



International
College

Course Progress Policy & Procedure

HIC Policy Number
STUD015

CRICOS Number 02790D
Provider Number 21838



1. Purpose of policy

Hays International College (HIC) has chosen to implement the Department of Education–DIBP Course Progress Policy and Procedures for all of its CRICOS registered VET courses on its scope of registration. Under Standard 11.2 of the National Code 2007, as HIC has implemented the Course Progress Policy, HIC is not required to monitor attendance for all courses for ESOS purposes. HIC will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. HIC will be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. In addition HIC will report students, under section 19 of the ESOS Act, who have breached the course progress requirements as outlined in ESOS National Code Part D – Standard 10. This policy also contains intervention strategy that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements. HIC has registered this choice through PRISMS.

2. Responsibility

The PEO is responsible for the implementation of this Policy and procedure and to ensure that all staff are aware of its application and implementation requirements. Students are also informed of this policy and procedure at their pre-enrolment, enrolment and orientation.

3. Key Features

HIC will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. In order for HIC to be compliant with this Standard HIC will:-

- Document its intervention strategy for students at risk of not making satisfactory course progress and communicate this strategy to both students and staff
- Assess students' course progress at the end of each study period and record this assessment on each student's file
- Where intervention measures are implemented this will be documented and placed on the relevant students' file.
- Where HIC intends to report a student for not making satisfactory course progress, they will be advised that they are able to access HIC's complaints and appeals process within 20 working days
- If a student appeals all records relating to this appeal will be maintained in accordance with Standard 8, and HIC's Complaints and Appeals Policy and Procedure
- Where the student's is reported to the Department of Education via PRISMS, the copy of this reporting will be maintained on the student's file.



4. Policy and Procedure

- HIC's relevant Course Co-coordinator will be responsible for trainers monitoring and assessing the course progress of each of their student's for each course in which students are enrolled.
- As a minimum HIC's trainers will assess each student's progress at the end of each study period of a term (13 weeks). However HIC believes that it is more important to assist student's throughout their period of study so that are in the best position to achieve their academic goals within their enrolment period, HIC's trainer will regularly assess their student's progress on an individual basis to determine whether their students are able to complete their studies within their period of enrolment. This means that HIC will continuously evaluate student's performance during their enrolment period.
- Whilst unsatisfactory course progress is often defined not passing or demonstrating competency in 50% or more of the course requirements in a study period, HIC intends to continuously evaluate student's performance during the study period. On this basis, where necessary, HIC will evoke its intervention strategy that has been specifically designed to assist students in achieving their academic goals.
- HIC's intervention strategy for any student who is not making satisfactory course progress will be made available to all staff and students (on HIC's website, in Staff & Student Handbooks, Orientation and Prospectus) will specify:
 - the procedures for contacting and counselling students;
 - the strategies to assist students in achieving satisfactory course progress; and
 - the processes by which the intervention strategy will be activated.
 - at the commencement of the course, students are informed about the specific course requirements, including units of delivery across the terms, additional requirements of the course, and work-placement, if relevant. Students are given their timetable and their individual training plan. The individual training plan outlines the competencies that the student will need to achieve in the study period.
- HIC's intervention strategy includes:
 - where appropriate, advising students on the suitability of the course in which they are enrolled;
 - assisting students by advising them of opportunities to be reassessed for tasks in units they had previously failed; and
 - advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP.
 - A five week student progress performance report (5 week report) is generated by the trainers in order to monitor, record and assess the course progress of the students.
 - HIC's relevant Course Co-coordinator responds to the recommendations/comments of the five week student progress performance report and informs the Director of Studies / PEO.



- A Risk Intervention Meeting will be established involving the HIC Training Co-ordinator / Trainer and the student to identify the reasons behind the unsatisfactory course progress and exploring alternative strategies so that the student is in better position to achieve satisfactory course progress.

Where student attends the meeting:

- a) The outcomes of this intervention meeting will be recorded and placed on the student's file with a copy provided to the student.
- b) Following the Risk Intervention meeting the trainer will monitor the implementation of the strategy and during this monitoring process if the HIC trainer believes that the student has not implemented the agreed strategy in good faith, the trainer will bring this to the notice of the Relevant Training Co-ordinator that the student has failed to meet satisfactory course progress.
- c) The Relevant Training Coordinator will advise the PEO & Administrative Department that the student has breached their intervention strategy and that they should inform the student in writing of HIC's intention to report them to DIBP for unsatisfactory course progress.

Where student does not attend the meeting:

- a) HIC Training Co-ordinator or Trainer will advise the Admin Department so that a letter (Non Attendance at Intervention Meeting) can be sent to the student advising them that
 - a) they failed to attend the scheduled meeting,
 - b) they are unlikely to achieve HIC target of students completing all units of competency within their enrolment period, and
 - c) that the student should contact HIC to reschedule the meeting within 14 days. The Relevant Training Co-ordinator at the end of the 14 day period will advise the Administrative Department that the student has not established any contact and should inform the student in writing of HIC's intention to report them to DIBP for unsatisfactory course progress.
- HIC's final written notice (of its intention to report the student for unsatisfactory progress) will inform the student that they can access HIC's Appeals process and that they have 20 working days in which to do so. A student may appeal on the following grounds:
 - i. HIC's failure to record or assess a student's grade (S- Satisfactory) accurately,
 - ii. Compassionate or compelling circumstances, or
 - iii. HIC has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.



- Where a student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
 - i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), HIC will not report the student, and there will be no further requirement for intervention.
 - ii. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through HIC's Student Supports Services, and HIC will not report the student.

- Where:
 - i. the student has chosen not to access HIC's appeals process within the 20 working day period, or
 - ii. the student withdraws from the process, or the process is completed and results in a decision supporting HIC (i.e. the student's appeal was unsuccessful)

HIC's Administrative Department will notify the Secretary of the Department of Education through PRISMS that the student is not achieving satisfactory course progress. A copy of this notification will be placed on the student's file.

5. Definition

Academic Performance/Course Progress: relates to assessment of competency as the student progresses through a qualification.

HIC Academic Performance Target Requirement: students are required to achieve competence in 80% of all units of competency attempted in each study period.

Unsatisfactory Course Progress: occurs when a student is deemed Not Yet Competent (NYC) in 50% of units of competency attempted in any study period of a single qualification.

Reportable Unsatisfactory Course Progress: occurs when a student is deemed Not Yet Competent (NYC) in 50% of units of competency attempted in any two consecutive study periods of a single qualification, thereby requiring HIC to report the student via PRISMS.

Study Period: A study period is defined as a 10 week period (typically shown as 13 weeks including 3 weeks term break). Study periods will be designated on a group-by-group basis; the 10 week periods will be calculated from the group's start date.

Note: Study periods may vary for students with designated 'special timetables', typically as a result of credit transfer. These study periods will be clearly communicated on the student's individual timetable.



Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These could include, but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (Where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists’ reports)
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

6. Appeals

Students can appeal any decision made by HIC in relation to this policy and procedure in accordance with the Complaints and Appeals Policy and Procedure (as per Standard 6 of Standards for Registered Training Organisations (RTO) 2015).

RELATED DOCUMENTS			
ESOS	National Code Part D Standard 8, 9, 10, 11.2		
Standards for Registered Training Organisations 2015	Standard 6		
POLICIES	Course completion within expected duration ; Complaints and appeals; DIBP Notification Policy and procedure		
Last Updated	Dec 2015	Updated by	SC & AW