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| <b>AAPoly Policy and Procedure</b>           |                                  |  |
| <b>Standards:</b><br>1.7, 2.1,<br>2.2, & 8.5 | <b>NC:</b> 8, 9                  | <b>Title: Monitoring Student Course Progress (VET)</b>                              |
| <b>Rev #: 8</b>                              | <b>Approved By: Bibhod Dotel</b> | <b>Date: 24/09/2024</b>   |

| <b>REVISION HISTORY</b> |   |                         |                       |
|-------------------------|---|-------------------------|-----------------------|
| <b>Rev</b>              | <b>Description of Change</b>  | <b>Author</b>           | <b>Effective Date</b> |
| 1.                      | Course Progress were tightened.   | Chief Executive Officer | 12/11/2018            |
| 2.                      | Adapted existing ACA Course Progress Procedure to replace and integrate Monitoring Student Progress Policy and Monitoring Student Progress Procedure.<br><br>Updated the following: <ul style="list-style-type: none"> <li>• Definition of Satisfactory Course Progress and At Risk of Unsatisfactory Course Progress</li> <li>• Section 5.8.1</li> <li>• Withdrawal processing was added to Student Services responsibilities</li> <li>• Under Sections 4.0 and 5.9.1, replaced “Student Support Officer” with “Welfare Counsellor and Student Support”</li> </ul> Removed the following: <ul style="list-style-type: none"> <li>• Course(s) provided as examples for each course duration under Section 5.2</li> <li>• References to months and years in the course duration</li> </ul> | Compliance Officer      | 29/03/2021            |
| 3                       | Flowchart and flowchart details for one (1) term course duration have been updated: <ul style="list-style-type: none"> <li>• Forwarding of students records to SA has been changed from Week 5 to Week 6</li> <li>• Timeline for meeting with the CC has been added</li> <li>• Timeline for issuance of Mid-term Non-Compliant Rate of Course Progress letter to student has been added</li> </ul>  | Compliance Officer      | 14/05/2021            |
| 8                       | Replaced references to Department of Education, Skills and Employment with Department of Education.<br>Added a welfare check clause under Section 5.7 reflecting the College’s current practice of contacting students who miss the first three weeks of classes.   | Compliance Officer      | 23/09/2024            |

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| Standards:<br>1.7, 2.1,<br>2.2, & 8.5 | NC: 8, 9                         | <b>Title: Monitoring Student Course Progress (VET)</b>  |
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## 1.0 Purpose


- 1.1 This procedure outlines the process for monitoring student academic progress for courses taken at Academies Australasia Polytechnic (AAPoly) in line with the regulatory requirements.
- 1.2 The procedure also outlines the intervention plan for students who have underperformed, student performance reporting and communication flow to ensure satisfactory student course progress.

## 2.0 Scope

- 2.1 This procedure applies to all trainers and assessors, and staff involved in the academic progress monitoring of Vocational Education and Training (VET) students enrolled with AAPoly.

## 3.0 Definitions

- 3.1 **Satisfactory Course Progress** – a student is deemed to have satisfactory course progress upon successful completion of at least 50% of the full time study hours of the course within a specified timeframe.
- 3.2 **At Risk of Unsatisfactory Course Progress** – a student is considered “at risk” of not being successful in their course of study when the student has failed more than 50% of the full time study hours in a term for the first instance. “At risk” measures the probability of the student failing to complete their course within the planned period of study. The planned period of study for an international student is the period covered by the electronic Confirmation of Enrolment (eCoE).
- 3.3 **Monitoring** – refers to an active checking of students’ course progress.
- 3.4 **Recording** – a documented record of the student’s achievement within each unit.
- 3.5 **Assessing** – consider a student’s demonstrated achievement, progress or competency.

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## 4.0 Responsibilities

**4.1 Trainer/Assessor (T/A)** – is appointed for the unit/subject and responsible for the delivery to a group (class) of students. T/A records and monitors student academic performance and provides academic improvement advice to students at risk of not meeting satisfactory progress. T/A refers students to Course Coordinator when student fails to improve after initial counseling.


**4.2 Welfare Counsellor and Student Support** – advises students in areas that are not academic related.

**4.3 Course Coordinator (CC)** – provides academic advice to students and implements appropriate intervention strategies. Updates outcomes of communication sessions and agreed intervention strategies in intervention strategy record form in the Student Management System (Paradigm) and student file. Considers common academic problems as inputs for curriculum review or curriculum design.

**4.4 Student Advisor (SA)** – generates the course progress report and identifies students who do not meet satisfactory course progress at the end of each term and communicates with the CCs by providing the report. SA sends written notification to students who have unsatisfactory course progress and informs CC. Ensures documentation are recorded in Paradigm and Student File. Communicates with relevant parties (parents, guardians and/or agents) where applicable, responds to any enquiries or concerns by liaising with CCs, T/A or SS.

**4.5 Student Services (SS)** – process withdrawal, deferment and extension of course applications on PRISMS and ensures documentation are recorded in Paradigm and Student File.

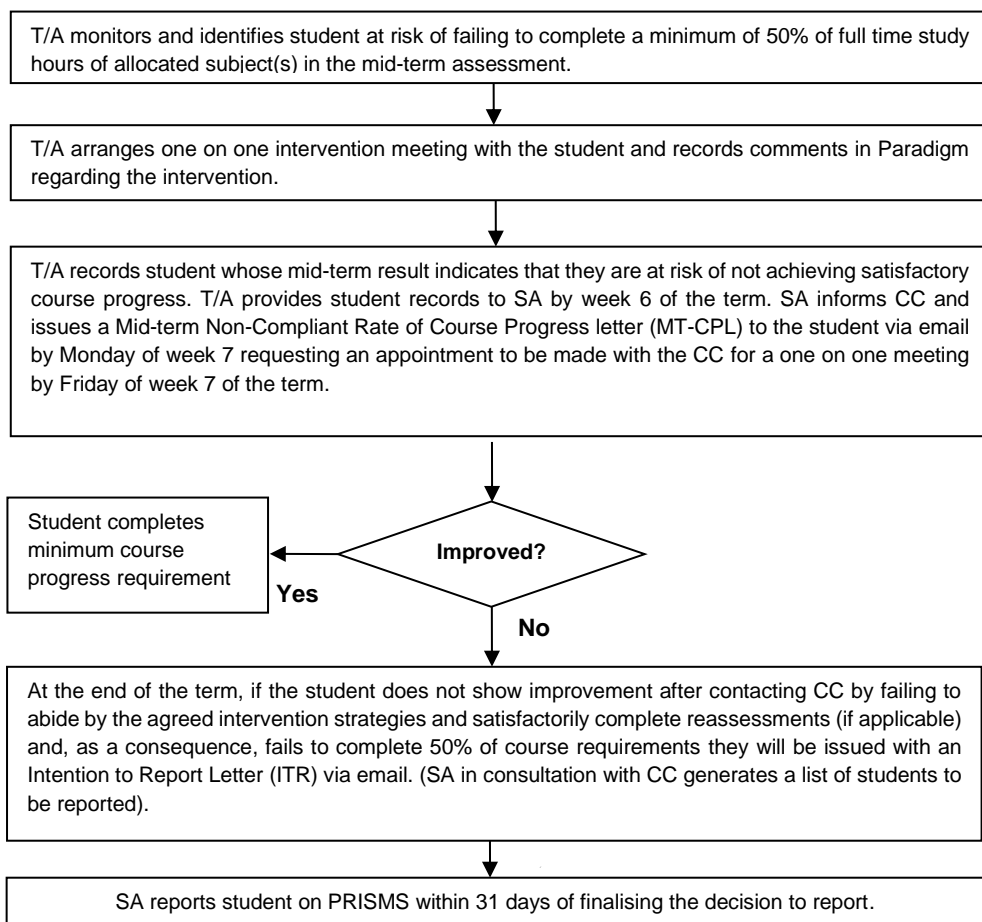
**4.6 Designated Head (DH)** – provides final approval for extension of eCoE.


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## 5.0 Procedure

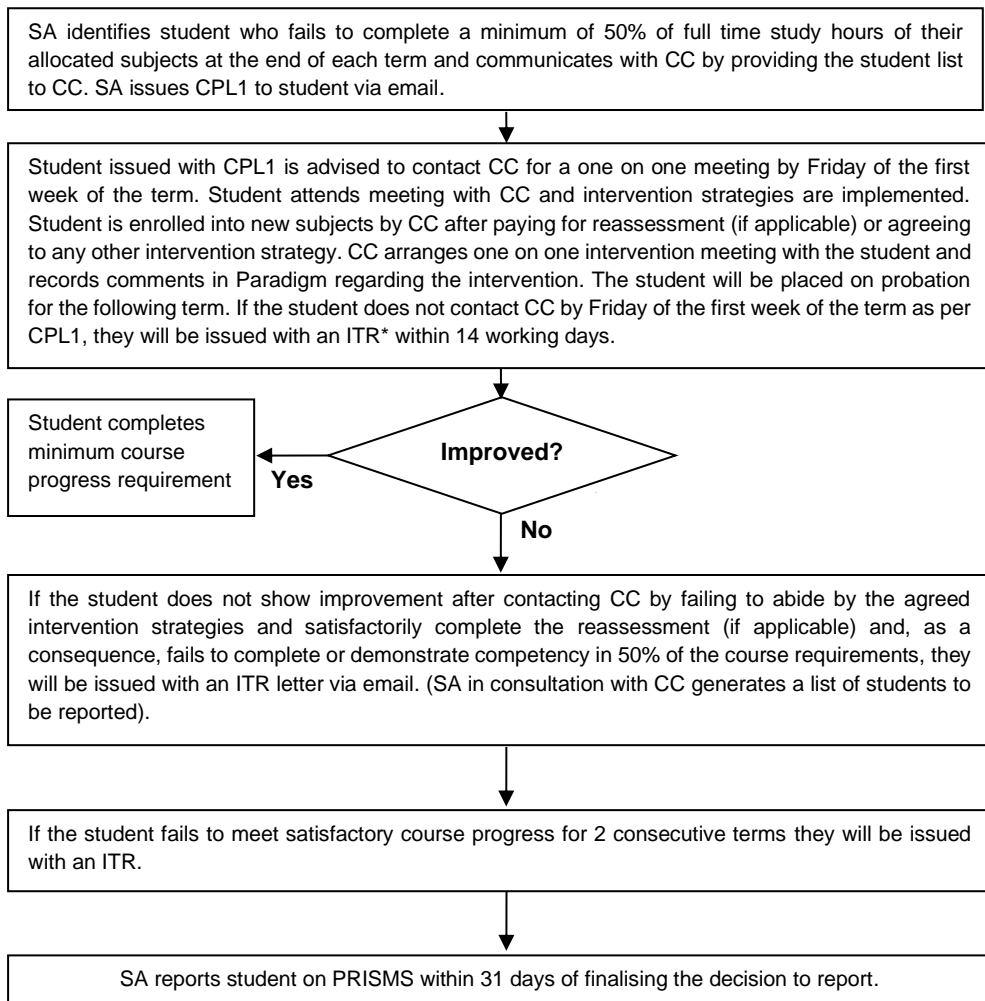
### 5.1 Course Progress Process Flowchart


#### Course Duration: 1 Term



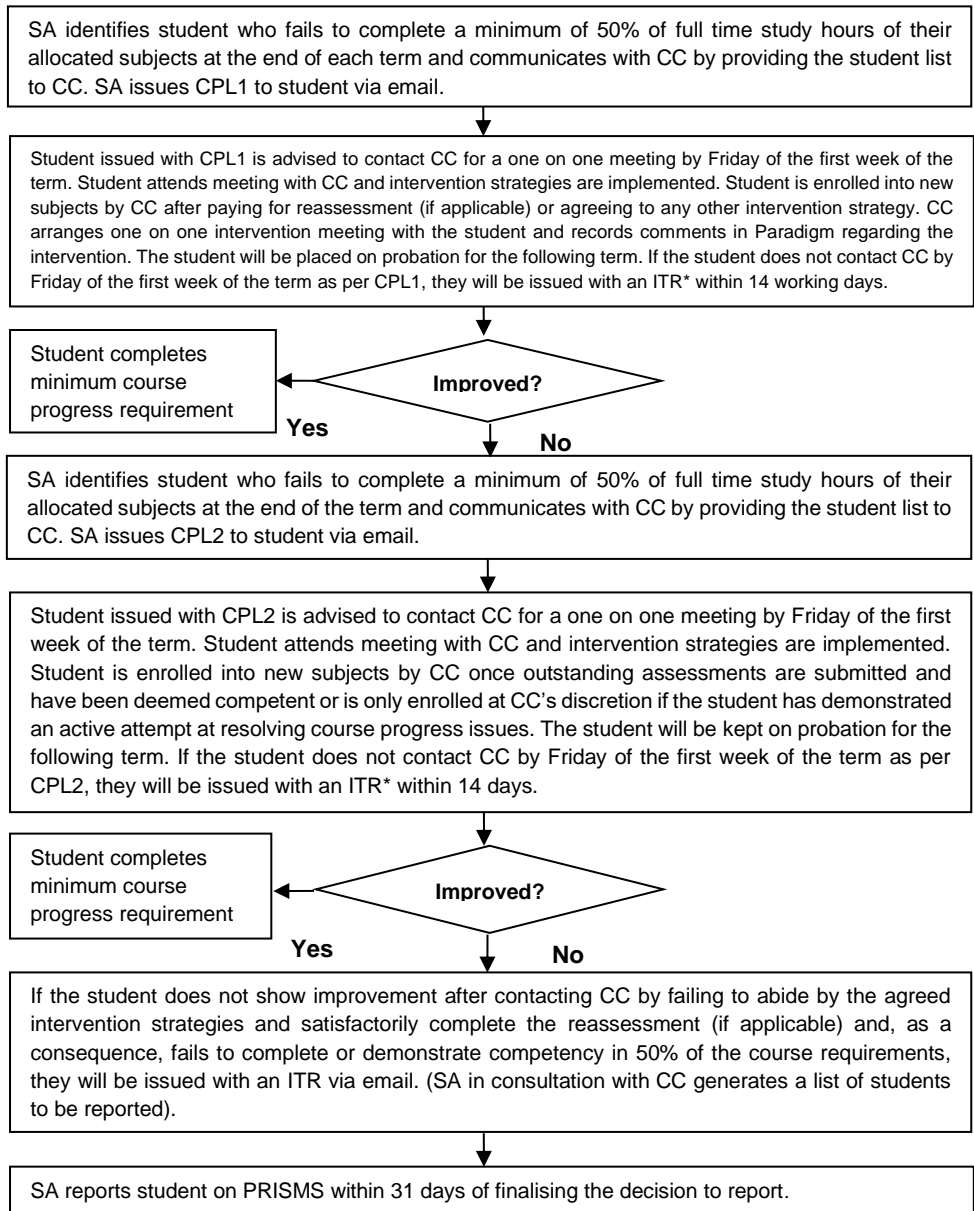
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**Course Duration: 2 Terms**



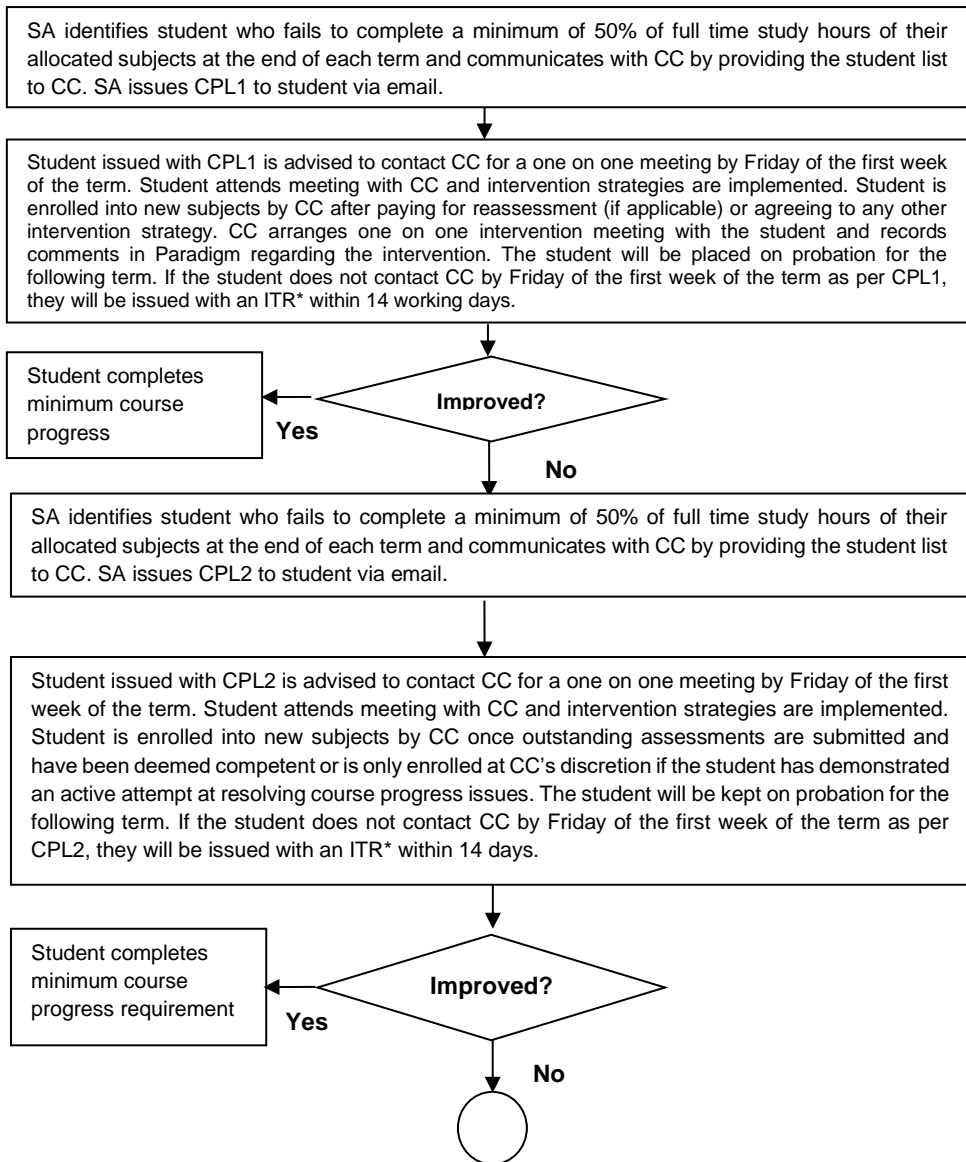
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**Course Duration: 3 Terms**

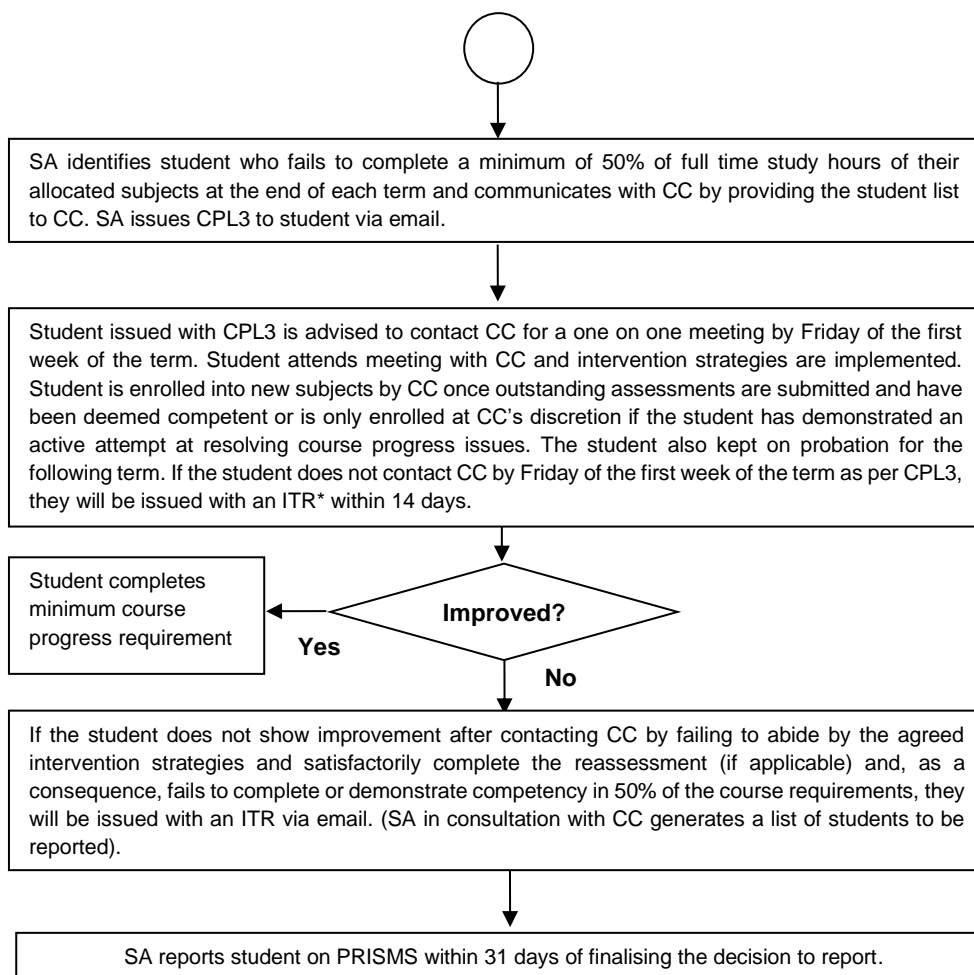


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**Course Duration: 4 Terms**



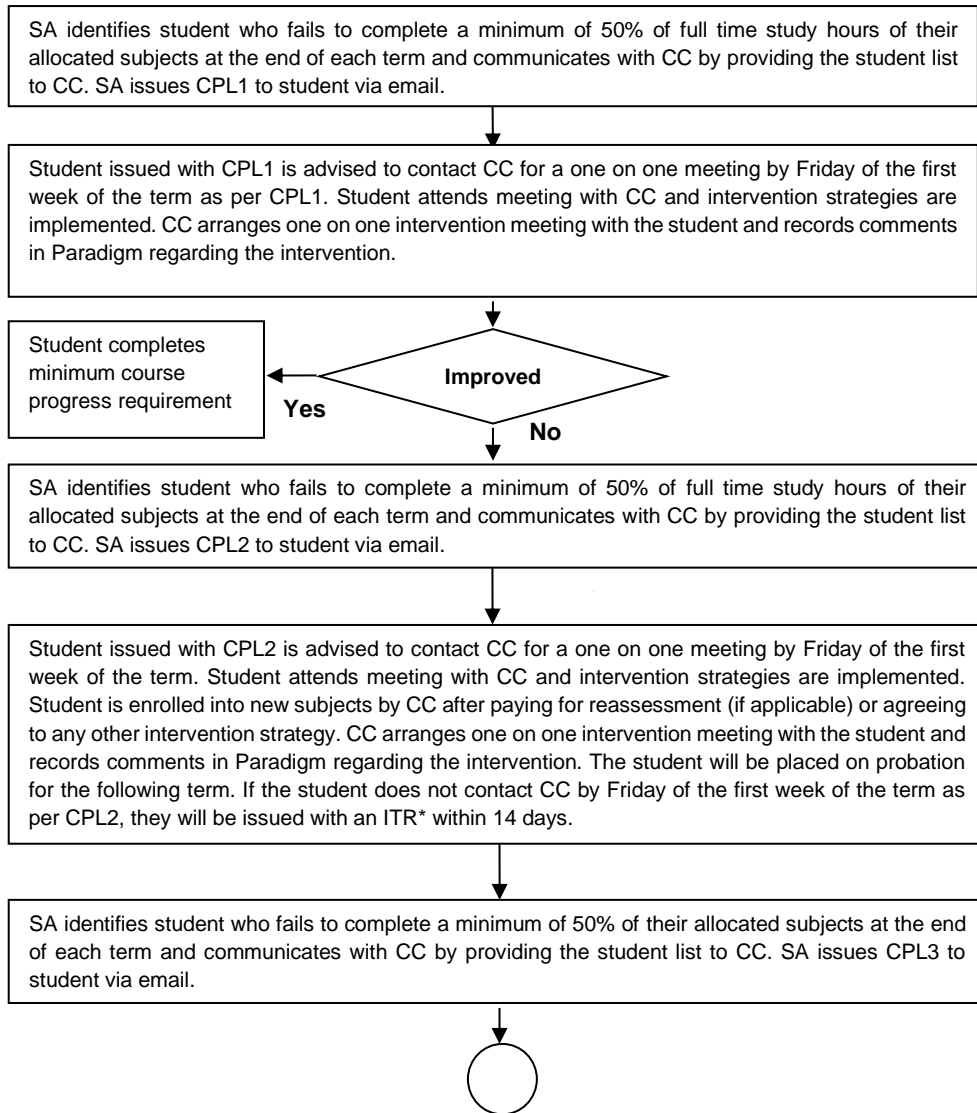
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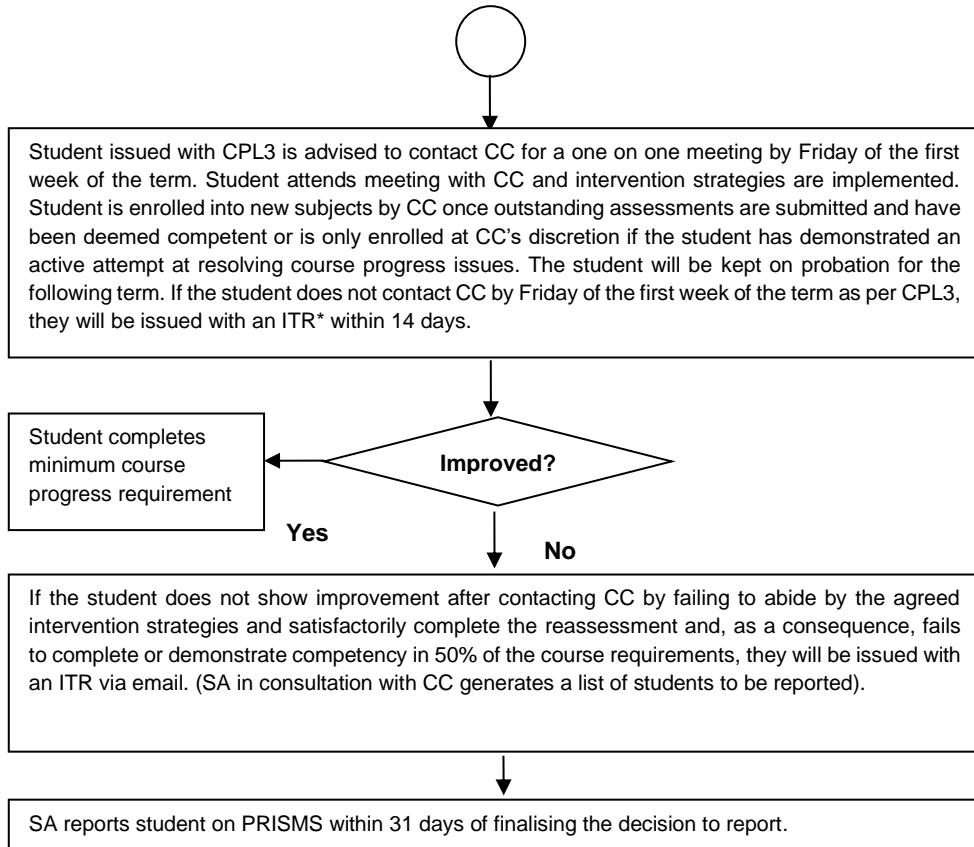



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**Course Duration: 8 Terms**



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## 5.2 Course Progress Flowchart Details

### a) Course Duration: 1 term which is equivalent to 1 study period

**This is for students who only enrol in 1 qualification with a course duration of 1 term.**


**5.2.1.1** T/A monitors and identifies student at risk of failing to complete a minimum of 50% of full time study hours of allocated subject(s) in the mid-term assessment.

**5.2.1.2** T/A arranges one on one intervention meeting with the student to assist them in achieving satisfactory course progress and records comments in the Paradigm regarding the intervention.

**5.2.1.3** T/A records student whose mid-term result indicates that they are at risk of not achieving satisfactory course progress. T/A provides student records to SA by week 6 of the term. SA provides the student list to CC and issues a Mid-term Non-Compliant Rate of Course Progress letter (MT-CPL1\_3M) to the student via email by Monday of week 7 requesting an appointment to be made with the CC for a one on one meeting by Friday of week 7 of the term. The one on one meeting is held between the student and CC to address issues related to course progress and to discuss strategies for achieving satisfactory course progress.

**5.2.1.4** If the student does not show improvement after contacting CC by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment (if applicable) and, as a consequence, fails to complete or demonstrate competency in 50% of the course requirements, they will be issued with an ITR letter via email. (SA in consultation with CC generates a list of students to be reported). The ITR letter informs the student of the College's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Student Complaints and Appeals Policy and Procedure for further details.

**5.2.1.5** If the student fails to meet satisfactory course progress for that term they will also be issued with an ITR via email informing the student of the College's intention to report their breach to the Department of Education and Department of Home Affairs via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days

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to appeal the decision. Refer to Student Complaints and Appeals Policy and Procedure for further details.

**5.2.1.6** Where the student has chosen not to access the Complaints and Appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the College, SA must notify the Department of Education and Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act.


**b) Course Duration: 2 terms which is equivalent to 2 study periods**

**This is for students who only enrol in 1 qualification with a duration of 2 terms.**

**5.2.2.1** If the student's end of term result indicates that they have not successfully completed or demonstrated competence in 50% of full time study hours of allocated subjects, SA issues a Non-Compliant Rate of Course Progress letter (CPL1\_6M) to the student via email before the commencement of the following term, indicating that they are at risk of not achieving satisfactory course progress.

**5.2.2.2** Student issued with CPL1\_6M is advised to contact CC for a one on one meeting by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress Letter (CPL1\_6M). Student attends meeting with CC and intervention strategies are implemented. Student is enrolled into new subjects by CC after paying for reassessment (if applicable) or agreeing to any other intervention strategy. The student is also placed on probation for the following term. Any intervention measures implemented are documented on Paradigm. If the student does not contact CC by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress letter (CPL1\_6M), they will be issued with an ITR\* within 14 days (after the end of the first week of the term) via email. The ITR letter informs the student of the College's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Student Complaints and Appeals Policy and Procedure for further details.

**5.2.2.3** If the student does not show improvement after contacting CC by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment (if applicable) and, as a consequence, fails to complete or

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demonstrate competency in 50% of the course requirements, they will be issued with an ITR via email. (SA in consultation with CC generates a list of students to be reported). The ITR letter informs the student of the College's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Student Complaints and Appeals Policy and Procedure for further details.

**5.2.2.4** If the student fails to meet satisfactory course progress for 2 consecutive terms they will also be issued with an ITR via email informing the student of the College's intention to report their breach to the Department of Education and Department of Home Affairs via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Student Complaints and Appeals Policy and Procedure for further details.


**5.2.2.5** Where the student has chosen not to access the Complaints and Appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the College, SA must notify the Department of Education and Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act.

**c) Course Duration: 3 terms which is equivalent to 3 study periods**

**This is for students who only enrol in 1 qualification with a duration of 3 terms OR packaged eCoEs with a total duration of 3 terms.**

**5.2.3.1** If the student's end of term result indicates that they have not successfully completed or demonstrated competence in 50% of full time study hours of allocated subjects, SA issues a Risk of Unsatisfactory Course Progress letter (CPL1\_9M) to the student via email before the commencement of the following term, indicating that the student is at risk of not achieving satisfactory course progress. The student is also placed on probation for the following term.

**5.2.3.2** Student issued with CPL1\_9M is advised to contact CC for a one on one meeting by Friday of the first week of the term as per the Risk of Unsatisfactory Course Progress Letter (CPL1\_9M). Student attends meeting with CC and intervention strategies are implemented. Student is enrolled into


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new subjects by CC after paying for reassessment (if applicable) or agreeing to any other intervention strategy. CC arranges one on one intervention meeting with the student and records comments in Paradigm regarding the intervention. If the student does not contact CC by Friday of the first week of the term as per CPL1, they will be issued with an ITR\* within 14 working days.

**5.2.3.3** If the student's end of term result indicates that they have not successfully completed or demonstrated competence in 50% of full time study hours of their allocated subjects at the end of the second term, SA issues a Non-Compliant Rate of Course Progress letter (CPL2\_9M) to the student via email before the commencement of the following term, indicating that the student is at risk of not achieving satisfactory course progress.

**5.2.3.4** Student issued with CPL2\_9M is advised to contact CC for a one on one meeting by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress Letter (CPL2\_9M). Student attends meeting with CC and intervention strategies are implemented. Student is enrolled into new subjects by CC once outstanding assessments are submitted and have been deemed competent or is only enrolled at CC's discretion if the student has demonstrated an active attempt at resolving course progress issues. The student is also kept on probation for the following term. Any intervention measures implemented are documented on Paradigm. If the student does not contact CC by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress letter (CPL 2\_9M), they will be issued with an ITR\* within 14 days (after the end of the first week of the term) via email and post. The ITR letter informs the student of the College's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Student Complaints and Appeals Policy and Procedure for further details.

**5.2.3.5** If the student does not show improvement after contacting CC by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment (if applicable) and, as a consequence, fails to complete or demonstrate competency in 50% of the course requirements, they will be issued with an ITR Letter via email. (SA in consultation with CC generates a list of students to be reported). The ITR letter informs the student of the College's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20

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working days to appeal the decision. Refer to Student Complaints and Appeals Policy and Procedure for further details.

**5.2.3.6** Where the student has chosen not to access the Complaints and Appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the College, SA must notify the Department of Education and Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act.

**d) Course Duration: 4 terms which is equivalent to 4 study periods  
This is for students who enrol in 1 qualification with duration of 4 terms.**


**5.2.4.1** If the student's end of term result indicates that they have not successfully completed or demonstrated competence in 50% of full time study hours of allocated subjects, SA issues a Risk of Unsatisfactory Course Progress letter (CPL1\_1Y) to the student via email before the commencement of the following term, indicating that the student is at risk of not achieving satisfactory course progress.

**5.2.4.2** Student issued with CPL1\_1Y is advised to contact CC for a one on one meeting by Friday of the first week of the term as per the Risk of Unsatisfactory Course Progress Letter (CPL1\_1Y). Student attends meeting with CC and intervention strategies are implemented. Student is enrolled into new subjects by CC after paying for reassessment (if applicable) or agreeing to any other intervention strategy. CC arranges one on one intervention meeting with the student and records comments in Paradigm regarding the intervention. If the student does not contact CC by Friday of the first week of the term as per CPL1, they will be issued with an ITR\* within 14 working days.

**5.2.4.3** If the student's end of term result indicates that they have not successfully completed or demonstrated competence in 50% of full time study hours of their allocated subjects at the end of the second term, SA issues a Non-Compliant Rate of Course Progress letter (CPL2\_1Y) to the student via email before the commencement of the following term, indicating that the student is at risk of not achieving satisfactory course progress. The student is also placed on probation for the following term.

**5.2.4.4** Student issued with CPL2\_1Y is advised to contact CC for a one on one meeting by Friday of the first week of the term as per the Non-Compliant




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Rate of Course Progress Letter (CPL2\_1Y). Student attends meeting with CC and intervention strategies are implemented. Student is enrolled into new subjects by CC once outstanding assessments are submitted and have been deemed competent or is only enrolled at CC's discretion if the student has demonstrated an active attempt at resolving course progress issues. The student is also kept on probation for the following term. Any intervention measures implemented are documented on Paradigm. If the student does not contact CC by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress letter (CPL 2\_1Y), they will be issued with an ITR\* within 14 days (after the end of the first week of the term) via email. The ITR letter informs the student of the College's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Student Complaints and Appeals Policy and Procedure for further details.

**5.2.4.5** If the student's end of term result indicates that they have not successfully completed or demonstrated competence in 50% of full time study hours of their allocated subjects at the end of the third term, SA issues a Continued Non-Compliant Rate of Course Progress letter (CPL3\_1Y) to the student via email before the commencement of the following term, indicating that the student is at risk of not achieving satisfactory course progress.

**5.2.4.6** Student issued with CPL3\_1Y is advised to contact CC for a one on one meeting by Friday of the first week of the term as per Continued Non-Compliant Rate of Course Progress Letter (CPL3\_1Y). Student attends meeting with CC and intervention strategies are implemented. Student is enrolled into new subjects by CC once outstanding assessments are submitted and have been deemed competent or is only enrolled at CC's discretion if the student has demonstrated an active attempt at resolving course progress issues. The student is also kept on probation for the following term. Any intervention measures implemented are documented on Paradigm. If the student does not contact CC by Friday of the first week of the term as per the Continued Non-Compliant Rate of Course Progress letter (CPL 3\_1Y), they will be issued with an ITR\* within 14 days (after the end of the first week of the term) via email. The ITR letter informs the student of the College's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the



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decision. Refer to Student Complaints and Appeals Policy and Procedure for further details.

**5.2.4.7** If the student does not show improvement after contacting CC by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment (if applicable) and, as a consequence, fails to complete or demonstrate competency in 50% of the course requirements, they will be issued with an ITR letter via email. (SA in consultation with CC generates a list of students to be reported). The ITR letter informs the student of the College's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Student Complaints and Appeals Policy and Procedure for further details.

**5.2.4.8** Where the student has chosen not to access the Complaints and Appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the College, SA must notify the Department of Education and Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act. Alternatively, if the appeal is in favour of the student, the College will not report the student.


**e) Course Duration: 8 terms which is equivalent to 8 study periods**

**This is for students who enrol in 1 qualification with a duration of 8 terms OR packaged eCoEs with a total duration of 8 terms.**

**Note: For qualifications with course duration of 5, 6 or 7 terms, the course progress monitoring procedure for 8-term course will apply.**

**5.2.5.1** If the student's end of term result indicates that they have not successfully completed or demonstrated competence in 50% of full time study hours of allocated subjects, SA issues a Risk of Unsatisfactory Course Progress letter (CPL1\_2Y) to the student via email before the commencement of the following term, indicating that the student is at risk of not achieving satisfactory course progress.

**5.2.5.2** Student issued with CPL1\_2Y is advised to contact CC for a one on one meeting by Friday of the first week of the term as per the Risk of Unsatisfactory Course Progress Letter (CPL1\_2Y). Student attends meeting

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| <b>Rev #: 8</b>                              | <b>Approved By: Bibhod Dotel</b> | <b>Date: 24/09/2024</b>   |


with CC and intervention strategies are implemented. CC arranges one on one intervention meeting with the student and records comments in Paradigm regarding the intervention.

**5.2.5.3** If the student's end of term result indicates that they have not successfully completed or demonstrated competence in 50% of full time study hours of allocated subjects at the end of the second term, SA issues a Non-Compliant Rate of Course Progress letter (CPL2\_2Y) to the student via email before the commencement of the following term, indicating that the student is at risk of not achieving satisfactory course progress.

**5.2.5.4** Student issued with CPL2\_2Y is advised to contact CC for a one on one meeting by Friday of the first week of the term as per Non-Compliant Rate of Course Progress Letter (CPL2\_2Y). Student attends meeting with CC and intervention strategies are implemented. Student is enrolled into new subjects by CC after paying for reassessment or agreeing to any other intervention strategy. The student is also placed on probation for the following term. Any intervention measures implemented are documented on Paradigm. If the student does not contact CC by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress letter (CPL 2\_2Y), they will be issued with an ITR\* within 14 days (after the end of the first week of the term) via email. The ITR letter informs the student of the College's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Student Complaints and Appeals Policy and Procedure for further details.

**5.2.5.5** If the student's end of term result indicates that they have not successfully completed or demonstrated competence in 50% of full time study hours of their allocated subjects at the end of the third term, SA issues a Continued Non-Compliant Rate of Course Progress letter (CPL3\_2Y) to the student via email before the commencement of the following term, indicating that the student is at risk of not achieving satisfactory course progress.

**5.2.5.6** Student issued with CPL3\_2Y is advised to contact CC for a one on one meeting by Friday of the first week of the term as per Continued Non-Compliant Rate of Course Progress Letter (CPL3\_2Y). Student attends meeting with CC and intervention strategies are implemented. Student is enrolled into new subjects by CC once outstanding assessments are submitted and have been deemed competent or is only enrolled at CC's discretion if the


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| <b>Rev #: 8</b>                              | <b>Approved By: Bibhod Dotel</b> | <b>Date: 24/09/2024</b>   |

student has demonstrated an active attempt at resolving course progress issues. The student is also kept on probation for the following term. Any intervention measures implemented are documented on Paradigm. If the student does not contact CC by Friday of the first week of the term as per the Continued Non-Compliant Rate of Course Progress letter (CPL 3\_2Y), they will be issued with an ITR\* within 14 days (after the end of the first week of the term) via email. The ITR letter informs the student of the College's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Student Complaints and Appeals Policy Procedure for further details.

**5.2.5.7** If the student does not show improvement after contacting CC by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment (if applicable) and, as a consequence, fails to complete or demonstrate competency in 50% of the course requirements, they will be issued with an ITR Letter via email. (SA in consultation with CC generates a list of students to be reported to SS). The ITR letter informs the student of the College's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of their right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Student Complaints and Appeals Policy and Procedure for further details.

**5.2.5.8** Where the student has chosen not to access the Complaints and Appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the College, SA must notify the Department of Education and Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act.

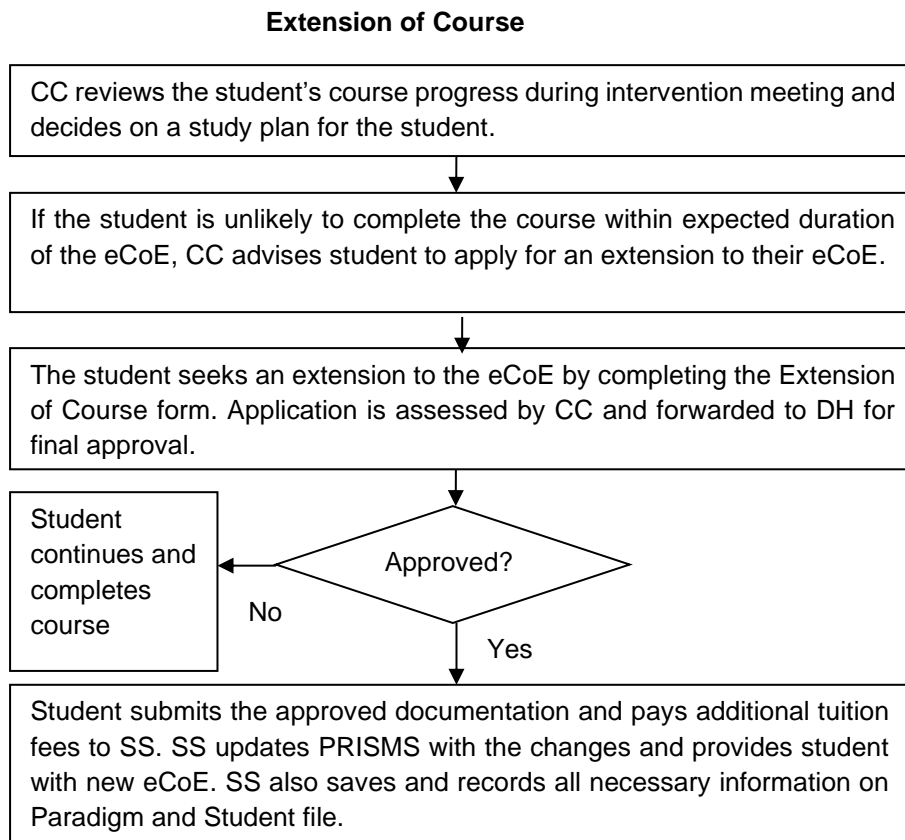
**Note:** For students under 18 years of age, SA must notify the Department of Education and Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress within 14 days of finalising the decision to report in accordance with Section 19 of the ESOS Act. All the correspondence is also sent to guardians.

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| <b>Rev #: 8</b>                       | <b>Approved By: Bibhod Dotel</b> | <b>Date: 24/09/2024</b>   |

**\*Non-contact ITR will not be issued if:**

- Student has notified SS of their request to withdraw from the College, including a request to transfer to another provider and does not require a release from the College.
- Student has contacted the College indicating that they have no intention of attending course progress counselling to meet course progress requirements.


**5.3 Extension of Course Process Flowchart**



**5.4 Extension of Course Flowchart Details**

**5.4.1** During each intervention process CC will review student's course progress and study plan. A new study plan is agreed between CC and the student, taking into consideration the following factors:

- Student's course progress within the enrolled program i.e. remaining subjects to complete

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| <b>AAPoly Policy and Procedure</b>    |                                  |  |
| Standards:<br>1.7, 2.1,<br>2.2, & 8.5 | NC: 8, 9                         | <b>Title: Monitoring Student Course Progress (VET)</b>                              |
| <b>Rev #: 8</b>                       | <b>Approved By: Bibhod Dotel</b> | <b>Date: 24/09/2024</b>   |

- If it is established that any academic difficulties in the previous term (intervention strategy)
- Student's expected end date as per the eCoE.

**5.4.2** If the student is unlikely to complete the course within expected duration of the eCoE, the student will be advised by the CC to apply for an extension to their eCoE by completing the Application Form for Extension of Course. CC will consider whether to reduce the current work load of the student - a reduction in work load does not result in reduction of hours in class.

*Note: A student cannot undertake more than one-third of the total course by distance and/or online learning at any one enrolment period. An eCoE may generally be extended once for a maximum of 1 study period only.*


**5.4.3** Applications for extension of course must be assessed by CC and forwarded to DH for final approval. For students who enrolled in nested qualifications/package courses (with multiple eCoEs), the extension of one eCoE will result in a deferral of the following eCoE(s) of the higher qualification(s).

**5.4.4** The student must submit the approved Application Form for Extension of Course and pay the additional tuition fees as a result from the extension to SS for processing. SS will enter a variation to the student's enrolment in PRISMS and provide the student with a new eCoE covering the period which the student can reasonably be expected to complete their enrolled program. To issue a new eCoE to extend the duration of the student's study, SS goes into the Course Variation screen, and chooses 'Student requests change to existing enrolment'. PRISMS will then guide the provider through the process. When the provider changes the student's course start and end dates for the eCoE, PRISMS recognises that the provider is issuing an 'extension' CoE and asks the provider to indicate the reason for this 'extension'. SS then records this variation and the reasons for it on the student file and Paradigm.

Note: 'Reporting' the student (issuing a new eCoE) should occur when the provider knows the student cannot reasonably complete their course within the expected duration as specified on the student's eCoE. The College does not need to issue a new eCoE until they can accurately predict how long an extension of duration of study the student will require.

## **5.5 Subject enrolment schedule and notification**

- Students are notified by public notices of the key dates for enrolling in subjects
- Any student who may be unable to attend the enrolment must apply for approval for late enrolment.
- One week prior to enrolment/re-enrolment, students are reminded of the key dates for enrolment via email and SMS.

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| <b>Rev #: 8</b>                              | <b>Approved By: Bibhod Dotel</b> | <b>Date: 24/09/2024</b>   |

- No student is allowed to enrol in a subject that does not belong to their current course.

### 5.6 Requirements for enrolment/re-enrolment

At enrolment/re-enrolment, the following information must be verified by the student on Paradigm. The College will also confirm with the student, via Paradigm at least every 3 months, the details referred to below are correct and records are updated accordingly. Every fortnight SS generates the student details report from Paradigm, any changes to a student's details will be updated on PRISMS by SS within 14 days of the change.


- the student's current residential address;
- the student's mobile phone number (if any);
- the student's email address (if any);
- the student's emergency contact details; and
- any other details prescribed by the regulations

### 5.7 Monitoring Course Progress

The College divides its vocational courses into four study periods per academic year. These study periods are named terms. Each term generally comprises 9-10 weeks depending on the course unless otherwise changed by the College. Within these terms specific subjects are allocated to the student to make up a full-time study workload of twenty (20) contact hours per week. The student's allocated subjects, detailed in the timetable, must be followed. A student wishing not to undertake the required study in a certain subject, must obtain approval from the Course Coordinator within the first two weeks of the term.

If the student is in their last term of study the full-time study workload of twenty (20) contact hours per week will be adjusted to reflect the remaining number of subjects/units of competency/modules that the student is required to complete in order to satisfy their course requirements.

By the end of week 3 of each term, the College conducts a welfare check for students who have missed the first three weeks of classes. This process involves phone and email communication with the student, as well as mandatory in-person meeting at the College. Extended absences beyond three weeks can significantly impact student's course progression and increases the risk of failing by the end of the term. This early intervention reminds students

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| <b>Rev #: 8</b>                              | <b>Approved By: Bibhod Dotel</b> | <b>Date: 24/09/2024</b>   |

of their responsibility to attend classes regularly and maintain satisfactory course progress.

To check that the student’s course progress is satisfactory, the College will monitor academic performance in each subject of enrolment. Progress will be assessed throughout each subject and results will be collated at the end of every term. At the same time, the College will also check the student’s progress towards completion of the course within the specified duration. The student will be able to access the End of Term Results within the first week of the following term through Paradigm. A final assessment of the student’s overall achievements will occur at the end of every term.

Student returning from Leave of Absence (LOA) is expected to meet course progress requirements. When a student returns from LOA, they are expected to meet course progress and catch up on their studies in the following term, failing to do so would trigger the reporting process, any previous warning letters would also be counted towards the reporting cycle.

## 5.8 Satisfactory Course Progress

**5.8.1** To meet the requirement for satisfactory course progress, students enrolled in any course regardless of the duration must pass a minimum of 50% of the full time study hours in a term. For example, out of 180 hours of allocated subjects in a term, student must pass minimum 90 hours of subjects.

Course progress is monitored based on the duration of the course a student is enrolled in. Steps are illustrated in the process flowchart in this procedure.


Warning letters such as Risk of Unsatisfactory Course Progress and Non-Compliant Rate of Course Progress are sent to students by email. ITR letters are sent to students by email.

## 5.9 Intervention Strategies

**5.9.1** For students identified as being at risk of not meeting or have not met course progress requirements, the following support/ intervention strategies may be implemented to assist the student:

- English language course to support oral and written comprehension



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| <b>Rev #: 8</b>                              | <b>Approved By: Bibhod Dotel</b> | <b>Date: 24/09/2024</b>   |

- Assistance with academic skills such as essay and report writing, meeting assessment requirements and research skills provided by the supervising trainer and assessor
- Counseling with the Welfare Counsellor and Student Support for assistance with personal issues affecting course progress
- Opportunity for reassessment
- Changing courses
- Mentoring by the supervising trainer
- Referral to external organizations for assistance (by Welfare Counsellor and Student Support)
- Reduction in course load approved by CC
- Extension of course
- Combination of the above

When an intervention strategy is implemented the student will be required to meet the relevant CC on a regular basis for follow up. This is to be determined as part of the intervention strategy. The student will be reminded by CC that continued unsatisfactory course progress for a course could lead to the student being reported to the Department of Education and the Department of Home Affairs.

It is the responsibility of the student on probation to maintain contact with the CC. An academic staff member may initiate and recommend to the CC a support program at any stage during the term if they believe that the student is at risk of not achieving satisfactory course progress. Intervention measures implemented is documented on Paradigm.


Students are able to discuss any additional support that they require with their T/A at any stage during their studies. This will be recorded in Paradigm.

### 5.9.2 Student's Study Load

During the intervention process CC will review the student's course progress and study plan. A new study plan is agreed between CC and the student, taking into consideration the following factors:

- Student's course progress within the enrolled program i.e. remaining subjects to complete
- If it is established that any academic difficulties in the previous term (intervention strategy)
- Student's expected end date as per the eCoE



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If the student is unlikely to complete the program within the eCoE period, student will be advised to apply for an extension to their eCoE by completing the Application Form for Extension of Course. CC will decide whether to reduce the current work load of the student - a reduction in work load does not result in reduction of hours in class.

A student cannot undertake more than one-third of the total course by distance and/or online learning at any one enrolment period.

Generally, an eCoE may be extended for a maximum of one term only.

### 5.9.3 English Language Course

If the student requires an English language course to support oral and written comprehension, the student will be advised to undertake Discover English (DE) Placement Testing. The student informs CC and SS of the duration of the English language course as advised by the DE Academic Manager. SS creates eCoE for English language course and defers the eCoE for vocational course.

### 5.9.4 Change of Course

The student may be advised to change course as part of the intervention process, or the student advises the CC of their intention to change course. The student must complete the Application to Change Courses form and submit to the CC within the first week of the term for assessment and approval.


**Note:** Students must satisfy the minimum course progress requirements of the course or has demonstrated an active attempt at resolving course progress issues prior to applying to change the course.

Once the application is approved, the student gives the signed form to SS for processing and pays the relevant fee. SS will enter the variation to the student's eCoE in PRISMS and advise the day the student changes their course. SS provides the student with the eCoE for the new course.

## 5.10 Internal and External Appeal

A student may appeal the ITR issued for unsatisfactory course progress on the following grounds:

- The College's failure to record or calculate a student's marks accurately,

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| <b>Rev #: 8</b>                              | <b>Approved By: Bibhod Dotel</b> | <b>Date: 24/09/2024</b>   |

- Compassionate or compelling circumstances, or
- The College not having followed its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

The student has the right to appeal a decision made by the College to report their unsatisfactory course progress. The written notice (of intention to report the student for unsatisfactory progress) will inform the student that they are able to access the College's Complaints and Appeals process and that the student has 20 working days in which to do so. Refer to the College's Student Complaints and Appeals Policy and Procedure for further details such as on procedures for accessing external appeals.

### **5.11 Reporting of Student's Unsatisfactory Course Progress**

In the event that the student has not met the course progress requirements, SA must notify the Department of Education and Department of Home Affairs through PRISMS within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act. For under 18 students, SA must notify within 14 days. SA also provides the student's contact details, residential address in Australia and overseas, termination of study date and the last day of studies in PRISMS.

## **6.0 References**

**6.1** Student Complaints and Appeals Policy and Procedure

**6.2** Deferment, Suspension or Cancellation of a Student's Enrolment Policy and Procedure

## **7.0 Appendices**

**7.1** Intervention Strategy Record Form

**7.2** CPL Letter Templates

**7.3** Application Form for Extension of Course