



Version 191121

# *POLICY AND PROCEDURE VET- Course Progress and Completion*

## *Purpose*

Acknowledge Education (AE) remains committed to identifying, at the earliest possible stage, students at risk of academic failure in order to provide these students with timely assistance, resources and support.

Students are expected to meet all of the academic progression requirements for their education and training with AE and to meet the requirements of their student visa.

## *Scope*

This policy applies to students undertaking VET courses at AE Pty Ltd, trading as Acknowledge Creativity, Front Cooking School, Melbourne Language Centre, and Stott's College.

## **National Code - Standard 10 Monitoring Course Progress**

*Registered providers systematically monitor students' course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Registered providers report students, who have breached the course progress requirements.*

### **1. Student Support Services**

AE acknowledges the value of an appropriate support services network in terms of assisting academic performance. The course coordinator shall ensure that each student receives a list of the support services offered by the colleges. This list shall provide the names of the contacts relevant to each service and shall be given to students on the day of course orientation.

### **2. Course Progress**

- a. AE will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled
- b. The course progress of all students will be assessed by the course coordinator at the end of each study period.
- c. To demonstrate satisfactory course progress, students will need to achieve "Competent" results in at least 50% of units undertaken in each study period. A study period is 1 term of 10 weeks (as of January 1, 2020).<sup>1</sup> Where applicable, students must at all times be

<sup>1</sup> Previously, a study period was two terms equaling 20 weeks.



capable of completing the course within the expected duration as specified on the student's CoE.

- d. A student will be assessed as 'at risk' of failing to complete the course where:
- i. the student fails to achieve 'competent in at least 50% of units studied in an study period; or
  - ii. where the student's progress must improve in order to avoid an inability to complete the course within the time specified on the student's CoE
- e. Where a student is assessed as 'at risk', the course coordinator will meet with the student and select at least one (1) intervention strategy for academic improvement. This will include:
- i. course counselling and advice; and/or
  - ii. development of an individual academic performance improvement plan; and/or
  - iii. mandatory participation in student support services class; and/or
  - iv. students may be required to attend one support services class each week; and/or
  - v. other intervention strategies as deemed necessary.
  - vi. additional strategies may include increased tutorial assistance and/or supplementary learning exercises
- f. Failure to attend the "at risk" meeting within 5 days of notification will result in the student being issued an "Intention to Report – Failure to Attend at Risk Meeting".
- g. The student will be advised that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to Department of Home Affairs and cancellation of his or her visa, depending on the outcome of any appeals process.
- h. The student's compliance with any strategy for academic improvement will be monitored during the following semester by the course coordinator who must record the student's ongoing response to the strategy.
- i. The Administration Officer will ensure that all records of student response to the strategy will be recorded in the student's file.

AE 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 (see section 3); or
- ii. student participation in an intervention strategy; or
- iii. an approved deferment or suspension of study has been granted in accordance with AE.s Deferment, Suspension and Cancellation Policy.



Where AE decides to extend the duration of an international student's study, the Colleges will report via PRISMS and/or issue a new CoE if required.

- j. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the AE must notify the student of its intention to report the student to the Department of Home Affairs for unsatisfactory progress. AE does this through the written notice described below.
- k. The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access the AE'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:
  - i. AE's failure to record or calculate a student's marks accurately,
  - ii. compassionate or compelling circumstances, or
  - iii. AE has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
- l. Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
  - i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), AE does not report the student, and there is no requirement for intervention.
  - ii. 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 AE's intervention strategy, and the AE does not report the student. (See notes at the end of this document)

Where:

- i. the student has chosen not to access the complaints and appeals processes within the 20 working day period; or
- ii. the student withdraws from the process; or
- iii. the process is completed and results in a decision supporting the AE (ie. the student's appeal was unsuccessful);

AE must notify the Secretary of DET through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

### **3. Compelling or compassionate circumstances**

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:

- i. serious illness or injury, where a medical certificate states that the student was unable to attend classes
- ii. bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- iii. major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- iv. a traumatic experience which could include but is not limited to:
  - o involvement in or witnessing of an accident; or
  - o a crime committed against the student; or
  - o 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. AE staff are asked to use their professional judgment and to assess each case on its individual merits.

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



### Document approval

**Endorsed by:** Governing Council

**Date endorsed:** 27 January 2009

**Effective date:** 27 January 2009

**Version number:** 191121

**Last amendment date/by:** 191121

**Review due date:** 1 January 2022

**Responsibilities:** Compliance Manager, Registrar, Student Services, Coordinators

### Document change and review log

Date	Version	By	Notes
17/02/2012	1.1	ML	New format, reviewed, made notice requirements more explicit
20/06/2014	2	BS	Change to AE, new format
15/12/16	2.1	BS	Reviewed change name to SSS11
180901	180901	BS	Revise document, explicit with new National code 2018
190110	190110	BS	ITR for failure to attend "at risk" meeting
191121	191121	BS	Change study period to 1 week