	Pacific College of Technology	Authorized by	Principal
Pacific College of Technology CRICOS Provider Code: 02668F		Effective Date	07 January 2019
	Course Progress Policy & Procedures	Department	Administration

Policy:

1. International students on student visas are required to meet and maintain satisfactory course progress requirements under visa condition 8202 and under Standard 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code).*

2. *The National Code* requires that registered providers of VET courses must have a documented policy and process for monitoring and recording course progress for an overseas student.

3. By default, VET providers do not have to monitor attendance. However, they will have to monitor attendance if required as a condition of registration by the Education Services for Overseas Students (ESOS) agency. If an ESOS agency requires a VET provider to monitor attendance, it will notify the registered provider, and the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course.

4. Pacific College has implemented student attendance requirements to support course progression however students are reported via PRISMS for unsatisfactory course progression only. The students must participate in the classes and have reasonable attendance level to achieve satisfactory course progress.

5. Pacific College monitors students' progress in the course in which they are enrolled. The College will assess student's course progress every term. The College will identify 'at risk' students who are likely to 'fail' in meeting the course progress requirements and notify them of this situation, offering them counselling and assistance in completing course requirements.

6. In the case of a student failing to meet course progress requirements even after the provision of counselling and assistance, the College will notify them of intention to report them to the Department of Home Affairs for breach of student visa conditions and/or cancelation of their COE. Students will be advised that they may access the appeal process if they wish to and have 20 working days in order to do so.

7. If the student does access the appeal process, any reporting to Department of Home Affairs or cancellation of COE will be suspended until the outcome of the appeal process. If the outcome affirms the decision of the College, the College will proceed to report the breach to Department of Home Affairs and/or cancel COE via PRISMS. If the outcome affirms the appeal of the student, the student will be allowed to continue to study.

   For the detailed explanation of the policy and procedure, students should consult the Student Contact Officer.

Procedure:

The requirements of course progress

1. Students must be 'competent' in at least 50% of the units enrolled each term. Example: competent in 1 among 2 units enrolled or 3 among 5 enrolled.
2. To be competent in a unit, students must successfully complete all requirements of assessment for that unit.
3. If a student fails to achieve a 'competent' grade in any particular unit, they may elect to request re-assessment. Where necessity requires a student to undertake supplementary assessment in order to prove their competence, they must pay a "re-assessment fee".
4. If a student fails to achieve a 'competent' grade after re-assessment, the student will be allowed to repeat the unit in full. This repeat is only available for one time per unit and the student must pay a "repeat fee" as specified in the Administrative/services charges available at reception.
5. Ultimately, students must be deemed competent in at least 50% of enrolled units during any two terms period in order to be regarded as making satisfactory academic progress, and therefore able to continue their studies at Pacific College.

Monitoring and recording course progress

The following procedure is implemented to assess course progress of the students enrolled in this college.

Ongoing progress monitoring

i. Trainer/Assessors record performance of individuals as and when assessment takes place according to unit requirement.
ii. These results are provided to the SCO.
iii. The SCO compiles a list of 'at-risk' students and initiates intervention strategies by sending an email or SMS requesting that an appointment be made with the SCO.
iv. Intervention strategies offering academic and personal counselling are put into action for each 'at-risk' students.
v. Intervention strategies for each student are recorded in the database (RTOmanager).
vi. Any case management meeting will be recorded in in the database (RTOmanager).

End of term progress monitoring

i. At the end of the term, the academic performance of every enrolled student is assessed by trainer/assessors. Results are provided to the SCO.

ii. The SCO compiles a list of final warning students. Final warning students are students who were previously at-risk during the prior term and have failed to become competent in 50% of the units over the last two term period.

iii. The SCO provides the list of final warning students to the Director of Studies.

iv. The Director of Studies affirms that intervention strategies have been implemented but students have still not become competent in more than 50% of units over the last two term period. The SCO will then follow reporting procedures via PRISMS.

1. **Intervention Strategy**

1. The College will follow this intervention strategy to assist students with poor academic performance and course participation and who are at risk of failing to achieve satisfactory course progress.

i. Notification to student:

   a. Verbal feedback and instruction by trainer/assessor
   b. Notification by e-mail or SMS requesting that an appointment be made with the SCO

ii. An initial case management meeting is held between the student and SCO to address issues related to course progress and to discuss strategies for achieving satisfactory course progress. Strategies may include:

   a. Provision of study skills support

   b. English language support

   c. Access to catch-up classes

   d. Agreement on revised study plan

   e. Suitability of course for student and change of course

   f. Referral to counsellor (external)

   g. Any other measures deemed appropriate

iii. Outcomes of the meeting shall be recorded in the student's record on RTOmanager which will cover aspects such as:

   a. Proposed and agreed strategy for achieving satisfactory course progress

   b. Information on failing to achieve satisfactory course progress and its implications on student visa has been provided

   c. Information on appeals process has been provided

2. **Completion within expected duration of study (course progression)**

a) The College will monitor record and assess the course progress of each student for the course in which the student is currently enrolled.

b) The assessment of course progress at the end of each Term will include an assessment of whether the student's progress is such that they are expected to complete their course within the expected duration of the course.

c) The College will only extend the duration of the student's study where the student will not complete their course within the expected duration due to:

    I.   compassionate or compelling circumstances
    II.   student participation in an intervention strategy as outlined above
    III.   an approved deferment or suspension of study has been granted in accordance with the College's Deferral, Suspension and Cancellation Policy.

d) Where the College decides to extend the duration of the student's study, the College will report via PRISMS and/or issue a new COE if required.

3. Reporting to Department of Home Affairs via PRISMS/Cancellation of COE

i.   Students who fail to meet the course progress requirement after warning or intervention strategy will be sent a letter notifying them of the College's intention to report them to Department of Home Affairs by PRISMS.

ii.   Students will be given 20 working days to access the College appeals process.

iii.   Possible outcome of appeals process:

    a.   An error is made in calculation and the student is deemed to have made satisfactory course progress. The decision to report will be withdrawn and the student will be allowed to complete their study.
    b.   The student is deemed to have not made satisfactory course progress because of compelling and compassionate circumstances. The decision to report will be withdrawn and the student will be allowed to complete their study.
    c.   The appeals process rejects the claim of the student due to not fulfilling the circumstances described in i, or ii, and the student will be reported by the College to Department of Home Affairs.

iv.   If the student does not access the appeals process within 20 working days, the College will report the student to Department of Home Affairs via PRISMS.

4. **Definitions**

a) Compassionate or compelling circumstances - circumstances beyond the control of the student that are having an impact on the student's progress through a course. These could include:

- serious illness, where a medical certificate states that the student was unable to attend classes
- bereavement of close family members such as parents or grandparents (with evidence of death a certificate if possible)
- major political upheaval or natural disaster in the home country requiring their emergency travel that has impacted on their studies
- a traumatic experience which has impacted on the student (these cases should be where possible supported by police or psychologists' reports)
- where the College was unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa. For other circumstances to be considered as compassionate or compelling, evidence would need to be provided to show that these were having an impact on the student's progress through a course.

b) Expected duration – the length of time it takes to complete the course studying full-time. This is the same as the registered course duration on CRICOS.

c) Study period – Pacific College of Technology defines a "study period" for the purposes of monitoring course attendance and progress as a term

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