



Monitoring and Reporting Course Progress Policy & Procedure

A. Purpose:

Sydney College safeguards the integrity of Australia's migration laws by supporting overseas students to complete their course within the required duration and fulfil their student visa requirements for course progress and attendance.

B. Policy Statement:

To address requirements of Standard 8 of *National Code of Practice 2018*, Sydney College monitors overseas student's course progress for each course which the student is enrolled to ensure that the expected duration of study specified in the student's CoE does not exceed the CRICOS registered duration.

Sydney College has processes to identify, notify and assist an overseas student at risk of not meeting course progress requirements, where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress in each study period.

This policy outlines requirements for the following:

- a) Informing students of course progress requirements
- b) Requirements for achieving satisfactory course progress
- c) Process for assessing and recording course progress
- d) Intervention strategy to identify and offer support to those students at risk of not meeting course progress requirements
- e) Reporting unsatisfactory course progress including student right to appeal
- f) Allowable extensions of course duration

C. Procedures:

Informing students of course progress requirements

Sydney College clearly outlines and informs overseas students before they commence details of the requirements to achieve satisfactory course progress in each course level and study period through:

- Course information from the website, flyers, prospectus etc
- Student Handbook
- Orientation program
- Trainers in class on the first day of a new unit/term.

Requirements for achieving satisfactory course progress

- For vocational and technical education courses attendance is recorded and monitored as part of the course progress requirements and the student behaviour requirements.
- Students are required to complete their course within the expected duration of study as recorded on the CRICOS register unless the exceptional circumstances as listed in 3.5 of the completion within expected duration of study procedure apply.



- At the time of initial enrolment each student will be furnished with a training program schedule which will identify the units required to be completed in each study period in order to complete the qualification within the normal duration as indicated on the CRICOS register
- Students who are “at risk” of not meeting satisfactory course progress requirements will be interviewed, counselled and will be placed on a course intervention strategy.
- All causes of unsatisfactory progress or being “at risk” are to be considered including academic causes and not academic causes such as personal issues.
- The progress of each student is monitored, recorded and assessed.
- Sydney College has documented course progress policies and procedures.
- Sydney College assesses each student at the end of every 5th week in each term, which consists of 10 weeks in accordance with the course progress policy.
- Sydney College has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.
- Where Sydney College has assessed the student as being “at risk”, it will inform the student and implement an intervention strategy where warranted.
- Where Sydney College has assessed the student as not meeting satisfactory course progress even after 1st and 2nd warning letters and intervention strategy, Sydney College will inform the student in writing of its intention to report the student and that he or she is able to access Sydney College complaints and appeals process within 20 working days.
- Sydney College will notify the Department of Education and the Department of Immigration and Border Protection through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the College’s decision to report.
- The method section defines the procedure used for monitoring progress, taking intervention action and reporting students who breach the requirements

Process for assessing and recording course progress

Sydney College uses the following to assess and record course progress:

- At the end of each unit of study, all students undertake summative assessments to assess their competency in the unit on the assessment days scheduled in the beginning of each unit. These assessment days are informed to students by the trainer on the first day of the unit, and posted on Moodle.
- On the assessment days, students attend assessment classes; and complete and submit their assessments online through their Moodle account under supervision of a trainer.
- The assessments are assessed and graded by the trainer on the Moodle. Following the grading, students receive automated email from Moodle, informing them of the further process if their result is Not Yet Competent.
- If a unit of study has more than one assessment, the overall result is calculated based on the results of all assessments. To be deemed to be Competent in a unit, students must be satisfactory in all of the assessments.



- The overall result of a unit is automatically transferred to Student Management System (SMMS) to identify the following for each unit:
 - Competent
 - Not yet competent
 - Credit transfer (if applicable)
 - Recognition of prior learning (if applicable)
- The results are retained on SMMS against each student as part of records maintenance.

Assessment no-show students

- At Sydney College, students must complete and submit their assessments in the class under supervision of a trainer on the scheduled assessment days. These assessment days are informed to the students on the first day of the unit and posted on Moodle.
- When a student fails to attend assessment classes and/or cannot submit their assessment at the end of the assessment day, they are identified as assessment no-show students.
- No-show students will have one more opportunity to submit their assessments during the study period. They must pay assessment no-show fee and attend a reassessment class to complete the assessments. Reassessment classes are informed to students. Students may have to contact the College to learn the details of reassessment classes.
- Students may not have another opportunity to complete a unit of study if they miss the opportunity to complete their assessments.

Reassessment process

- Students have 7 days after the day of marking to resubmit their assessments where they were deemed to be not yet competent/satisfactory. Submissions after 7 days will be subject to reassessment fee and can only be submitted in reassessment classes.
- Students have a maximum of 3 attempts to be deemed to be competent/satisfactory in an assessment. Further attempts will be subject to reassessment fee; and attendance in reassessment classes is mandatory.

Identifying students at risk

- Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:
 - fails more than 50% of units in a study period; or
 - is unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Academic Manager in accordance with course progress policy and procedure;
- Failing a unit means being assessed as “Not Yet Competent” for a completed unit.

Intervention Strategy to identify and offer support to those students at risk of not meeting course progress requirements

Sydney College intervention strategy is designed to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress. The aim of intervention is not to be punitive but a positive



identification of underlying reasons and solutions to overcome student lack of course progress.

- Procedures for intervention strategy
 - At the end of Week 5, student services will review the academic progress of all students and identify those students who are “at risk” of not meeting satisfactory course progress requirements.
 - Being “at risk” of not meeting satisfactory course progress requirements occurs when a student:
 - fails more than 50% of units after the end of 5th week;
 - is deemed to be unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Academic Manager
 - In accordance with the College’s intervention strategy policy, students identified as being at risk will be sent the **1st warning letter** by the Student Services to attend a course counselling interview to outline underlying problems and action plan for further study.
 - The action plan and recommendations of the Academic Manager will be approved by students’ written consent and signature.
 - If a student fails to attend a counselling interview within 14 days after receiving the first warning letter or fails to fulfil the requirements negotiated in the interview, the **2nd warning letter** will be sent to the student requiring him to attend a course counselling interview with the Academic Manager.
 - In the interview, the Academic Manager or Student Services Manager will discuss possible recommendations and submit an intervention strategy approved by student’s written consent.
 - If a student fails to attend a counselling interview within 14 days after receiving the 2nd warning letter or fails to fulfil the requirements negotiated in the interview, the **notification of intention to report** will be sent to the student.
 - If they wish, students need to start appeal process within 20 days after receiving the letter of intention to report. If a student fails to start appeal process within 20 days after receiving the intention to report, he will be reported to Department of Education and the Department of Home Affairs as soon as practical following the appropriate PRISMS process.
 - To ensure the efficiency of the process, SMMS sends regular automated emails with the name of students who did not attend a meeting after 14 days. Student Services is responsible for monitoring follow-up emails.
- Recording intervention:
 - Sydney College maintains records of all contact and counselling undertaken with overseas students to monitor and report unsatisfactory academic progress on the student file and SMMS
 - Documentation includes but is not limited to
 - Formal notifications
 - Interview notes



Intervention Strategy to identify and offer support to those students at risk of not meeting attendance requirements

- Assisting students: Intervention meetings will be handled by the Student Services. If required, the student might be referred to the Academic Manager for counselling. The intervention strategy consists of the following:
 - Identifying the reason underlying poor course progress including but not limited to:
 - why have the students been unsatisfactory in their assessments and what support may be offered
 - compelling and compassionate circumstances (refer to Appendix 1 Compassionate and Compelling Circumstances Definition)
 - illness
 - Issues with adjusting to Australian life
 - Part time work in Australia is impacting on the student's attendance and course progress
 - any other reason including social issues
 - Possible support actions include but are not limited to:
 - arranging individual sessions with the class teacher for the student to catch up on missed work at an additional cost to the student
 - assigning additional study for the student to undertake to study missed class work and incomplete assessments
 - identify required support services as per issues raised\
 - referring students to external counselling services
- Monitoring students:
 - Students will be monitored by the Student Services or the Academic Manager through Intervention Support Plan with weekly/fortnightly meetings or controls.
 - Trainers might report progress developments to the Academic Manager when necessary
 - The Academic Manager and teacher will undertake positive action and support for the at risk student to ensure satisfactory course progress
 - If the student still does not achieve satisfactory course progress through intervention based on not making an effort and the Academic Manager's evaluation and comments, the student will receive further warning letters and/or be reported on PRISMS for unsatisfactory course progress.
- Recording intervention:
 - Sydney College maintains records of all contact and counselling undertaken with overseas students who have been deemed to be at risk in terms of course progress.
 - Documentation includes but is not limited to
 - Formal notifications
 - Interview notes
 - Emails



Recording and Monitoring Intervention Meetings on SMMS

To ensure that students' intervention meetings are monitored and recorded efficiently, the following procedures must be followed:

- Once a student attends a meeting as a part of intervention, the details of the meeting are recorded on Intervention Support Plan and SMMS. If it is the first meeting after a warning letter, the notification of the warning letter must be closed on SMMS.
- Next meeting is scheduled on SMMS.
 - Automatic email is sent to the student one day before the meeting, reminding him/her the meeting.
- Every morning, Student Services receive an email with scheduled meetings on that day, according to which the meetings are followed up.
- If a student does not attend a scheduled meeting at the end of the day, Student Services send him/her an email reminding him/her the need to attend the meeting and to contact Student Services for the next meeting.

Reporting unsatisfactory course progress including student right to appeal

Sydney College complies with the requirements to report unsatisfactory course progress as follows:

- Where Sydney College has assessed an overseas student as not meeting course progress after sending warning letters and implementing intervention strategy, the student is provided with a written notice within 10 working days which:
 - Notifies the overseas student that Sydney College intends to report the overseas student for unsatisfactory course progress
 - Informs the overseas student of the reasons for the intention to report
 - Advises the student of their right to access the College's complaints and appeals process, in accordance with Standard 10 (Complaints and Appeals) within 20 working days
- Sydney College will only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:
 - The internal and external complaints processes have been completed and the decision or the recommendation supports Sydney College, or
 - The overseas student has chosen not to access the internal complaints and appeals processes within the 20 working day period, or
 - The overseas student has chosen not to access the external complaints and appeals process, or
 - The overseas student withdraws from the internal or external appeals processes by notifying Sydney College in writing



Conditional Successful Appeals

Sydney College might sometimes grant students successful outcome of the appeal made against intention to report with the condition of maintain satisfactory course progress in line with the intervention plan. Conditional successful appeals might be granted in the following conditions:

- It is possible for the student to keep up with the course progress within the remaining time of his/her enrolment, through attending extra class hours; and
- The student has genuine intention to keep up with the course progress and finish the course within expected duration

If a student cannot satisfy the condition of maintaining satisfactory course progress in line with the intervention plan within a specified time, the student will be reported to the Department of Home Affairs without no further warning letters .

Allowable extensions of course duration

Sydney College will not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within expected duration, unless:

- There are compassionate or compelling circumstances, as assessed by Sydney College on the basis of demonstrable evidence (refer to Appendix 1), or
- Sydney College has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- An approved deferral or suspension of the overseas student enrolment has occurred under Standard 9 (deferring, suspending or cancelling a student's enrolment)

If Sydney College extends the duration of the student's enrolment, Sydney College advises the student to contact immigration to seek advice on any potential impacts to their visa, including the need to obtain a new visa.



Appendix 1 Compassionate and Compelling Circumstances Definition

‘Compassionate or compelling’ circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas 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 overseas 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 overseas 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 overseas student (these cases should be supported by police or psychologists’ reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa

These are only some examples of what may be considered compassionate or compelling circumstances.

Registered providers should outline what is considered compassionate or compelling circumstances in their own policies and use their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, registered providers should consider documentary evidence provided to support the claim, and should keep copies of these documents in the overseas student’s file.

(excerpt from Standard 8 Overseas Student Visa Requirements Guidance Note p.4)