4.3.3 In instances of misconduct and allegations of misconduct these are addressed in the Student Misconduct Policy. (8.9.1)

### 4.4 EXTENSION TO COURSE DURATION

- 4.4.1 National Training College of Australia will only extend the duration of the student's study where the student is assessed as not being able to complete the course within the expected duration, as specified on the students COE, as the result of: (8.16)
- Compassionate or compelling circumstances as assessed on the basis of demonstrable evidence, or; (8.16.1)
  - Implementing or being in the process of implementing, an Intervention Strategy for students who are at risk of not meeting satisfactory course progress, or (8.16.2)
  - Approved deferment or suspension of study has been granted in accordance with Standard 9 (see Deferral Suspension Cancellation Policy) (8.16.3)
  - All Intervention Strategies or Extensions will be assessed individually, taking into account the circumstances of the student.
- 4.4.2 Except in the circumstances listed above, the expected duration of study specified in the students COE must not exceed the CRICOS registered course duration.

- 4.4.3 If an extension to the duration of the student's enrolment is granted, National Training College of Australia will advise the student in writing of this decision and of the need for the student to contact Immigration immediately for advice on any potential impacts on their visa, including the need to obtain a new visa. (8.17)

## 4.5 INTERVENTION STRATEGIES

- 4.5.1 The student support officer will talk to the student who need an intervention strategy, review the available log files and identify whether a student is not making satisfactory progress because they:
- Have not actively attended a class
  - Don't have enough English proficiency
  - Don't have enough LLN proficiency
  - is regularly attending classes but is not making satisfactory progress and is considered at risk academically
- 4.5.2 based on the identified reason, the student support officer will devise an intervention strategy together with the student. The intervention strategy may include but not limited to (where appropriate);
- Assisting students by advising of opportunities for the students to be reassessed in areas in which they had not been previously able to demonstrate competency or re-conducting of assessments or re-enrol in units in which they were assessed as "NYC".
  - Arranging One on one (or a small group) support with the trainer
  - Restructuring their program, including reducing the course load or deferment of the course subject to compassionate and compelling circumstances. This may lead to an extension in course duration.
  - Implementing a plan for the student to submit assignments or complete assessments within a specific timeframe
  - Regularly scheduled meetings between student and academic/support staff for reviewing progress before the end of the next study period
  - Opportunities for participating in further counselling internally and externally where required
  - reassess the English level through college English placement test and where deemed necessary, advice the student to undertake additional English Language training or assistance
  - reassess the LLN level through college LLN test and where deemed necessary, advice the student to undertake additional LLN training or assistance
  - advising the student to enrol in a lower-level course or to change the course which more suite the interest of the student.
  - Deferring a course if there is a compassionate and compiling circumstance

## 5 RESPONSIBILITIES

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Role within RTO	Area of responsibility
CEO	Approval Authority
Compliance / Training Manager	Development/Review
Admin Co-ordinator	Monitoring and Evaluation
Student Support Officer(s)	Compliance / Implementation

Trainers and SSO will be responsible for:

- reminding students of their visa obligations.
- reminding students of their requirement to maintain satisfactory academic progress and/or attendance
- informing students of the availability of counselling and support services should
- they be experiencing study and/or personal problems; and to
- informing students that further action will be taken should they make unsatisfactory academic progress

The SSO are responsible for monitoring the progress of the students and filling in the appropriate End of Term Academic Progress folder. As soon as SSO become aware of any student who fails to meet the intervention strategy the SSO must inform Training Manager.

SSO or the Training manager shall be responsible for correspondence to or meetings with students at risk, at the behest of the Training Manager.

## 4 RELATED LEGISLATION AND REGULATIONS

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- Education Services for Overseas Students (ESOS) Act 2000
- \*The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018, known as 'the National Code 2018' Standard 8
- Standards for Registered Training Organisations (RTOs) 2015

## 5 RELATED DOCUMENTS

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- Student Intervention Policy and Procedure
- Unsatisfactory Academic Progress Warning Letter/email
- Student Intervention Strategy Form
- Intention to report letter/email