

MONITORING COURSE PROGRESS

POLICY

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The Green Academy Australia

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Purpose

The purpose of this policy is to ensure The Green Academy systematically, effectively, and appropriately monitors students' course progress. This includes recording, monitoring, assessing, counselling, and reporting the course progress of each student.

Scope

This policy applies to all teaching, administrative and counselling staff of The Green Academy.

Policy

Satisfactory academic progress is necessary for students to complete their course and to meet the requirements of the ESOS Act and National Code Standards

The Green Academy will monitor, record, and assess the course progress of each student for the course(s) in which the student is enrolled.

Each study period will equal one term, which equates to approximately 3 months of study.

Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 60% of the course requirements in that study period.

At the end of each compulsory study period, students must be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention is implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if The Green Academy identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, it is encouraged to implement the intervention strategy as early as practicable.

Intervention strategies

Students are counselled on strategies to improve their performance, and a range of intervention strategies or other support strategies will be developed as required.

Intervention strategies include, but are not limited to:

- Reviewing Study skills/techniques
- Reviewing organisational/time management skills
- Providing additional English Language support
- Referral to Welfare Officer for counselling or referral to external provider
- Recommending tutoring outside class hours
- Setting up follow up meetings
- Other strategies negotiated with the student

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the provider must notify the student of its intention to report the student to DIBP for unsatisfactory progress.

The provider does this through the Intention to Report form provided below.

The written notice Intention to Report must inform the student that he or she is able to access the registered provider's complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- provider's failure to record or calculate a student's marks accurately,
- compassionate or compelling circumstances, or
- provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 60% of the course requirements for that study period), The Green Academy does not report the student, and there is no requirement for intervention.
- If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider's intervention strategy, and the provider does not report the student.

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- serious illness or injury, where a medical certificate states that the 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 their emergency travel and this has impacted on their studies, a traumatic experience which could include, but is not limited to:
 - involvement in or witnessing of an accident or a crime committed against the student or
 - the student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. Providers are asked to use their professional judgment and to assess each case on its individual merits. When

determining whether compassionate or compelling circumstances exist, providers should consider documentary evidence provided to support the claim. Providers should keep copies of these documents, together with a record of why the decision was made, in the student's file.

Where:

1. the student has chosen not to access the complaints and appeals processes within the 20 working day period; or
2. the student withdraws from the process; or
3. the process is completed and results in a decision supporting the registered provider (ie. the student's appeal was unsuccessful);

The Green Academy will notify the DIBP through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

Procedure

1. Assessing satisfactory course progress and determining the point at which the student has failed to meet satisfactory course progress

To ensure fairness, equity and maintain an open process, The Green Academy will use the following process for determining the point at which the student has failed to meet satisfactory course progress.

The Green Academy will assess and monitor the course progress of students by:

- reviewing attendance records
- reviewing class participation
- evaluating any mid course assessments
- reviewing final assessment
- checking overall competency

All Teachers and the student administration are required to record and access the progress of each student at the end of each term to identify students at risk of progressing.

If the student administration/teacher identifies a learner at risk of not meeting their course progress requirements they will inform the Student Support Officer and/or delegate of the situation and implement the appropriate early intervention strategy by setting up a meeting with the student and recording the agreed strategies in the Student File. All communications must be in writing.

2. Implementing intervention strategy for students at risk of failing to achieve satisfactory course progress

If a student is identified as being at risk of not completing the course in time or failing to meet the required 60% completion rate in a study period, the following process should be followed.

1. The administrative officer will contact the student by way of letter or email (Early Intervention Letter) requesting a meeting with the Student Support Officer and/or delegate, a student administration officer and the teacher to develop strategies to ensure the student maintains satisfactory course progress.
2. During the meeting, staff will try to assist the student by finding the root cause of the problem and offer solutions to eliminate it.
3. With academic problems, The Green Academy will offer extra assistance by the academic staff in various forms such as but not limited to the following:
 - a. Extra activities and study resources
 - b. Academic consultation sessions with experienced staff
 - c. One on one sessions
4. With non-academic issues, The Green Academy will try to assist the student as much as possible with counselling and helping to resolve daily life problems students may encounter. If the internal assistance is identified to not be enough, students may be referred to an external counsellor. Students will be advised that this service will include a cost.
5. All staff are to follow the Intervention Strategy Guidelines provided in the Appendix.

3. Notifying students of unsatisfactory progress in two consecutive study periods

If a student is identified as failing to meet the required 50% completion rate in two consecutive terms, the following process should be followed.

1. The Administration Officer drafts a letter using the template Intention to Report
2. The General Manager/Director of Studies will review the situation and documents before authorising the letter to be sent.
3. The Administration Officer will email and/or post the letter to the current address on file.
4. A Copy of all correspondence must be archived on student file for future reference.
5. The Administrative Officer will contact the Student within 5 working days of sending the letter, either by phone and / or email, to ensure they have received the letter.
6. Students will have 20 working days to access The Green Academy Complaints and Appeals Policy and appeal this decision by submitting a copy of Complaints and Appeals Form to reception.
7. The Administrative Office will note and set a reminder in a calendar when 20 working days have lapsed and check if an appeal has been lodged.
8. If no appeal has been lodged, they will proceed to report the breach on PRISMS.

9. If an appeal has been lodged, the appeals process will begin. While the appeal is being processed, student will be attending classes and no action will take place against her/him.
10. If the appeal is lodged with all necessary evidence, and if:
 - a. It is apparent as a result of an investigation that an error has occurred from provider's side, such as a miscalculation of marks or
 - b. The student has sufficient and valid evidence for compassionate and compelling grounds

The Green Academy will take no action against the student.

In the case of the compassionate grounds, The Green Academy will try to assist the students to catch up with their studies.

11. Regardless of the outcome of this process, all evidence must be archived in student's file for further reference.

4. Reporting Students for Unsatisfactory Progress by Notifying DET/DIBP of Visa Breach

The following process should be followed when reporting a student for breach of their visa requirements relating to unsatisfactory course progress. (Refer to the "PRISMS - Provider User Guide" to assist in the following process.)

1. If appeal lodged, wait until appeal is heard and finalised before progressing. Once finalised and the Intent to Report is to proceed.
2. If no appeal lodged or it is finalised, Administration Officer advises the General Manager and/or delegate of intent to advise breach on PRISMS.
3. General Manager and/or delegate checks all the facts and documentation related to the case and if everything is in order, authorises the report to be entered into PRISMS.
4. Follow the PRISMS - Provider User Guide on page 39 for Reporting Requirements.

Note:

- Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods, and the student has not made a successful appeal against this assessment.
- If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, the provider does not report the student for unsatisfactory course progress.
- When a student is reported for unsatisfactory course progress, the Department will, in all but exceptional circumstances, cancel the student's visa. The Department will rely on the provider's report of unsatisfactory course progress, as the report cannot be made until the provider has completed the complaints and appeals process. If a student is dissatisfied with the provision

of a complaints and appeals process, the student may lodge a complaint with DET.

- Section 19(2) of the ESOS Act 2000 requires providers to report the student for unsatisfactory course progress 'as soon as practicable' after the breach occurs. Good practice would be to report the student through PRISMS within 5 days of finalising the decision to report.

Appendix 1

Intervention Strategy

Intervention strategies to be put in place may incorporate the following:

- Student will be advised to attend the catch up classes;
- Mentoring programs will be implemented;
- Counselling will be arranged for the student.

Reduction of load may be advised but the student will be advised to complete the course in the expected duration and he/she cannot exceed duration beyond the specified course duration on CRICOS.

Allowable extensions of course duration (National Code 2018)

The registered provider must not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:

- there are compassionate or compelling circumstances, as assessed by the registered provider on the basis of demonstrable evidence, or
- the registered provider 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's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

This intervention strategy specifies the procedures for identifying and assisting students at risk of not meeting the required course progress requirements i.e. not attaining competency in one or more units undertaken/enrolled in a study period.

This intervention strategy must be made available to staff and students.

The intervention strategy guidelines have been designed to assist The Green Academy staff in determining how to assist students at risk of not meeting satisfactory course progress requirements as required by the Monitoring Course Progress Policy and Procedures.

The Green Academy will implement intervention strategy for each student on a case-by-case basis. These guidelines include suggested actions, however these suggested actions are not exhaustive.

Intervention strategy guidelines

Action	Responsibility	Comment
Early intervention (after mid-term assessment)	Student Support Team and/or Teacher	<p>The Green Academy will implement its intervention strategy (Early Intervention) in respect of students who are identified for the first time as not making satisfactory course progress upon their mid-term assessment. The Green Academy will:</p> <ul style="list-style-type: none"> – Identify student who is at risk of not maintaining Satisfactory Course Progress. – Notify the student by sending the “Unsatisfactory course progress warning letter” stating risks of unsatisfactory course progress and ramification to their enrolment and visa requirements – Assist the student by arranging meeting with The Green Academy Student Support Team, – Provide information about additional support services available and referral to external

		counselling (if needed).
Intervention Strategy activated where the student attends classes	Student Support Team and/or Teacher	<p>Early intervention is required</p> <p>Where a student meets with the student support team and/or Teacher, the student's enrolment cannot be cancelled due to not meeting satisfactory course progress if an intervention strategy has not been activated</p> <ul style="list-style-type: none"> - Assist the student by arranging meeting with Student Support Team, review previous support strategies in place for the student, provide additional support services, and referral to external counselling (if needed) - Students would be monitored and supported
Intervention Strategy activated where students does not attend or contact The Green Academy	Student Support Team	<p>Student was sent the "Unsatisfactory course progress warning letter" and the 5 days' timeline has now passed.</p> <p>Where the students still does not contact The Green Academy, an</p>

		<p>“Unsatisfactory course progress breach recorded letter” will be sent after 5 days advising the student that they are in breach of their Student Visa Course requirements and will be reported via the PRISMS reporting system after the 20 business days given has lapsed.</p>
<p>Tailoring of Intervention Strategy</p>	<p>Student Support Team and/or DOS</p>	<p>Intervention Strategies should be tailored to suit each individual student’s needs.</p> <p>Intervention strategies can cover, but not limited to:</p> <ul style="list-style-type: none"> – Transition support – English language support – Study skills support – Welfare support – Reduction in course load
<p>Intervention Strategy Transition support</p>	<p>Director of Studies / Student Counsellor</p>	<p>Students requiring transition support may be directed to the Student Support Team for assistance with:</p> <ul style="list-style-type: none"> – Accommodation problems – Cultural shock, homesickness – Local customs and etiquette – Balancing work commitments and studies.

Intervention Strategy English Language Support	Director of Studies / Student Counsellor	Students requiring assistance with English language support may be directed to English Language Teacher. Students can receive assistance in: <ul style="list-style-type: none"> – Grammar – Oral – Formatting – Research skills presentations – Presentations Concurrently with their normal studies.
Intervention Strategy Welfare support	Director of Studies / Student Counsellor	Students may be directed to Student Support Team, Doctor or Counsellor to receive assistance with personal issues influencing progress.
Intervention strategy Reduction in course load	Director of Studies / Student Counsellor	Where it is believed the above intervention strategies will not assist a student in meeting satisfactory course progression a reduction in course load may be considered. Students must complete their studies within the duration of their Confirmation of Enrolment (eCoE) however if an approved intervention strategy has been implemented students may apply for eCoE extension if they cannot catch up through

		study in non-compulsory period. Director of Studies to be advised if student requires changes to length of eCoE.
Study Plan	Teacher / DOS	<p>An amended study plan may be required for a student who has an intervention strategy in place.</p> <p>The student must receive a copy of the amended study plan and a copy must be in student's file.</p>
End of Intervention strategy	Teacher / DOS	<p>A closing meeting will be arranged with the student and written record will be saved on Student's File.</p> <p>Student with successful outcome from the intervention strategy and final exam of that study block, will be promoted to the next level as appropriate.</p> <p>Student with unsuccessful outcome from the intervention and final exam of that study block, would be re-assigned to the same level as relearning would be required for them. The current intervention would be closed and the student will be required to repeat the same level.</p>
Evidence of Intervention strategy	Teacher / DOS	Documentary evidence of the measures

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		<p>implemented should be kept in student's file.</p> <p>Student should receive a copy of the intervention documentation.</p>
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Appendix 2

Unsatisfactory course progress warning letter

Cricos provider:

Date:

Student Name:

Student Number:

Student Address:

Dear Student _____,

As part of your Visa requirements you are required to achieve satisfactory course progress in the courses enrolled. This progress is defined as passing at least 60% of assessment tasks. You have failed to pass at least 60% of your assessment tasks and have therefore not met the minimum academic requirements to move to the next English language level. You are therefore at risk of making unsatisfactory course progress.

You must contact The Green Academy and organise an appointment with the Student Administration Officer to discuss your poor satisfactory course progress and devise and agree to strategies to ensure that you pass at least 60% of your assessment tasks for the current term. We must discuss your individualised intervention plan to supporting your learning needs.

Please be advised that as soon as your projected course progress is recorded as unsatisfactory for two consecutive terms the college is obliged to notify the appropriate government agency(s) via PRISMS that you have breached your student requirements.

Failing to respond to this written communication within 10 business days would lead to issuing a breach recorded letter. Please be advised that in such cases, where no response is received from the student, The Green Academy reserve the right to take appropriate action in regard with your enrolment.

At The Green Academy, our aim is to assist your satisfactory course progress through your chosen course of study. We strongly encourage you to discuss any issues that you may be currently experiencing to attempt to reach satisfactory solutions.

Yours sincerely,

Student Support Team

APPENDIX 3:

Unsatisfactory course progress breach recorded letter

Cricos provider:

Date:

Student Name:

Student Number:

Student Address:

Dear _____,

You were advised at the end of the previous study period that you were at risk of making unsatisfactory progress in your course. Despite the implementation of an intervention strategy to assist you with your course progress, our records indicate that you have now failed at least 60% of assessment tasks across all four macro skills in two consecutive study periods.

This is in Breach of your visa conditions and The Green Academy is now required to notify the Department of Home Affairs of this breach.

If you wish to appeal this decision, you must contact The Green Academy in writing within 20 business days outlining the grounds of your appeal.

This process is outlined in the Complaints and Appeal Procedure and further information on this process can be gained from the Student Administration Officer.

If you do not lodge an appeal within 20 business days from the date of this letter, The Green Academy will proceed with the reporting process.

Please be advised that you will be still required to attend The Green Academy scheduled classes until contacted by the Department of Home affairs.

Yours sincerely,

Student Support Team



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