

Monitoring Course Progression Policy and Procedure

Organisation Definition:

Cairns Beauty Academy Pty Ltd trades as International College of Queensland.

Regulations and standards

National Code of Practice (2018) Standards 8, 9, & 10

PURPOSE

This policy and related procedures pertain to the monitoring of students' academic progression by the International College of Queensland (ICQ) with a view to ensuring completion within the expected Confirmation of Enrolment (CoE) duration and the consequent procedures for reporting to the relevant Immigration and Education departments of an international student's unsatisfactory progression.

International College of Queensland staff are committed to ensuring that all enrolled students are monitored within their study loads to ensure that they can complete their course within the expected duration and to ensure International College of Queensland only extends the duration in the circumstances outlined in Standard 8 of the National Code 2018.

1. SCOPE

All international students enrolled and studying a CRICOS registered course at the International College of Queensland

2. RESPONSIBILITY

Operations Manager, Admin/Campus Managers, Course Coordinators, Teachers

3. DEFINITIONS

- **Academic progression:** assessment of competency as the student progresses through the course of study
- **Academic Outcomes**
Satisfactory Outcome:
 - C = Unit of Competency achieved
 - S = Satisfactory result for part of a unit of competency
 Un-satisfactory Outcome:
 - NYC = Not Yet Competent for Unit of Competency
 - NYS = Not Yet Satisfactory for part of a unit of competency
 - NA = No valid submission of an assessment for part of a unit of competency
- **COE:** Confirmation of Enrolment generated by PRISMS
- **Course:** refers to the specific course a student is enrolled
- **DoHA:** Department of Home Affairs: Immigration and Citizenship
- **Enrolment Load:** the number of units a student is enrolled in during a compulsory study period
- **ICQ:** International College of Queensland
- **Intervention Strategy:** An individual plan to provide academic/learning support and /or assistance to an individual student identified as 'at risk' of not achieving satisfactory academic progress.
- **National Code 2018:** refers to the National Code of Practice for Providers of Education

and Training for Overseas Students, 2018

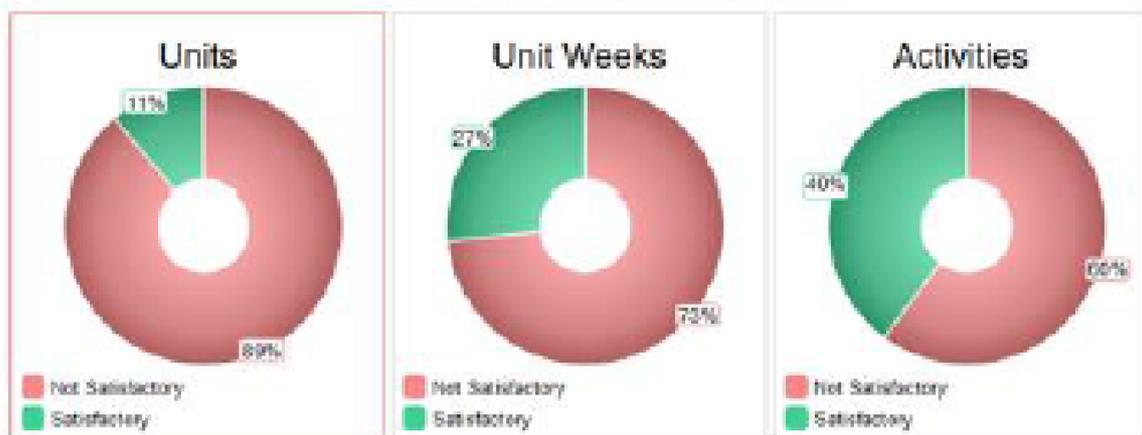
- **Satisfactory course progress:** attending scheduled classes and successfully completing all assessments and obtaining a (C) Competency in all the units in the prescribed study period
- **Study Period:** The study period used for determining satisfactory academic progress is 10 (ten) academic weeks. The study period count commences on enrolment start date.
- **Unit:** Unit of Competency
- **Unsatisfactory course progress:** Where the student has failed or is deemed Not Yet Competent (NYC) in 50% or more of the units attempted in any study period

Academic Progress policy calculations

The 50% workload is monitored on 3 levels:

1. Unit of Competency
2. Unit Part (weeks)
3. Activities

ACADEMIC PROGRESS



The academic progress review includes 3 period levels:

1. Course start date to point of check
2. Half study Periods
3. Full study periods

← Warning letter 1	← Warning letter 2	← Warning letter 3	← Intention to report
5 weeks – study Interval			
10 WEEKS = STUDY PERIOD		10 WEEKS = STUDY PERIOD	

This means that every 5 week's cycle students are assessed that they have completed at least 50% of their work (activities, weeks and units) for the last 3 periods as indicated above.

POLICIES

International College of Queensland expects students to actively participate in class activities by attending classes regularly, undertaking all assessments and demonstrating a high level of achievement. Prior to the commencement of a study period, each student is provided, at Orientation or the start of the study term, timetables incorporating the course load for that study period and information on all assessments which are to be completed to achieve a pass in the Unit/Subject.

International College of Queensland follows Standard 8 of the National Code 2018 in the policy and procedure for monitoring students' course progress. International College of Queensland is proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. ICQ will report students, as required under section 19 of the ESOS Act, who have breached the course progress requirements. ICQ will also record and monitor students' attendance in class, but not report them to DoHA via PRISMS for unsatisfactory attendance.

International College of Queensland publishes their Monitoring Course Progress policy in the ICQ Student Handbook, on the ICQ website and by advising students of:

- the requirements for achieving satisfactory course progress
- the process for assessing satisfactory course progress
- intervention strategies that will be implemented for students at risk of failing to achieve satisfactory course progress
- the process for determining the point at which the student has failed to meet satisfactory course progress; and
- procedure for notifying students that they have failed to meet satisfactory course progress requirements

International College of Queensland identifies and contacts students at risk of not meeting the course progress requirements by contacting them in the first instance by email/telephone/SMS (as appropriate).

International College of Queensland attends to weekly monitoring by trainers and administration staff of individual student's work, attendance and student's progress. ICQ assesses each student's progress at the end of each compulsory study period, discusses any concerns with the student and records the outcomes on the student management system.

An Unsatisfactory Course Progress will be noted when a student has failed or is deemed Not Yet Competent (NYC) in 50% or more of the units attempted in a study period.

International College of Queensland will monitor the student's enrolment load by:

- ensuring that the enrolments of students and their study loads are in keeping with their enrolment durations as stipulated by their CoEs
- ensuring that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.
- only extending the students study where the student is unable to complete their study or training within the expected duration where advice is provided that the following reason prevail:
 - compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a prerequisite unit)
 - the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
 - an approved deferment or suspension of study has been granted under Standard 9 of the National Code (2018)

- recording this variation and the reasons for it on the students' file
- documenting all meetings and any strategies agreed on
- reporting all variations to a student's expected enrolment duration via PRISMS when the study variation extends past expected enrolment duration stipulated by their CoE
- not allowing the expected duration of study specified in the student's CoE to exceed the CRICOS registered course duration, except in the circumstances specified in Standard 8.16
- issuing new CoE when the student can only account for the variation or variations by extending his or her expected duration of study
- maintaining the revised CoE on the student file.

PROCEDURES

At the end of each compulsory study period, students will be monitored against their completion of more than 50% of the Units attempted in the study period.

If a student is identified for the first time as not making satisfactory course progress, the intervention strategy as outlined below is to be implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if ICQ identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the Admin/Campus Manager is encouraged to implement the intervention strategy as early as practicable. At a minimum, the intervention strategy must be activated where the student has failed or is deemed not yet competent in 50% or more of the units in any study period.

These intervention steps will include meeting with the student to identify the cause that is placing the student at risk. Within this meeting, strategies to assist the student in completing the course within the expected duration shall be discussed and implemented as required. These strategies include but are not limited to:

- Extra tuition, tutorial or English language support
- 100% class attendance for a designated period
- Intervention strategy including additional training and assessment as necessary
- Timetable adjustment
- Assistance with personal issues
- Review of assessment strategies
- Variation of student enrolment load
- Where appropriate, advising students on the suitability of the course in which they are enrolled
- Individual strategies to improve the student's ability to complete the course requirements, including:
 - the need to re-enrol into a Unit of Competency (may incur re-enrolment costs)
 - the need to re-sit/re-submit assessment task/s (may incur a re-assessment fee)
 - further workshop attendance
 - advice re: study skills
 - extra study activities and support
 - review of groups and teams that the student is working
 - advice with regards to seeking external study skills support
 - agreement of a revised study plan
 - access to academic support classes, for example, English language support, or seeking peer tutors

- referral to personal guidance counselling, and/or external counselling
- development of a mentor/buddy system for the student
- attendance at individual case management sessions

All intervention strategies and events are recorded and monitored on Student's record in the Student Management System. This is being regularly reviewed by the compliance team to ensure ongoing follow ups and course progress support.

ICQ will also advise students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to the Department of Home Affairs (DOHA) - Immigration which may affect the student's VISA, depending on the outcome of any appeals process.

Stages of Intervention Strategy for students who are NOT achieving Satisfactory Course Progress

Stage of Intervention	Intervention Time	Action Required	Person responsible
Stage 1: Early detection of unsatisfactory course progress	During First Study Period -	email, call or SMS	Student's Teacher or Admin/Campus Manager
Stage 2: Unsatisfactory course progress (50% or more NYC's of total units) at end of a designated study period	End of First Study Period	Early Intervention Letter and first intervention meeting	Admin/Campus Manager and Student's Teacher
Stage 3: Monitoring of students with unsatisfactory course progress during a consecutive study period	During Second Study Period	email, call or SMS to review progress	Admin/Campus Manager (as delegated by the Director)
Stage 4: Intervention Strategy No improvement was noted in student progression midway through the second study period and/or the student constantly failed to meet the assessment requirements	Mid Second Study Period	Unsatisfactory Progression Intervention Meeting letter sent to attend the meeting at which Intervention Strategy is put in place and monitored for the second study period	Formal meeting with Admin/Campus Manager Intervention strategy monitored by Course or Campus Manager
Stage 5: Letter of Intention to Report No improvement was noted in student progression at end of the second study period and/or student constantly failed to meet the assessment requirements	End Second Study Period -	AND student subsequently fails to achieve at least a pass in 50% of units in the study period Letter of Intention to Report for Unsatisfactory Course Progress	College Administrator
Stage 6: Internal and External review processes exhausted	20 working days after the letter of intention to report; and after any appeal process has been exercised (or	Reporting of student's breach of visa conditions via PRISMS	College Administrator

	waived) and exhausted.		
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Course academic late submission fees and account block

- Warning students for late assessment submission fees: Before the invoice is issued students will be alerted about the coming due date of their assessment. This will provide them an additional 48 hours to submit their work before an invoice will be raised.
- Late fee submission: An automatic invoice is raised for \$175/unit when students do not submit their academic workload by the due date (the result on the system is NA - No Assessment submission).
- Period to submit academic work: Students will be provided with a new due date from their teacher upon receipt of payment of the late submission invoice to submit their work for marking. Exceptions: ICQ may waive the \$175 in compelling or compassionate circumstances, and when students present relevant evidence.
- Invalid submissions: Invalid submissions will remain marked as NA on the system and students will be charged a late fee if not submitted by the due date.
- Unmarked submissions: academic work submitted before the due date but not marked will not incur late fees.
- Account blockage: Students have a further 1 week (7 days) to pay their late fees. After these 7 days (14 days from class delivery) their Canvas portal will be blocked until they pay their fees. It is encouraged to speak to the admin team to discuss payment options within that week, to ensure access to Canvas is available and academic progress can be maintained.
- Appeal of ICQ decision: Students may appeal an ICQ decision to issue a late academic submission invoice or to blocking their account when they feel they have been treated in an unfair manner, or when they have a valid reason as of why an invoice should not have been issued for their NA submission.
- Students must follow the ICQ's *Complaints and Appeals Policy and Procedure* available on our website www.studyinqld.com.au, and may request assistance from the admin team as required. In cases where students chose to access a complaint or appeal process, ICQ will maintain the student enrolment and ensure the student's Canvas account will be accessible until the complaint or appeal is resolved.

Monitoring of students with unsatisfactory course progress during the first study period

- As an early detection process, printed results from the Student Management System will be provided to the Admin/Campus Manager for course progress review.
- Any student with an NYC result in 50% or more units of competency will be deemed to be 'at risk' and the Course Coordinator will contact students via email/telephone/SMS for an informal discussion regarding their course progress.
- At the end of each term or study period, printed results from the Student Management System will be provided to the Admin/Campus Manager for course progress review. Any student with an NYC result in 50% or more units of competency will be deemed to be 'at risk' and will be contacted in writing via a 1st Warning Letter and requested to attend an informal intervention meeting.
- Students with 'at risk' status may not be allowed to undertake new units of competency until the course progress matter is resolved or addressed through appropriate intervention strategies/procedures.

- Students who fail to achieve competence in 50% or more of the units of competence undertaken during a study period will be advised that this lack of academic progression in two consecutive study periods could lead to the student being reported to the Department of Home Affairs (DOHA) – Immigration Department.

Monitoring of students with unsatisfactory course progress during the second consecutive study period

- During the second consecutive study period, printed results from the Student Management System will be provided to the Admin/Campus Manager for course progress review on students identified to be 'at risk' during their first study period. Any student with an NYC result in 50% or more units of competency will be contacted via email/telephone/SMS for a Formal Intervention Meeting to discuss strategies to address their lack of course progression.
- At the completion of the second study period, printed results from the Student Management System will be provided to the Admissions/Student Support Manager for course progress review on students identified as 'at risk' during their first study period. At this stage a 2nd Warning Letter/Notice of Intention to Report will be sent by email and mail to the student(s) advising that they need to meet with the College Administrator or delegate. The purpose of this meeting will be:
 - to inform the student of the consequences of not achieving satisfactory course progress in consecutive study periods
- to advise students that they have until the start of the next study period (i.e. until the end of break period between the second and third study periods) to be able to demonstrate competency in a majority of units undertaken during the study period. The student is advised that the college will be obliged to report them to DOHA – Immigration Department, when unsatisfactory course progress continues and
 - to remind students of past strategies identified for achieving satisfactory course progress
 - to determine any other reasons for the ongoing unsatisfactory course progress
- Outcomes, actions and agreements of that meeting signed by both the Admissions/Student Support Services Manager and the student will be given to the student and a copy kept on the student's file.

Notice of Intention to Report

- The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access the International College of Queensland complaints and appeals process and that the student has 20 working days in which to do so. A student may appeal on the following grounds:
 - ICQ's failure to record or calculate a student's marks accurately. If the appeal shows that there was a calculation error and the student actually made satisfactory course progress (successfully completed at least 50% of the units of competency for that study period and received a satisfactory result in at least 50% of the number of weeks assign to that study period), ICQ will not report the student and there is no requirement for any further intervention.
 - Compassionate or compelling circumstances. If the appeal process shows that the student has not made satisfactory progress but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through ICQ's intervention strategy and the student will be given a further period to progress in their course. The period of time will be directly related to the severity of the compelling or compassionate

circumstances identified. The student will not be reported to the authorities until the completion of the intervention period.

- ICQ has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student. If it is demonstrated that ICQ has failed to implement an intervention strategy or any other part of this policy related to academic progression in the relevant course, the student will not be reported to the authorities and an intervention strategy will be created (if a strategy does not already exist) and implemented immediately. In such cases, ICQ will review its policies and procedures and the implementation processes in order to identify opportunities for improvements and prevention of similar cases in the future.

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

- If the deliberation of the appeal reveals that there was an error in calculation and that the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), ICQ will 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 will be provided to the student through the International College of Queensland intervention strategy, and the International College of Queensland will not report the student.
- If the appeal is not successful and there have been no grounds for compassionate or compelling reasons for lack of progress, ICQ will report the student to DOHA – Immigration Department via PRISMS.

Reporting of student's breach visa conditions via PRISMS

If the student chooses not to access the complaints and appeals processes within the 20-day period, withdraws from the process, or the process is completed and results in a decision supporting the college, ICQ will notify DoHA – Immigration Department through PRISMS of the Student not achieving satisfactory course progress as soon as practicable. Copies of all outcomes and notifications related to the appeal process is kept on the Student's file in accordance with ICQ's Complaints and Appeals Policy and Procedure.

Related documents

- Confirmation of Enrolment
- Early Intervention Letter (#1)
- Unsatisfactory Progression Intervention Meeting Letter (#2)
- Notice of Intention to Report Letter (#3)
- Complaints and Appeals Policy and Procedure

Version Control	Date	Reason for Change	Author
V1 0418	04/2018	Initial Document	Ann Donnarumma
V2 1018	10/2018	Reviewed and updated	Ann Donnarumma
V3 0319	03/2019	Reflects Standards of National Code	Robyn Pinel
V4 0821	08/2021	Review of Policy – updates for clarity and consistency with ICQ Policies	Robyn Pinel