

Purpose

A study period at the Institute consists of 10 weeks. Students will be assessed with two to four assessments (average three) in each unit as documented in the training and assessment strategy. Students are required to get satisfactory results in each assessment to be competent in any unit. Their results are recorded in EXCEL SHEETS and in Wisenet.

Students need to pass more than 50% of the course requirement in a study period. The EXCEL SHEETS help to determine the intervention strategy for monitoring course progress and identifying students to report to the Department of Home Affairs (DHA).

Students will be assessed at the end of each study period.

Based on student academic results, the trainers submit the lists of students who have failed 50% or more course requirements in one study period as well as in two consecutive study periods to the student support officer (SSO).

CATEGORY 1: INTERVENTION STRATEGY

Students who have failed 50% or more course progress requirements in one study period.

CATEGORY 2: TO BE REPORTED

Students who have failed 50% or more course progress requirements in two consecutive study periods.

Student Support Services

The SSO consults with DOS or the nominee about the lists of the students and identifies intervention strategy or to be reported. The SSO checks the number of units scheduled for each student to ensure that the student's study load has not been reduced as a result of course credits or a temporary suspension or deferment of studies.

After checking, the SSO makes any necessary changes to ensure that the Not Yet Competent (NYC) results for any units correctly reflect the study load undertaken by each student. The SSO must obtain the DOS' or the nominee's approval to make any changes.

All changes need to be approved by the end of week 2 of the following term.

Once the changes have been approved, SSO implements one of the following procedures:

CATEGORY 1: INTERVENTION STRATEGY

Students who have failed 50% or more course progress requirements in any study period are sent a letter by post or email requesting that the student contact the school immediately to implement an intervention strategy within one week. Student Services is responsible for contacting the students.

The letter will inform the student that he or she:

1. Failed 50% or more course progress requirements and is at risk of making Unsatisfactory Course Progress which, may result in the student's visa being cancelled.
2. Needs to contact the Institute to make an appointment to meet with the trainer and/or DOS or the nominee to implement strategies to ensure that the student passes all NYC units.
3. Is required to participate in an intervention strategy to ensure that the student maintains satisfactory course progress.

The intervention strategy is made available to all staff, trainers, and students.

CATEGORY 2: TO BE REPORTED

Students who have failed 50% or more course progress requirements in two consecutive terms, will be sent an Intention to Report letter by email or post to the student's current address held by the Institute.

The letter will state that records show that the student's course progress is unsatisfactory and, consequently, the Institute intends to report the student to DHA which may result in the cancellation of the student's Confirmation of Enrolment (CoE). The letter will also indicate that the student has 20 working days in which to access the Institute complaints and appeals process and appeal, as per Standard 8 of the National Code, against the Institute's intention to report them to DHA. If the student does not appeal within 20 working days or withdraws from the process appealed, then the Institute notifies the secretary of the Department of Education and Training by cancelling the student's COE through the PRISMS as soon as practicable for not achieving satisfactory course progress. However, if the appeal process is completed and results in a decision supporting the Institute, then the Institute gives further 5 working days to make an external appeal before cancelling the CoE through PRISMS. If the student submits a report to the institute showing that the Institute's decision was unfair or against the Standard 8 of the National Code, their CoE will not be cancelled. Otherwise, the Institute notifies the secretary of the Department of Education and Training by cancelling the student's COE through the PRISMS as soon as practicable for not achieving satisfactory course progress.

Once a student is reported to DHA for Unsatisfactory Course Progress, a notification letter is sent to the student's current address by email, and a copy is placed in the student's file.

Implementing Intervention and Counselling Strategies

Intervention and counselling strategies employed to help the student will depend upon individual student needs. Intervention strategies may include but are not limited to:

- Requesting the student to register to redo failed units
- Requesting that the student come to the Institute during the Institute break time and re-sit failed assessments



Course Progress Policy and Procedure

- Requesting that the student make an appointment with the SSO and trainers to redo failed units
- Providing one-to-one assistance and counselling with a qualified trainer
- Discussing with other trainers and/or relevant staff members issues relating to time management skills, examination techniques, motivation, and other concerns which may be impacting the student's ability to complete his or her course
- Reducing the student's unit load temporarily
- Where appropriate, request that the student undertake an English language course in an approved provider to improve his or her English to a level that will enable the student to complete his or her VET course satisfactorily.
- Extending the student's CoE end date to enable them to complete units that were not offered during the previous term.

During the intervention meetings, the DOS or the nominee or trainer allocated to implement the intervention strategy will discuss with the student the reasons for having failed the units. On the basis of such discussions, they will prepare an intervention plan that will enable the student to redo all failed units and obtain competency in those units. In most cases, the intervention strategy will be reassessments of failed units but there could be other forms of intervention strategies as stated above under "Implementing intervention strategies". The intervention plan will be documented and signed by the student.

A copy of the signed intervention plan is given to the student and the original is placed in the student's file. A copy also needs to be forwarded to the DOS or the nominee for monitoring.

It is the DOS's or the nominee's responsibility to ensure that the student is following the intervention strategy and reasonable adjustments may need to be made to the strategy to ensure the student completes all NYC units within a reasonable time frame.