
MONITORING COURSE PROGRESS POLICY

Purpose

The purpose of this policy is to ensure SERO Institute's compliance with the National Code 2007, Standard 10 - Monitoring Course Progress. SERO Institute has implemented the Department of Education – DIBP Course Progress Policy and Procedures for CRICOS Providers of VET Courses.

Scope

This policy applies to all CRICOS enrolled students at SERO Institute.

Policy

A failure in 50% or more units in a single study period (eg. 10 weeks) will trigger a review of academic progress and the implementation of an intervention strategy by the Institute.

Units that have been completed at the end of a study period and have a final unit result will be evaluated by the administration team in accordance with the course progress and intervention strategy.

Where a unit runs for more than one study period, early intervention will be implemented at the end of each term of delivery. If the student has not successfully passed all assessment tasks in that term, they will be deemed as being 'at risk' of failing the unit.

Early intervention based on assessment task failure is not counted toward formal course progress. Early intervention is only implemented to assist students in achieving satisfactory course progress.

Failing a unit means being assessed as "Not Yet Competent" for a completed unit.

Students will be counselled if they have failed key units in a study period or if they have failed two or more core units in any study period.

Within 10 working days of the completion of a study period, the administration team will review the course progress of all students and identify those students who have failed 50% or more units in the study period.

Within 10 working days of the completion of a study period, any students identified as having failed 50% or more units will be contacted requiring them to attend a course progress interview with the Principal Executive Officer (PEO).

At any point in the term, if SERO Institute believes a student is struggling and may not achieve satisfactory progress, an early intervention may be activated. The early intervention requires an interview with the PEO and strategies identified to assist the student to pass the unit.

At the course progress interview, the student will be advised that unsatisfactory course progress in two consecutive study periods could lead to them being reported to the Department of Immigration and Border Protection (DIBP) and their visa cancelled, depending on the outcome of any appeals process. They will also be advised that they must maintain a minimum of 80% attendance rate over the next study period whilst the intervention strategy is in place.

The student will be placed on an Intervention Strategy Agreement with appropriate strategies put in place, including, but not limited to:

- Learning support
- Counselling
- Tutorials
- Fortnightly review meetings
- Reducing course load
- Changing course
- Assistance with personal issues
- Resitting assessment/s
- Extending duration of study

In creating the Intervention Strategy Agreement, the PEO will consider compassionate or compelling circumstances. The Intervention Strategy Agreement must be signed by all parties involved. Students placed on fortnightly review meetings must attend all meetings. Failing to attend the fortnightly meeting without a reasonable excuse may result in the student being reported to DIBP for unsatisfactory academic progress.

If a student fails 50% or more units in two consecutive study periods (after having an Intervention Strategy Agreement implemented) failing to meet course progress requirements, they will be notified in writing of SERO Institute's intention to report the student to DIBP for not achieving satisfactory course progress. The student will be informed that they have 20 working days to appeal the decision to report them via the Complaints and Appeals process. If the appeal is not upheld or the student withdraws from the appeal process, then SERO Institute will report the student to DIBP via the Provider Registration and International Student Management System (PRISMS).

SERO Institute will maintain the student's enrolment throughout the internal appeals process and one external appeal process. The student may appeal a number of times externally, however, SERO Institute may report the student to DIBP after a negative outcome from the first external appeal process.

A record of all intervention strategies implemented and all associated documentation will be kept in the student's file.

Appeals

A student may appeal SERO Institute's decision to report on the following grounds:

- If there was an error in recording or calculating the student's assessment accurately and that the student actually made satisfactory progress;
- If there were compassionate or compelling reasons for the lack of progress. Ongoing support will be given to the student via the Intervention Strategy Agreement;
- If an intervention strategy was not implemented according to this policy.

Compassionate or Compelling Circumstances

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

- Serious illness or injury where a medical certificate states that the student was unable to attend class

- Bereavement of close family members such as parents, siblings or grandparents (where possible, a death certificate should be provided)
- Major political upheaval or natural disaster in their home country requiring their emergency travel and this has impacted their studies.
- A traumatic experience, including:
 - Involvement in or witnessing a serious accident
 - A serious crime committed against the student
 - The student was a witness to a serious crime.

These cases should be supported by police, qualified counsellor or psychologist report and copies of the documents should be kept in the student's file.

Procedure

1	<p>Within 10 working days of completion of a study period (eg. 10 weeks), the Administration team monitor student progress. Any student/s failing 50% or more units in the study period are to be contacted to attend a Course Progress Interview with the Principal Executive Officer (PEO).</p> <p><i>(NB. Trainers/Assessors are able to identify any 'at risk' students prior to the end of a study period)</i></p>
2	<p>During the interview, the PEO will complete an Intervention Strategy Agreement with the student, selecting the appropriate strategies to assist the student with their progress. The student may bring a support person to the meetings. All parties must sign the agreement and a copy to be placed in the student's file.</p>
3	<p>The PEO is to establish a fortnightly review meeting with the student to monitor the effectiveness of the strategies and adjust accordingly.</p> <ul style="list-style-type: none"> • The student must be advised that if they do not attend the fortnightly review meetings without a reasonable excuse, they may be reported to DIBP for unsatisfactory course progress. • They must also be advised that if they fail 50% or more units in two consecutive study periods (after having an Intervention Strategy Agreement in place), SERO Institute will send the student a Notice of Intention to Report.
4	<p>If the student wants to appeal SERO Institute's decision to report them to DIBP, they have 20 business days to lodge an appeal.</p>
5	<p>If the student does not access the complaints and appeals process or they withdraw their appeal, the student can then be reported to DIBP via PRISMS.</p>
6	<p>If the appeal is <u>successful</u> – (eg. Compassionate or compelling circumstances) SERO Institute will provide support via the Intervention Strategy Agreement and continue to monitor the student's progress.</p> <p>If the appeal is <u>unsuccessful</u> – SERO Institute will report the student to DIBP via PRISMS.</p> <p><i>(NB. If the appeal is unsuccessful, the student will be referred to the Resolution Institute (an external, independent mediator) or the Overseas Student Ombudsman).</i></p>
7	<p>The administration team are to terminate the student's enrolment.</p>