

Course Progression Procedure

Document Name	Course Progression Procedure		
Approved by	PEO	Date	29/05/19
Responsible Officer	Director Studies		
This procedure is used by	ECA GROUP College and APIC Foundation (RTO Code 45012; CRICOS Provider Code 02644C) Australasian College of Care Leadership and Management (RTO Code 40829, CRICOS Provider Code 03637E) ECA GROUP Graduate Institute (RTO Code 91423)		
Related Documents	Student Handbook Student Support Policy Assessment Policy Training and Assessment Strategies Student Code of Conduct		
References and Legislation	Standards for Registered Training Organisations (RTOs) 2015 Standard 1 The National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standard 8		
Version	Change description	Approved	Effective Date
v19.0	Updated for new logo and alignment with ECA Group.	PEO	1/06/19
v19.1	Update details of letters to students	PEO	2/07/19
v19.2	Clearer definition of study period and term	PEO	16/07/19
v19.3	Review and update domestic student processes	PEO	13/11/19
v20.0	Align with online forms; update procedures for trainers; add satisfactory progress definition	PEO	26/02/20

1. Purpose

The purpose of this procedure is to provide ECA Group students (both International and Domestic) and staff clear information about ECA Group's position in relation to monitoring the progress of students in their course and approaches to intervention. ECA Group supports all students to progress in their chosen studies toward achieving completion within the expected duration as identified in the student's Confirmation of Enrolment Letter or written agreement. ECA Group monitors and assesses international students' course progression and participation to ensure students engagement towards complete their course within the expected duration. ECA Group does not extend the duration of a student's CoE without evidence of compassionate and compelling circumstances.

2. Scope

The policy applies to all international students enrolled with ECA Group. Domestic students are not required to follow a formal Course Progression policy and procedure, however details on monitoring domestic students' course progress are included in this document.

3. Definitions

Item	Definition
CoE	Confirmation of Enrolment: A document registered with DHA to confirm a student's acceptance into a course for a specified duration.
Compassionate or compelling circumstances	Are generally those circumstances beyond the control of the learner which have an impact upon the learner's course progress or wellbeing. These could include, but are not limited to: <ol style="list-style-type: none"> a. serious illness or injury, where a medical certificate states that the learner was unable to attend classes for a stated period of time; b. bereavement of close family members such as parents or grandparents; c. major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the learner's studies; or d. a traumatic experience which could include: <ul style="list-style-type: none"> • involvement in, or witnessing of a serious accident; • witnessing or being the victim of a serious crime and this has impacted on the learner for a (these cases should be supported by police or psychologists' reports); e. where ECA Group was unable to offer a pre-requisite unit; or inability to begin studying on the course commencement date due to delay in receiving a student visa.
Competent (C)	Student's work submitted and assessed as meeting the required performance criteria, knowledge and performance evidence to achieve a satisfactory outcome for the unit.
Course progress	Advancement within a course towards its completion
DHA	Department of Home Affairs
Intervention Process	Identify and provide notification and support to students at risk who are not meeting satisfactory academic progress. The intervention process starts when a student does not achieve 50% completion of units studied to date. Students results are monitored twice per term.
Intervention Strategies	Those actions that ECA Group recognises as required for a student to successfully complete a course within the duration of the CoE.
Language, Literacy and Numeracy	The purpose of an LLN is to assess the initial skills of an applicant to ensure they meet the Australian Core Skills Framework requirements for language, literacy and numeracy.
Not Yet Competent (NYC)	Student's work submitted and assessed as not meeting the required performance criteria, knowledge and performance evidence to achieve a satisfactory outcome for the unit.
Satisfactory Course Progress	A student has satisfactory course progress if the student is achieving 50% competent (C) results or more for units undertaken in a given study period and is on track to successfully complete their course within the expected duration of study as per their CoE.
Students at Risk	Identifying Students at Risk includes three 'at risk indicators' that will be monitored in any given study period. The risk indicators are attendance, participation in learning and assessment, and demonstration of Competence.
Study Period	A discrete period of study within a course, namely term, semester, short course, or as otherwise defined by ECA Group as long as that period does not exceed six months. At ECA Group, a VET study period refers to an approximate 10-week period of study and is generally labelled as "term".

Unsatisfactory Course Progress	For the purpose of this policy, unsatisfactory progress is defined as a student not successfully completing 50% or more of units studied to date in any study period (one term).
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4. Procedure for International Students

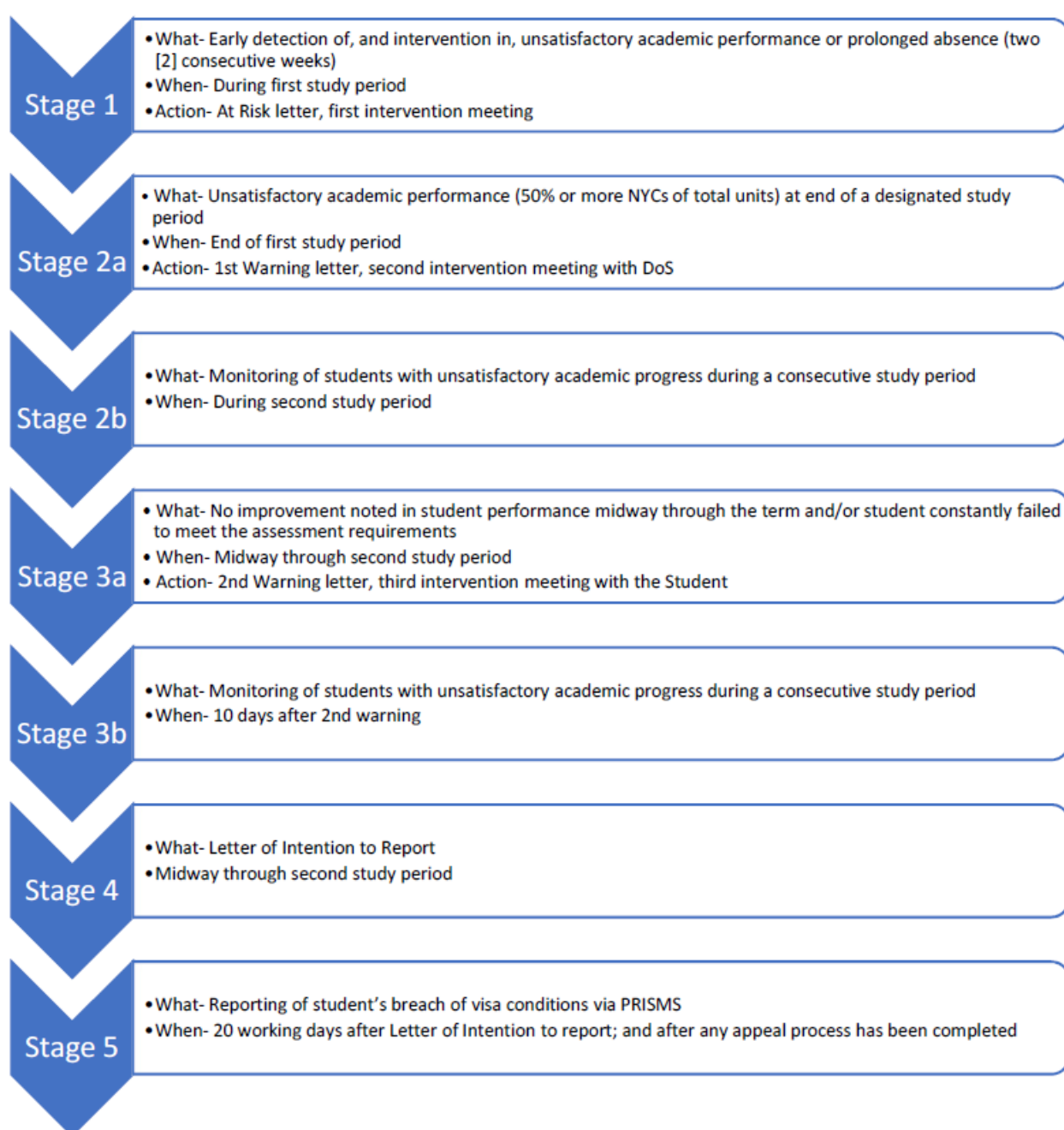
- 4.1. Under Standard 8 of the National Code, a provider that implements the DET Course Progress Policy for its CRICOS registered courses is not required for ESOS purposes to monitor attendance for international students. However, ECA Group will closely monitor attendance as a means of promoting the successful progress of all students through their courses.
- 4.2. ECA Group will always employ a student-centred approach in resolving issues of unsatisfactory course progress. The course progress of the individual student (whether International or Domestic) will be closely monitored to ensure early intervention if necessary.
- 4.3. Trainer-assessors are responsible for entering the assessment outcomes into the RTO Manager system daily or weekly, and, in the first instance, of notifying and counselling students who may be 'At Risk' of failing to meet the accepted course progress requirements.
- 4.4. An Unsatisfactory Course Progress result is noted when a student is assessed as Not Yet Competent (NYC), in 50% or more of the units attempted in a study period. ECA Group will generally use study period durations of approximately 10 weeks for its courses.
- 4.5. International students who have failed to maintain satisfactory course progress in two (2) consecutive study periods will, after all alternatives have been exhausted, be reported to DET and DHA through PRISMS in accordance with the ESOS Act 2000.
- 4.6. This procedure is made available to international students through the ECA Group website and Student Handbook and is explained at the International Student Orientation.
- 4.7. The ECA Group will maintain up to date student records and use these records to consistently monitor student progress. Individual academic results and academic progress details for each student will be maintained on the RTO Manager system. Monitoring of students' results occurs twice per term. Intervention notices may be sent only once per term depending on the student's start date.
- 4.8. Trainers/assessors can complete an At Risk form for any student deemed to be 'At Risk' of failing to complete at least 50% of course requirements for the study period and forward the form to the Intervention Officer.
- 4.9. Students with "At Risk" status may not be allowed to undertake new units of competency until the course progress matter is resolved or addressed through re-assessment procedures. The Director of Studies will determine this process based on the student's situation and how many units have not been successfully completed and the length of study to date. Students deemed "At Risk" will be notified in writing and informed to make an appointment to discuss their progress.

5. Procedure for Domestic Students

- 5.1. Domestic students' course progress is monitored in order to be able to apply intervention procedures where necessary so that ECA Group maximises the benefits of study to each student. As stated above; ECA Group supports all students to progress in their chosen studies toward achieving completion within the expected duration and this applies equally to domestic students studying an online course at ECA Group.
- 5.2. The ECA Group will maintain up to date student records and use these records to consistently monitor student progress. Individual academic results and academic progress details for each student will be maintained on the RTO Manager system.
- 5.3. Trainer-assessors are responsible for entering assessment outcomes into the RTO Manager system weekly, and, in the first instance, of notifying and counselling students who may be 'At Risk' of failing to meet the accepted course progress requirements.

- 5.4. The Student Support Officer will monitor the course progress of each student and can identify those at risk of failing the majority of the course. The Student Support Officer will contact the student at various stages of the course with up to date outcomes information, such as at 25%, 50% and 75% of course completion milestones. The Student Support Officer will offer support depending on the student's situation which could include counselling, LLN support, academic counselling, transfer to a more compelling course choice. The Student Support Officer will record all notes and actions on the student's file.
- 5.5. Where the student does not respond to the intervention process the Student Support Officer will record this on the student's file.
- 5.6. Where a student has failed a unit, re-assessment fees apply.

Intervention Strategies and Reporting for International Students flowchart and explanation.



Stage 1: Early detection of, and intervention in, unsatisfactory academic performance or prolonged absence (two [2] consecutive weeks) – First Warning letter

- a. Trainer-assessor notification of an “At Risk” student: The trainer-assessor should initially endeavour to resolve any issues informally, by providing information and support. If this is not possible, the trainer-assessor should complete a Student ‘At Risk’ form as close as possible to the time when the event occurs and submit it to the Intervention Officer. Reasons for submitting a Student ‘At Risk’ form during the first study period may include:
- i. failing to achieve a satisfactory result (C) in consecutive assessments (either through failure to submit work or demonstrate competence) that form part of any unit of competency
 - ii. failing to achieve competency in a unit that would normally be completed prior to the end of the study period
 - iii. failing to attend class for two (2) consecutive calendar weeks
 - iv. irregular attendance that places satisfactory course progress in jeopardy
 - v. an issue affecting study in the course (language difficulty, plagiarism, classroom behaviour, other issue).
- b. At Risk Letter and First Intervention Meeting: The Student Support Officer will, on receiving a Student ‘At Risk’ form, send a Course Progress – At Risk letter to the student, and allocate the student to an appropriate re-assessment class. The Course Progress – At Risk letter details the reasons for a risk flag being raised and advise the student of the place and time of a first intervention meeting with the re-assessment trainer-assessor.

Stage 2a: Unsatisfactory academic performance (50% or more NYCs of total units) at end of a study period: Second intervention meeting

At the end of a study period the Student Support Officer will review the academic performance of each student. If as a result of the review it is identified that a student has failed or is deemed not yet competent in 50% or more of the course requirements for that study period, then the Student Support Officer will contact the student to arrange a second intervention meeting to discuss academic performance and issue a First Warning Letter. If this is the Student Support Officer’s first contact with the student regarding academic progress, the Course Progress – At Risk letter should be used with details of the specific course requirements where progress is not satisfactory.

Outcomes and actions from the meeting may include:

- Advising the student on the suitability of the course in which they are enrolled
- Undertaking a review of the student’s results
- Allocating the student to a re-assessment class
- Providing support and counselling

and/or the student:

- Undertaking reassessment in each of the failed units
- Undertaking a non-compulsory period of study during the scheduled break between study periods
- Repeating failed units during the next study period by
 - Attending additional classes
 - Undertaking a self-paced program
- Being required to undertake additional English language classes prior to reassessment

Outcomes, actions and agreements of this meeting will be documented on a Course Progress Intervention Strategy form, signed by both the Student Intervention Officer and the student, with a copy being given to the student and a copy kept on the student's file.

Students will be required to pay re-assessment fees which are listed on ECA Group RTO websites.

International Students who fail to achieve competence in a majority of course requirements undertaken during a study period will be advised that unsatisfactory academic performance could lead to the student being reported to DET, with the possible cancelling of their student visa.

Stage 2b: Monitoring of students with unsatisfactory academic progress during a second consecutive study period:

The academic performance of any student who is undertaking repeat units of competency in any study period as a result of failing more than 50% of units in the previous study period, or is undertaking other units of competency of the qualification, will be monitored in an ongoing way.

- The Student Support Officer will inform the trainer-assessor of the student's 'At Risk' status and instructed on the monitoring process.
- Any assessment undertaken by the student in any unit undertaken in the study period that achieves an unsatisfactory result will be recorded and will require the student to immediately discuss their academic performance with the trainer-assessor and the Student Support Officer.
- All results of these students will be reviewed at the mid-point of the study period.

Stage 3a: No improvement noted in student performance midway through the term and/or student consistently failed to meet the assessment requirements: Second warning, third intervention meeting

Students who midway through a second consecutive study period are not making satisfactory academic progress either in their new units or in units being repeated will be contacted by the Director of Studies (DoS) to attend a third intervention. Attendees will include the student, the student's trainer-assessor, and may include a Student Support Officer and the DoS. The procedure for the notification of the student and the convening of this meeting is as follows:

Third Intervention meeting with student:

- To inform the student of the consequences of not achieving satisfactory course progress in consecutive study periods
- To advise any International student that they have until the start of the next study period (i.e. until the end of the break period between the second and third study periods) to be able to demonstrate competency in a majority of units undertaken during the study period otherwise ECA Group will be obliged to report them to DET
- To remind the student of past strategies identified for achieving satisfactory course progress
- To determine any other reasons for the ongoing unsatisfactory performance

Outcomes, actions and agreements of this meeting will be signed by both the DoS and the student, with a copy being given to the student and a copy kept on the student's file.

Stage 3b: Monitoring of students with unsatisfactory academic progress during a second consecutive study period

The academic performance of any student who is undertaking repeat units of competency in any study period as a result of failing more than 50% of units in the previous study period, or is

undertaking other units of competency of the qualification, will be monitored for 10 days after the second warning letter has been issued.

- The DoS will inform the trainer-assessor of the student's 'At Risk' status and instructed on the monitoring process.
- Any assessment undertaken by the student in any unit undertaken in the study period that achieves an unsatisfactory result will be recorded and will require the student to immediately discuss their academic performance with the trainer-assessor and the DoS.
- All results of these students will be reviewed at the mid-point of the study period

Stage 4: Letter of Intention to Report for Unsatisfactory Progress for an International Student

If the Student is unable to demonstrate competency in a majority of course requirements half way during the second consecutive study period, and has not fulfilled the necessary actions which were agreed upon in Stage 3 (above), ECA Group will notify the Student in writing of its intention to report the student to DET and DHA for unsatisfactory course progress.

This third warning letter is a letter of Intention to Report. This written notice ("Letter of Intention to Report for Unsatisfactory Progress") will be sent by email. The written notice will inform the student that (s)he will be able to access the ECA Group's complaints and appeals process, and that the student has 20 working days in which to do so. A copy of this letter is retained within the student's file. The letter outlines

- The overseas student's right to access the registered provider's complaints and appeals process, in accordance with Standard 10, within 20 working days
- the internal and external complaints process available to the student
- what happens if the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period or withdraws in writing from the internal or external appeals processes
- what happens when the overseas student has chosen not to access the external complaints and appeals process.

Stage 5: Reporting of an International student's breach of visa conditions via PRISMS

If the student chooses 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 ECA Group decision, ECA Group will notify as soon as practicable the Secretary of DET through PRISMS of the student not achieving satisfactory course progress.

Copies of all outcomes and notifications related the appeal process is kept on the Student's file in accordance with ECA Group's complaints and appeals policy and procedure.

Responsibilities

The trainer-assessor is responsible for

- the provision of assessment feedback and
- early detection of academic performance issues for both International and Domestic students;
- for recording daily attendance and entering it into RTO Manager at the close of each session;
- for initial informal counselling of possible 'At Risk' students';
- and for completing the Student at Risk form and submitting it to the Student Support Officer.

The Student Support Officer is responsible for

- sending the Course Progress at Risk letter, and
- for allocating the 'At Risk' student to an appropriate re-assessment class.
- notifying students of their failure or risk of failure to meet satisfactory course progress and
- issuing Final Warning letters.



The Director of Studies is responsible for

- reporting International Students to the Secretary of DET through PRISMS and may use the Student Services Manager as delegate for this purpose
- effective implementation and management of this policy
- the provision of information on ways to resolve complaints of breaches of this policy.

Any complaints or breaches in relation to this procedure should be reported to the PEO in person or by email.