

Monitoring Course Progress Policy

Weston Institute has selected to implement the Department of Education – Department of Home Affairs approved course progress policy and procedures. It is noted that because Weston Institute has selected to implement the above Departmental Policy there is a reduced obligation on it to monitor the student's attendance.

Noting this, Weston Institute do apply a Monitoring Attendance Policy which is provided in the following policy in this document.

Weston Institute has established arrangements to monitor the progress of each student.

Monitoring course progress occurs on two levels. These are:

- **Assessing satisfactory course progress.** This is the process of formally assessing each student's progress at the end of each compulsory study period.
- **Identifying students at risk of not meeting course progress requirements.** This is the process of continually monitoring each student's completion of assigned assessment tasks within a compulsory study period.

Monitoring Attendance Policy

Assessing satisfactory course progress

Weston Institute will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. This involves formally assessing each student's progress at the end of each compulsory study period. The student's progress is monitored to ensure that the student is in a position to complete the course within the expected duration as specified on the student's CoE. A study period is defined as a Term. The length of a Term can vary but is generally 10-12 weeks of study. The duration of the Term and course requirements will be notified to all students and staff prior to the course commencing using the training and assessment strategy .

The following definitions apply:

- **Satisfactory course progress** is defined as a student successfully achieving competency in all required assessment up to that point of time.
- **Unsatisfactory course progress** is defined as a student failing to successfully complete all required assessment up to that point of time. This means that if the student fails to submit on time or complete an assessment task, action should be taken immediately to engage with the student to ensure they are aware of their obligation and agree on the timeframe for the completion of the assessment.

The students course progress is monitored by reviewing the competency record of each student on the student management system. This is achieved by running a competency achieved report at the end of the Term and comparing the units of competency each student has achieved with the course progress requirements specified in the training and assessment strategy . If a student is identified as not meeting satisfactory course progress, the course progress intervention strategy is implemented.

Identifying students at risk of not meeting course progress requirements.

In addition to the process of assessing satisfactory course progress, Weston Institute will also monitor a student completion of assessment events during a study period.

This enables the identification of students at risk of not meeting course progress requirements.

Unlike the arrangements for assessing satisfactory course progress, monitoring throughout the Term enables the course progress intervention strategy to be implemented early if the student is identified as needing additional support. This early action will in many cases prevent the student from failing to successfully achieve all required assessment up to that point of time. This is a preventative measure that attempts to keep the student on-track.

A student is to be identified as "at risk" of not meeting the course progress requirements if the student:

- Fails to submit an assessment assignment on time on two consecutive occasions;
- Receives an unsatisfactory assessment result for the same assessment tasks on more than two occasions;
- Receiving repeated feedback from trainers about a lack of class participation or falling asleep during scheduled class time.

Note. If a trainer or any other staff member feels that there are other extenuating circumstances that would warrant the implementation of the course progress intervention strategy for a student, then this request should be made to the CEO who will consider such a request.

The student may also request the establishment of a course progress intervention strategy for themselves.

Course Progress Intervention Strategy

As outline above, the course progress intervention strategy will be implemented where the student is assessed to have unsatisfactory course progress as defined above within the section "Assessing satisfactory course progress" or is identified as "at risk" of not meeting the course progress requirements.

The Course Progress Intervention Strategy is simply a mechanism to put formal support and monitoring arrangements in-place for a student. Its aim is to provide the student the support and monitoring framework to ensure they are meeting the minimum course progress requirements.

The following steps are to be taken to initiate the Course Progress Intervention Strategy:

- The student is to be contacted by phone or email and requested to attend Weston Institute to meet with the CEO to discuss their course progress.
- The CEO is to gather all of the relevant details about the student progress including any assessment results, record of course progression, notes from trainers, etc.
- The CEO is to meet with the student to discuss their course progress and explain the reporting process and obligations the RTO must comply with in respect to making a report to the Secretary of the Department of Education through PRISMS
- The CEO is to consider the need to make a referral for the student to any support service such as the Welfare Counsellor. These referrals should form part of the documented intervention strategy .
- The CEO may consider the following types of interventions in order to support the student's course progress:
 - English language support for technical assignments and comprehension;
 - Assistance with academic skills such as writing essays and report writing;
 - Student counselling advice if there are personal matters such as work, accommodation
 - Attending a study group;
 - Attending a 'make up' session
 - Additional practical workshops to hone practical skills;
 - Referral to external support agencies;
 - Review of course selection and possible transfer if appropriate;
 - The opportunity to repeat the unit in the next term;
 - Teacher reporting on assessment outcomes and attendance; and
 - Regular scheduled meetings with the student to monitor their progress.

Note. The CEO may use a combination of strategies to meet the needs of the student. Strategies will be determined on a case-by-case basis and will take into account the student's current and previous results, attendance records and any previous implemented intervention/ counselling strategies.

- The CEO with the Student will identify and document the planned intervention strategy . This must clearly identify the strategies to be applied, the start and end dates and the agreed milestones the student must achieve and how these will be monitored. The strategy must also communicate the opportunities and services the student has available to them, and the risk of not making satisfactory course progress.
- Student work is assessed by the trainer who then forwards a summary of the outcomes to the Senior Trainer. The outcome for each unit is entered into the student management system. The student management system provides a cumulative student record for each unit. A progress report can be run at any time but will be run at the end of each Term. This will identify any student who is failing to successfully complete any unit requirements as specified in the course timetable. The CEO will speak with the trainer and the student to identify if the student is in danger of not achieving satisfactory progress.
- The CEO must ensure that records of the advice and assistance provided to the student who have been assisted under the intervention strategy are kept.
- The CEO will implement and monitor the intervention and the students' progress and attend further meeting as needed.
- A summary of the support/ intervention action to be implemented will be recorded on the Student Support Intervention record and placed in the Student file. Notes on any meetings that occur will also be noted in the student management system and kept on the student's file.
- A student will not be reported for unsatisfactory progress until after the support/ intervention strategy has been implemented and enough time has been allowed for the strategy to run its course.

Reporting unsatisfactory progress

There are several steps to follow in the process of making an unsatisfactory course progress report about a student to the Department of Education. There are:

- The student will be assessed as making unsatisfactory course progress (see definition above) over a compulsory study period and a course progress intervention strategy is to be implemented (see above guidance).
- If the 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 in writing of the intention to report the student to the Department of Education and DHA for unsatisfactory progress and advise the student they have twenty (20) working days to access Weston Institute appeals process prior to being reported. Letters of the intention to report the student to the Department of Education and DHA are to be issued by the CEO. During any such period the student's enrolment is kept current.

– The written notice (of intention to report the student for unsatisfactory progress) must inform the student of the reasons for their intention to report and advise that he or she is able to access the complaints and appeals process. The student may appeal on the following grounds:

– Weston Institute's failure to record or calculate a student's marks accurately ,

– compassionate or compelling circumstances, or

– Weston Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Appeals will be handled in accordance with the Appeals Policy.

– Where the student's appeal is successful, due to Weston Institute not implementing its intervention strategy and other policies according to its documented policies and procedures, Weston Institute does not report the student, and there is no requirement for intervention.

– Where the student's appeal is successful, due to an error in the course progress calculation, and the student made satisfactory course progress, Weston Institute does not report the student, and there is no requirement for intervention.

– Where the student's 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 Weston Institute's intervention strategy, and does not report the student.

– Where the student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, the student withdraws from the process, or the process is completed or the student's appeal was unsuccessful, Weston Institute must report the student to the Department of Education and DHA for unsatisfactory progress. A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful or the student does not access the appeals process during the twenty (20) day period.

Where a student is assessed as having made unsatisfactory progress for two consecutive study periods even after implementation of the support/intervention strategy Weston Institute will report the student to the Secretary of the Department of Education and the student's Confirmation of Enrolment (CoE) will be cancelled. This may also result in the cancellation of the student visa. The Office Manager is responsible for all transactions on PRISMS as directed by the CEO. The unsatisfactory progress is to be reported via PRISMS as a Student Course Variations report of Non-Compliance with visa conditions. Please refer to the Mandatory Reporting Policy .

Extending course duration

Weston Institute can only extend the overseas student's enrolment if:

- it has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment;
- it has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or
- it has approved deferral or suspension of the overseas student's enrolment has occurred.

If Weston Institute extends the duration of an overseas student's enrolment, Weston Institute must also encourage the overseas student to consider whether a change in enrolment breaches a visa condition. The student can refer to the Department of Home Affairs' (DHA) website at: [Click](#)

When considering compassionate or compelling' circumstances, these are circumstances which are generally beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing. The Department of Education and Training propose these to include, but are not limited to:

- serious illness or injury, where a medical certificate states that the overseas 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 emergency travel and this has impacted on the overseas student's studies; or
- a traumatic experience, which could include:
 - o involvement in, or witnessing of a serious accident; or
 - o witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa.

Weston Institute will consider the above circumstances when deciding to extend a course and the CEO will use professional judgement to assess each case on its individual merits.

Once a course extension decision has been made

- The Chief Executive Officer will decide whether to refuse or grant the course extension and inform the student accordingly in writing providing the reasons for the decision.
- If the Chief Executive Officer decides to refuse a course extension, the student may access the student complaints and appeals process for review of the decision within twenty (20) working days.
- Weston Institute must not finalise the student's course extension status in PRISMS until the appeal finds in favour of Weston Institute, or the overseas student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, or the overseas student withdraws from the process.
- All requests, considerations, decisions and copies of notifications are placed on student's file and are to be retained and stored securely by Weston Institute for a period of no less than two years from the date the student's enrolment with Weston Institute is terminated.
- Weston Institute must also encourage the overseas student to consider whether a change in enrolment breaches a visa condition. The student can refer to the Department of Home Affairs' (DHA) website at: [Click](#)