

## **ACCLM - CRICOS Course Progress Policy**

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The ACCLM's Management and staff are committed to monitoring, recording and assessing the course progress of each enrolled student within each study period (semester). The ACCLM's Management and training staff apply intervention strategies when students demonstrate unsatisfactory course progress in any study period.  
(The following procedures must be read in conjunction with the ACCLM's Assessment Reporting Policy and the ACCLM's Monitoring Load Policy)

### **Course Progress Procedure**

The Overseas Student Contact Officer shall ensure that the ACCLM has indicated its adoption of the Department of Education-DIBP Course Progress Policy through the PRISMS page and select 'Yes' where the question is asked 'Department of Education-DIBP Course Progress Policy'

The ACCLM's Training staff shall be responsible to:

- Ensure students are informed of the course of study workload and the required final completion date within each study period (semester).
- Ensure students are aware of their right to access their current records of course assessment progress and that they may request access to their student records at any time by making a request to their designated course trainer.
- Ensure that the course progress requirements (assessment deadlines) are clearly defined for all enrolled students at the commencement of each study period.
- Ensure that all students are informed of the course progress intervention strategy that will be implemented should a unsatisfactory progress be reported in 50% or more of the units attempted in any given study period (informed via ACCLM Student Handbook).
- Maintain a weekly record of current assessment progress (Assessment Progress report) for each student including any assessment re work progress.
- Report students to the ACCLM Director of Studies who have demonstrated a below average progress in assessment completion OR recorded a final 'Not Yet Competent' (NYC) result via the 'Assessment progress report form'.
- Ensure that the 'ACCLM's course progress intervention strategy' is implemented as soon as possible and within the first four weeks of the next study period.
- Maintain records of course progress interventions provided to the student and provide regular reports of progress to the ACCLM Student Services.

In identifying a student who is demonstrating unsatisfactory course progress, the ACCLM training staff shall:

- Ensure that the Overseas Student Contact Officer is informed in writing (email or assessment progress report form) when a student has recorded 50% or more of the units attempted in any study period as unsatisfactory.
- Implement the ACCLM's Course progress intervention strategy as soon as practicable, providing course progress advice and necessary counsel to the student.

Appropriate interventions may include the following:

- Counseling concerning the appropriateness and suitability of courses undertaken by the student.
- Guidance and reference to the units of competency where NYC's have been recorded. reduction in course load (refer to course load monitoring policy)
- Additional English language support.
- Knowledge and practical skills support from units of competency (UOC) trainer/assessor.
- Invitation for inclusion in supporting study groups or tutoring.
- Assigning a trainer mentor for ongoing monitoring.
- Information concerning the rescheduling of reassessment events.
- Information concerning the potential need to report the student to the Department of Education via PRISMS.
- Written DIBP notice advice.
- Complaints and appeals procedures.

Ensure the initial contact with the student is undertaken utilising the 'course progress intervention strategy form' which must be signed by the student in recognition of their agreement to the planned course progress interventions and information provided in the initial contact.

Ensure the completed 'course progress intervention form' is signed by the trainer and student and returned to the Overseas Student Contact Officer following the initial contact.

Ensure that student's ongoing progress results from the ACCLM's Intervention Strategy is reported in writing to the Overseas Student Contact Officer on a regular basis.

### **Reporting Unsatisfactory Progress**

Where the ACCLM Training staff have provided written advice of a student's unsatisfactory course progress in 50% or more of the units attempted in any study period, the Overseas Student Contact officer shall provide a 'Unsatisfactory course progress advice letter' to the student informing them of the implementation of the ACCLM course progress intervention strategy. Where a student has demonstrated continuing unsatisfactory course progress following the implementation of the ACCLM Course intervention strategy, the Overseas Student Contact officer shall:

- Provide written advice to the student of the ACCLM's intention to report their unsatisfactory course progress to Department of Education via PRISMS and provide additional advice and support where required.
- Where a student appeals the course progress decision, the Overseas Contact Officer shall ensure that procedures for appeal advice is provided to the student and that they are informed that they have 20 working days to submit their appeal in writing.
- Provide a report with documented evidence of interventions strategies implemented with the student to the ACCLM, outlining the reasons that the student should be reported for unsatisfactory progress.

### **Appeal procedures**

The grounds on which a student may appeal the assessment decision include:

- The ACCLM's failure to record or calculate a student's marks accurately.
- Compassionate or compelling circumstances.
- The provider's failure to implement its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

On receiving a student's appeal against a report of unsatisfactory progress, the Overseas Student Contact officer shall:

- Ensure that the appeal is recorded in writing by the student and that the written appeal is provided to the ACCLM management for immediate consideration and referral to the External Independent Adjudicator (refer to Complaints and Appeals)
- Ensure that if the appeal is successful and the student is found to have a course progress that is above 50%, the student will not be reported to DIBP via PRISMS and there will be no further requirement for intervention strategies.
- Ensure that if the appeal does show that the student has demonstrated continuing unsatisfactory progress and there are compassionate or compelling reasons for their lack of progress, ongoing support must be provided through the ACCLM's intervention strategy and the student is not reported to DIBP via PRISMS.

The Overseas Student Contact officer shall report all unsuccessful appeals and also where:

- The student has not chosen to access the complaints and appeals process within the 20 working day period or if the student withdrew from the appeals process.
- Or the appeals process is completed and is adjudicated in the favor of the ACCLM (i.e. the student's appeal was unsuccessful).

The ACCLM management must notify the Secretary of DIBP through PRISMS as soon as practicable after receiving a final report of unsatisfactory course progress from the Overseas Contact Officer.

## **Course Attendance**

It should be understood by all the ACCLM Staff that although the ACCLM does not monitor attendance according to Standard 11 of the National Code 2017, a student may be at risk of failing within their course progress if they are falling behind in consistent attendance in training courses. Students who are at risk of falling below 80%, are in contravention of the ACCLM rules of enrolment and will be at risk of having their enrolment suspended or cancelled.

- A student who misses 5 consecutive classes (+20 hours of class) should be reported to the OSCO as soon as practicable. The OSCO will enquire concerning their welfare and whereabouts and report any concerns to the ACCLM management.
- The OSCO shall request a medical certificate where a student is reporting health issues and course attendance difficulties.
- All student non-attendance will be monitored by ACCLM staff and student attendance rolls will be reviewed weekly by the OSCO.
- Student non-attendance will be reported in writing to the ACCLM's Management.

Students demonstrating consistent non-attendance and at risk of falling below 80% attendance will be warned in writing and advised by the ACCLM's Management of its policies and procedures for course enrolment suspension and or cancellation.