

Course Progress Monitoring and Support Policy and Procedure



1. Purpose

The purpose of this policy is to ensure that the Ultimate Institute of Australia complies with the requirements of 'Standard 10 – Monitoring Course Progress' of the National Code 2007 in monitoring course progress of international students studying at Ultimate Institute and provide appropriate intervention and support to assist student to successfully complete their course of study.

2. Related Standard

Standard 10 (The National Code 2007)

3. Scope

This policy applies to all international students studying at Ultimate Institute of Australia.

4. Responsibility

The Training Manager and the Administration Manager will be responsible for the implementation of this policy and to ensure that the staff are aware of its application and procedures.

5. Policy

The Training Manager is responsible for monitoring student course progress, initiate intervention strategy and providing support to students at risk. The Training Manager will also assign trainer(s) to intervene and support such students at risk. The Administration Manager will provide administration support, including updating student records, to implement this policy.

The following procedures will ensure that all students' academic performance is monitored and students are given every opportunity to achieve the required academic progress for each course they are enrolled in. This required academic progress is identified by the number of units assessed as 'Competent' within one term – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a study period. A study period at Ultimate Institute is a period (stage/term) of 10 weeks.

A student who does not achieve this 50% competency rate for two consecutive study periods shall be considered in breach of this academic progress requirement. The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:

- Notify when close to falling below the required academic performance for each study period
- 1st Warning when falling below the required academic performance for study period
- 2nd Warning when close to not achieving the required academic performance for a consecutive study period

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Where students have been identified as at risk of non-compliance of this requirement, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to DIBP via PRISMS.

Stage 1- Informal Progress Monitoring and Academic Support

As a first step, Stage 1 an informal student program will be implemented.

Trainers will be briefed as the requirement to monitor student progress, unit by unit and identify student application and participation in class and maintain informal records to be maintained in student files.

Where students are identified and not applying to studies and not participating in class, trainer will arrange time to communicate with students in an attempt to identify potential issues such as

- Personal issues
- LLN limitations
- Lack of study skills
- Problems of adjusting to living in Australia

The trainers will have responsibility to identify support strategies to address these by communication with Training Manager where required and maintain file notes (Stage 1: Informal Intervention Form)

Stage 2- Formal Progress Monitoring and Academic Support

The monitoring academic procedures in this stage will ensure academic progress records are accurately kept and monitored for all students enrolled within each course. It allows for identification of poor academic results and enables Ultimate Institute and the students an opportunity to rectify the situation before reporting the breach of the academic performance requirement to the appropriate government agencies.

All staff are made aware of the requirements of this policy through induction, regular meetings and updates and continuous improvement practices. Students are made aware of the academic progress requirements through enrolment processes and throughout the program.

6. Procedure

1.1. Monitoring Student Academic Performance

The Training Manager will monitor student academic performance via the 'Student Academic Performance Record Sheet' (Excel spreadsheet) and report any issues, as outlined

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below to the Training Manager. This monitoring will occur at unit level and at the end of a study period and will be supported by the Training Manager who will also monitor the student's academic progress regularly and will invoke intervention strategy, be involved in the counselling and reporting process as outlined below.

Intervention Strategy

Every month the Training Manager and the Administration Manager will review the academic progress of all students and monitor the following points:

- ***Any student falls below 60% academic progress in a study period***
 - Student's shall be sent a Notification Letter indicating that they have fallen below 60% academic performance for the study period to date, and failure to achieve Competency in further units undertaken in that study period may result in failing to achieve academic progress for the term. Failing to achieve this academic progression in two consecutive study period will be deemed a breach of visa requirements and be reported to the appropriate government agency(s). The students are given the opportunity to be counselled in their progress if required. (See Appendix A)
- ***When a student's projected academic progress falls below 50% for a completed study period***
 - When a student's academic progress falls below 50% for a completed study period the Administration Manager will notify the Training Manager and a '1st Warning Letter' shall be sent indicating the student has to contact the Ultimate Institute and organise an appointment with the Training Manager to discuss concerns and negotiate an Intervention strategy to ensure they stay above the 50% academic progress requirement for the following term. (Appendix B)

If the student does not respond within 7 days, the Administration Manager will attempt to contact the student via phone. When this fails the matter shall be forwarded to the Training Manager.

- ***Any student who is below 75% academic progress in their current term after falling below 50% in their previous term***
 - Student shall be sent a '2nd Warning Letter' notifying them they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled. They are informed they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous term. They are informed that if they fall below the required academic progression in two consecutive study period they will be reported to the appropriate government agency(s).

They are also informed that are required to organise an appointment with the Training Manager to discuss continued poor academic progress and negotiate an intervention strategy to ensure they stay above the 50% Academic requirement for the study period. (See Appendix C)

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If the student does not respond within 7 days, the Student Administration Manager will attempt to contact the student via phone. When this method of contact fails the matter shall be forwarded to the Training Manager.

- ***When a student's projected academic progress falls below 50% for 2 consecutive study periods***
 - The student shall be sent a 'Breach Recorded' letter indicating they are going to be reported to DIBP for unsatisfactory academic progress in their course of study. They are informed that this has occurred as they have failed to be deemed competent in more than 50% for two consecutive study periods. They are also informed of their ability to access the appeals and complaints process and have 20 working days to do so. (Appendix D)
 - If the student does not go through any appeal or complaint process within 20 days, the report shall be submitted via PRISMS.
 - After all complaints and appeals processes are finalised and a student is deemed to have failed to meet satisfactory course progress, the report shall be submitted via PRISMS.

Note: Where there are less than 3 units to be assessed for the study period, and a student is deemed NYC in a single unit, the student shall only be sent only the 1st Warning Letter. This is due to the fact that if they are deemed NYC in more than 1 unit they will fall below the 50% requirement for the term.

1.2. Support to Student at Risk

Ultimate Institute will extend support to student at risk in the following ways:

- Counselling students
- Organising revised training schedule
- Providing additional coaching and academic support
- Adjusting enrolment load
- Mentoring students through organised Intervention
- Organising referrals for professional counselling
- Adjusting work load

The Training Manger will be responsible for ensuring that student at risk are extended these support and monitored

1.3. Recording Student Academic performance

The student's academic performance shall be recorded using the 'Student Academic Performance Record Sheet' and will be stored in the "Trainer's Drive" accessible by training and administration staff. This spreadsheet will calculate the projected academic progress for

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the term, based on the total number of units that are required to be assessed and the outcome of these assessments.

All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled and complete. The assessment shall be conducted by qualified trainers / assessors using the Ultimate Institute's assessment tools/methods and recording processes as required. All academic results are entered into the Student Management System by Administration Manager.

It is the responsibility of the trainer that the 'Student Academic Performance Record Sheet' is also updated after each assessment is completed and recorded.

These records are checked regularly by the Training Manager and Administration Manager for currency and accuracy.

1.4. Reporting 'Breach of Student Academic Progress'

All students who fall below 50% academic progress in two consecutive study period and have no supporting reasons shall be reported via PRISMS to report for a breach of their visa condition.

Students have 20 working days from the date the 'Breach Recorded' letter is processed to appeal the decision of their academic non-performance. If they do not choose to use this option, then they shall be reported as indicated.

This process of reporting breaches into PRISMS is the responsibility of the Administration Manager who monitors the projected academic progress fortnightly. They are also supported by the monitoring conducted by the Training Manager.

Recommendation to Cancel CoE form will be completed by Student Administration for CEO/Training Manager to approve reporting.

A copy of all letters, details of phone calls made or SMS sent, and any reports are to be kept on the student file.

7. Resources and Forms

Counselling Record Form - Intervention Form
Extension of CoE Form

8. Revision history

Revision	Date	Description of modifications
1 1.0	June 2015	Policy created and approved
2 1.1	August 2016	Policy reviewed and updated

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Revision	Date	Description of modifications
3		