

Austech Institute for Further Education

Course Progress and Completion Policy


 <p>aife Austech Institute for Further Education</p>	Title
	Course Progress and Completion Policy
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1.0 Purpose

As stipulated by the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2007), Austech Institute for Further Education is required to monitor students' academic performance and assess the course progress of each student whilst enrolled in the college.

This is done in order to offer support to students who are not progressing satisfactorily.

This policy states how Austech Institute for Further Education monitors its students' course progress and extends enrolments in accordance with the National Code of Practice 2007, Part D, Standard 10 'Monitoring Course Progress' (see **Appendix**). Austech Institute for Further Education monitors the progress of each student to ensure that the student is always in a position to complete the course within the expected duration as specified on the student's CoE. The policy also states how, and in what circumstances, Austech Institute for Further Education will extend a student's enrolment. This policy ensures compliance with the National Code 2007 Standard 9 'Completion within the Expected Duration of Study' (see **Appendix**).

2.0 Scope

This policy applies to the systems for monitoring course progress, counselling and assisting students with problems relating to course progress and procedures and conditions for extending student enrolments.

Satisfactory course progress is defined as achieving competency in at least 50% of the units of competency timetabled for each term.

This policy applies to all students for whom a CoE has been issued and who are currently studying.

Course co-ordinators, the compliance team and all teaching and training staff will be involved in ensuring the policies are carried out as stated.

3.0 Procedure to Monitor Course Progress

Attendance and Academic Requirements

The attendance of each student enrolled with AIFE will be monitored closely to ensure each student is fulfilling his or her full-time study obligations. Maintaining good attendance is essential in achieving satisfactory course progress.

You will be marked ‘Not Yet Competent’ if:

- You do not complete all required assessments during each session;
- You do not get an S (‘Satisfactory’) for all the assessments within the unit.

If you do not satisfy each of these requirements you will be marked ‘Not Yet Competent’ for all of the units within that session.

Failure to respond to AIFE’s notification and request to attend a counselling meeting with the compliance officer or course co-ordinator may lead to failure of the course. AIFE’s methods of support include interventions, counselling and warning letters.

Unsatisfactory academic course progress is defined as not successfully demonstrating competency in 50% or more of enrolled subjects within the term.

Notes:

Each student’s course progress is monitored during a study period and results are reported at the end of each study period.

According to the AIFE academic calendar, we have four terms a year. For example, for the year 2009:

Term 1			Term 2		Term 3			Term 4	
Y09T1.1	Y09T1.2	Y09T1.3	Y09T2.1	Y09T2.2	Y09T3.1	Y09T3.2	Y09T3.3	Y09T4.1	Y09T4.2
12/1/09	9/2/09	9/3/09	27/4/09	25/5/09	3/8/09	3/8/09	31/8/09	19/10/09	16/11/09
7/2/09	7/3/09	4/4/09	23/5/09	20/6/09	1/8/09	29/8/09	26/9/09	14/11/09	12/12/09

Terms are further divided in block of 4 weeks. Each block is called as session. For example:

Under each term, we have 4-week sessions:

Term 1 has 3 sessions, which is 12 weeks;

Term 2 has 2 sessions, which is 8 weeks;

Term 3 has 3 sessions, which is 12weeks;

Term 4 has 2 sessions, which is 8 weeks.

By definition, a study period at Austech Institute for Further Education is a term (either an 8 or 12 week period).

You will be marked 'Not Yet Competent' if:

- You do not participate in all class activities during each session;
- You do not get an S ('Satisfactory') for all the assessments within the unit.

If you do not satisfy one of these requirements you will be marked 'Not Yet Competent' for all of the units within that session.

3.1 Monitoring course progress on a per-term basis

3.1.1 During each study session, trainers should monitor students' performances actively. Any under-performing students should be provided with extra support to help them achieve competency. This support may come in the form of:

- i. English language support for oral and written comprehension;
- ii. Assistance with academic skills such as essay & report writing, meeting assessment requirements and research skills;
- iii. Attending a study group;
- iv. Counselling with the course co-ordinator and/or compliance officer for assistance with any issues which may be affecting course progress;
- v. Opportunity for reassessment;
- vi. Mentoring by the trainer or nominated student;
- vii. Referral to external organisation for assistance;
- viii. Combination of above methods.

3.1.2 Trainers need to inform the course co-ordinator of any students who are at risk of not achieving satisfactory course progress for the current session. This assessment is mainly conducted through weekly submission of

the Trainers Weekly Report Log on the AIFE intranet service. It acts as a measure of monitoring trainers and also the progress of students' academic performance.

3.1.3 The trainer's weekly report log is emailed to the principal and course co-ordinator. A summary report will be prepared by the compliance/quality assurance team leader by summarising the weekly logs.

3.1.4 Details provided on the trainer's weekly report log include:

- i. Trainer's name;
- ii. Report for week starting and ending;
- iii. Intake/Group;
- iv. What units were covered;
- v. What elements were covered;
- vi. Performance criteria;
- vii. Assessments performed;
- viii. List of students at risk of not achieving satisfactory course progress. Includes student name, ID and comments.

3.1.5 Weekly reports can then be generated to identify:

- i. Which trainers have not submitted a weekly progress report;
- ii. Which students are at risk.

3.1.6 When session results are submitted, the compliance department will work closely with the course co-ordinator to identify any students who have not achieved competency results in at least 50% of units for the session, and establishing support programs for those students through:

- Active counselling;
- Extra academic support if necessary, such as special training sessions or weekend review lectures;
- Monthly reassessment.

All the actions taken should be properly documented, filed (in the respective student file) and logged (on the profile of the student in the Student Management System, CRM).

3.1.7 In the following session, the students on the list for the previous session will be monitored closely for their academic performance.

3.1.8 The students who are not competent in 50% or more units for an entire term (a term could have two or three sessions) will be identified as having unsatisfactory course progress; the list should be generated by the compliance officer within one week of the end of the term and reviewed by the course co-ordinator.

3.1.9 The course co-ordinator forwards the list to the compliance/quality assurance team leader within one week after end of term.

3.1.10 The students been identified will be offer further support.

Please Note: all student services and counselling outlined in this policy are provided to students free of charge, with the exception of the opportunity for reassessment.

4.0 Procedure to Monitor Course Completion

Standard 9 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2007) requires AIFE to “monitor the enrolment load of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning.” Please note, AIFE does not allow online or distance enrolment for any students.

Standard 9.1 requires the registered provider to have and implement documented policies and procedures for monitoring the course progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student’s CoE. Whilst monitoring progress against the course duration is a separate requirement to monitoring course progress in general, there may be some overlap in procedures. For example, a provider’s progress procedure may require that at the end of each study period, each student’s results are checked to determine course progress for that study period. In order to avoid duplication of effort, the provider may also check each student’s progress towards the completion of the course within the specified duration at the same time.

This policy is closely linked to the AIFE Academic Course Progression Plan and Timetabling.

For Cert-III only students, this procedure comes into action 8 weeks before the finish date of the student’s enrolment.

For Diploma only students, this procedure comes into action 12 weeks before the finish date of the students’ enrolment.

For Advanced Diploma students, this procedure comes into action 16 weeks before the finish date of the student’s enrolment.

4.1 The compliance officer will check the academic course progression plan for each intake and decide at which point this policy should be implemented for a particular intake.

4.2 A list will be generated by the compliance officer. The list contains all the students who have 2 or more NYC units. These students will be identified as those who cannot complete the course within the expected duration.

- These students will be counselled by the course-coordinator for academic issues, or counselled by the college compliance officer for personal issues; counselling records will be recorded and filed for future reference.
- The students will be offered a choice to:
 - a) Undertake scheduled re-assessment or arrange special assessment;
 - b) Undertake a tailored study plan if required to restudy units; extra study time will be allocated.

4.3 If the student still cannot complete the course within the expected duration by any means:

- a) The student will be further counselled by the course co-ordinator or compliance officer;
- b) If the student is willing to extend his or her study period in order to complete the course, he or she needs to follow the proper procedure to apply for a course extension. If the course extension is approved, the student will be issued with a new CoE which will extend the study period. The new CoE will be issued from PRISMS, and the reason for the SCV (Student Course Variation) will be recorded in the student's file.
- c) Please refer to Section 6.0 Procedure for Extension of Enrolment, for further details.

4.4 If the student does not apply for the course extension, or the application is rejected, the student will be issued with a Statement of Attainment instead of an AQF Qualification.

5.0 Monitoring Prerequisites

5.1 Policy

It is the policy of AIFE that in order to progress through any of its courses, prerequisite units of competencies (UOC) must be successfully completed in order to progress through sequential units and/or modules for which that UOC is a prerequisite.

5.2 Purpose

The purpose of this policy is to ensure that students achieve a certain level of knowledge and understanding in a particular unit of competency area before progressing to more advanced units which assume and build on this knowledge, and to ensure that students are informed about the nature of and rules regarding prerequisites.

5.3 Responsibility

The compliance/quality assurance team leader, in conjunction with the course co-ordinator, is responsible for compliance with this procedure. These issues and any relevant updates are communicated through frequent meetings.

5.4 Guidelines

General rules regarding prerequisite studies:

5.4.1 Students will never be permitted to enrol in units for which they have not successfully completed the prerequisite unit/s; either by achieving competency at the Institute in that unit, or by being granted an exemption/RPL/course credit from that unit because it or its equivalent had been completed successfully at another tertiary institution (refer to RPL Policy).

5.4.2 Students must be informed of any prerequisites as well as the consequences of failing to complete them successfully (refer to Student Handbook).

5.4.3 The compliance/quality assurance team, student enrolment team and student services team must be made aware of all information

regarding prerequisites so students can be advised appropriately and comprehensively. Course structures, including modules, units and prerequisites, are published on the Institute's website, handbook, brochure and intranet for the information of all staff and students.

5.4.4 If a student enrolled in a core unit has a NYC recorded in his or her results, this unit must be repeated. A student cannot be enrolled in any other unit for which this unit is a prerequisite until it is completed successfully.

5.4.5 There may be instances when this will affect a student's study load where units are not available in the next semester, therefore affecting the length of the student's program. The course co-ordinator and compliance/quality assurance team leader will monitor students' progress and recommend future study plans.

5.4.6 Any proposed changes to which units are or are not prerequisites and for which other units are, in turn, prerequisites must first be discussed and agreed to by the course co-ordinators, the compliance/quality assurance team leader and the ACEO.

5.5 Procedure

5.5.1 Students will be enrolled in a specified number of units per term.

5.5.2 Assuming students complete enrolled units successfully, they will progress through the course as planned.

5.5.3 If a student enrolled in a core unit has a NYC recorded in his or her results, this unit must be repeated, and any units for which it is a prerequisite cannot be enrolled in until the unit is completed successfully.

5.5.4 Students will be informed of prerequisite studies and the consequences of not completing core units successfully at enrolment and in all relevant Institute materials such as the student handbook and website.

6.0 Procedure for Extension of Enrolment

6.1 The course co-ordinator monitors students' progress and observes problem with course completion.

6.2 The course co-ordinator counsels students in regards to their options for solving a problem.

6.3 The course co-ordinator informs the compliance/quality assurance team leader that the student cannot complete the course by the enrolment end date and advises that extra time is needed for successful completion.

6.4 The compliance/quality assurance team leader discusses the possibility of enrolment extension with the student.

6.5 The compliance/quality assurance team leader extends enrolment on PRISMS in cases where:

6.5.1 The student is willing to extend enrolment and pay additional fees incurred;

6.5.2 Extenuating circumstances apply:

6.5.2.1 AIFE may choose to extend a student's study period beyond the CoE duration where there is a compassionate or compelling reason. A compassionate or compelling reason is defined as an event, or series of events, beyond the control of the student that affects their emotional or physical state and impeding their ability to achieve satisfactory academic progress. For the purpose of this policy, if a student has failed occasional units throughout the course, but has not done so poorly as to be picked up by the AIFE intervention strategy, this may be considered a compelling circumstance.

6.5.3 AIFE has in place a policy and procedure related to the satisfactory course progression of its students. Students identified as at risk of failing to meet course progress requirements will be subject to the AIFE intervention strategies. If the implementation of an intervention strategy results in the student being unable to complete the program within the duration specified on their CoE, the student will be eligible for an extension of their CoE.

6.5.4 AIFE may grant a deferment or suspension of study to a student. If the deferment or suspension of study will result in a student being unable to complete their program within the CoE duration, AIFE may issue an extended CoE. Those students who are making satisfactory academic progress but who are identified as at risk of not completing within the course duration will be advised in writing and requested to attend an interview with the course co-ordinator. If appropriate, the course co-ordinator may recommend the extension of the student's CoE through implementation of the AIFE intervention strategy or recognition of compassionate or compelling circumstances. Students who have chosen not to enrol in an appropriate load despite having been advised by AIFE of proper course loads will have their request for CoE extension denied.

6.6 Administration staff place the variation to CoE and other relevant documents on student file.

7.0 Appendix

Standard 10 - Monitoring course progress

Outcome of Standard 10

Registered providers systematically monitor students' course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

10.1 The registered provider must monitor records and assess the course progress of each student for each unit of the course for which the student is enrolled, in accordance with the registered provider's documented course progress policies and procedures.

10.2 The registered provider must have and implement appropriate documented course progress policies and procedures for each course, which must be provided to staff and students, that specify:

- a. requirements for achieving satisfactory course progress;
- b. the process for assessing satisfactory course progress;
- c. the procedure for intervention for students at risk of failing to achieve satisfactory course progress;
- d. the process for determining the point at which the student has failed to meet satisfactory course progress; and
- e. the procedure for notifying students that they have failed to meet satisfactory course progress requirements.

10.3 The registered provider must assess the course progress of the student in accordance with the registered provider's course progress policies and procedures at the end point of every study period.

10.4 The registered provider must have a documented intervention strategy which must be made available to staff and students, and that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy must specify:

- a. procedures for contacting and counseling identified students;
- b. strategies to assist identified students in achieving satisfactory course progress; and
- c. the process by which the intervention strategy is activated.

10.5 The registered provider must implement the intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the intervention strategy must be activated where the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period.

10.6 Where the registered provider has assessed the student as not achieving satisfactory course progress, the registered provider must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access the registered provider's complaints and appeals process as per Standard 8 (Complaints and Appeals) and that the student has 20 working days in which to do so.

10.7 Where the student has chosen 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 the registered provider, the registered provider must notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Standard 9 - Completion within the expected duration of study

Outcome of Standard 9

Registered providers monitor the enrolment load of students to ensure they complete the course within the duration specified in their CoE and do not exceed the allowable portion of online or distance learning. Registered providers only enable students to extend the expected duration of study for the course by issuing a new CoE in limited circumstances.

- 9.1 The registered provider must have and implement documented policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student's CoE. In monitoring this enrolment load, the registered provider must ensure that in each compulsory study period for a course the student is studying at least one unit that is not by distance or online learning.
- 9.2 The registered provider may only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:
 - a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
 - b. the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
 - c. an approved deferment or suspension of study has been granted under Standard 13.
- 9.3 Where there is a variation in the student's enrolment load which may affect the student's expected duration of study in accordance with 9.2, the registered provider is to record this variation and the reasons for it on the student file. The registered provider must correctly report the student via PRISMS and/or issue a new CoE when the student can only account for the variation/s by extending his or her expected duration of study.
- 9.4 The registered provider may allow the student to undertake no more than 25 per cent of the student's total course by distance and/or online learning. However, the registered provider must not enroll the student exclusively in distance or online learning units in any compulsory study period.
- 9.5 Except in the circumstances specified in 9.2, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.