

Course Progress Monitoring Policy & Procedure

Purpose & Legislative Background

Under Standard 8 of the National Code 2018 of Practice for Providers of Education and Training to Overseas Students 2018, Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

At Mid city we understand and acknowledge that registered providers must:

- monitor the overseas student's course progress and attendance according to the requirements of their sector;
- identify and offer support to those at risk of not meeting course progress or attendance requirements;
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa;
- only deliver online learning following the online learning requirements for their sector.

This policy outlines the steps Mid city will take to ensure adherence to the above.

All students enrolled/willing to enrol with Mid city are informed about the requirements to achieve satisfactory course progress and attendance requirements, where applicable before they begin a course. This is done by navigating the student through the website Policies Section.

At Mid city we understand that the expected duration of study specified on the overseas student's Confirmation of Enrolment (CoE) must not exceed the Commonwealth Register of Institutions and Courses for Overseas Students Standard 8: Overseas Student Visa Requirements (CRICOS) registered duration for the course. This means that we will need to monitor the progress of overseas students to ensure they can complete the course within the expected duration specified on the CoE.

This policy aims to identify, notify, and assist overseas students who are at risk of not meeting course progress or attendance requirements. At Mid city we shall ensure that there is sufficient evidence from the overseas student's assessment tasks, participation in tuition activities, or other indicators of academic progress, to indicate the overseas student is at risk

of not satisfying these requirements.

This policy will also determine the point at which the overseas student has failed to meet satisfactory attendance or course progress requirements.

Scope

This policy applies to all students enrolled at Mid city. Standard study period in this policy refers to the 10 weeks of the study period.

Policy

Mid city records and assesses the progress of each student for each unit and cumulatively at the end of each study period. A study period is defined as a Term (10 weeks of study).

Satisfactory progress is achieved when an international student completes the assessment requirements for each unit or cluster of units within the timeframes specified in the course timetable/information.

Where a student is identified at risk of not making satisfactory course progress, Mid city will contact the student and arrange a meeting with the Academic team to implement Mid city's intervention strategies as outlined later in this document.

Course Progress Monitoring

Student work once assessed by Assessor will be forwarded to the Academic Manager / Coordinator who will review and forwards the results to the admin team to be entered into the Student Management System.

The Academic Manager will hold responsibility to review the ongoing progress of all students during the study period. Academic Manager will have the mandate to run an academic check on each enrolment in the middle of each study period. The Academic Manager will speak with the trainer and the student to ensure early intervention is implemented for students who are in danger of not achieving satisfactory progress.

At the end of the study period, all results are finalised, and a progress report will be collated for each qualification on the scope of Mid city. This will identify any student who is failing to complete any unit requirements as specified in the course timetable.

Any student who is identified at risk as an outcome of this process will receive a formal

warning from the Academic Manager. During this meeting, Academic Manager in consultation with the student and trainer, establish a support/intervention program to help the student improve their course progress.

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 previously implemented intervention/counseling strategies. The resulting strategy will be communicated to the student in writing via letter/email.

Strategies may include but are not limited to any of the following:

- Extra Classes for the missed/ NYC units with other groups
- One on one session with the trainer during the term breaks/ after scheduled sessions for the current term to address the gaps identified in previous submissions.
- Assistance with academic skills such as writing essays and report writing; this may include additional time with Learning Support Officer at Mid city College.
- Attending a study group with other peers on campus; trainer may assign groups in this case
- Access to the current trainer via email/ phone for any queries
- Additional recommended practical workshops for identified gap areas
- If the student needs any additional assistance/ student welfare arrangements for example if a student is not able to concentrate on their studies because they are homesick. In such cases, students will be referred to Student Support Services at Mid city who can further assist them to contact any external agencies as suitable.

If the student does not attend classes for two (2) consecutive weeks, the appointed trainer will try and contact the student as an early intervention strategy.

Student/ trainer may also request for an interim or early intervention if they are struggling to achieve the required course progress during a term. Academic Manager holds the responsibility to address any such concerns/ requests promptly.

Student "at Risk" are defined as follows: If at the end of the first (1) study period, the student's course progress i.e. if the (total number of Competent units / Total Scheduled Units) as schedule on the timetable for the study period is below 50%; then the student will receive the First (1) Warning Letter. This letter may be generated by the admin team at Mid city, however the decision to issue a warning letter will be based on the End of Term Report finalized & approved by the Academic Manager.

Students will need to attend an Intervention meeting with the Academic Manager to discuss the plan to address the NYC unit results.

If the student does not show up for the intervention meeting and/or is not contactable or fails to comply with the agreed Intervention Plan during the second study period, Academic Manager can issue the Notice of Intention to Cancel without issuing another formal warning to the student.

However, if the student attends the Intervention meeting and agrees to attend college and shows improvement, then the student results will be reviewed again at the end of the second study period. If the student is still recorded at less than 50% of course progress against the total scheduled units, they will receive a second warning at this stage. At the end of the second study period Course Progress will be calculated by the total number of competencies achieved during the first (1) & second (2) study period / total scheduled units in first (1) & second (2) study period.

The Academic Manager will be responsible for maintaining a record of intervention plans in the form of a report or on the student management system. This report will be reviewed by the Academic Manager regularly to ensure all students are on track with the Intervention Plan provided to them.

Unsatisfactory Course progress

Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in that study period i.e. if the (total number of Competent Units / Total Scheduled Units) as schedule on the timetable for the study period is less than 50%.

At Mid city each study period is a term (10 weeks).

Where an International student is assessed as having made unsatisfactory progress **for two consecutive study periods** even after implementation of the support / intervention strategy and if the internal appeal period has exhausted, then Academic Manager has the right to issue the Notice of Intention to Cancel the Students Enrolment prior to the end of third study period.

Students will have 20 working days to access Mid city's appeals process prior to being reported. During any such period the student's enrolment will remain active.

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. The student will also be given ample time (minimum of 20 working days) to make an internal appeal and the student will only be cancelled and reported once all internal and external appeals are exhausted, or if the student does not access the appeals process during

the 20-day notice period.

Mid city will only report a breach of course progress or attendance in Provider Registration and International Student Management System (PRISMS) if:

- the internal and external complaints processes have been completed and the breach has been upheld;
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period
- the overseas student has chosen not to access the external complaints and appeals process; or
- the overseas student withdraws from the internal or external appeals process by notifying the registered provider in writing.

The student may appeal the decision to report them to the Department of Education, Skills and Employment on the following grounds:

- A competency decision has been inaccurately recorded or calculated;
- Compassionate or compelling circumstances;
- The intervention strategy has not been implemented according to Mid city's own documented policy and procedure.

However, if the student attends the Intervention meeting and agrees to attend college and shows improvement, then the student results will be reviewed again at the end of third (3) study period. If the student's Course Progress is recorded at less than 50% course progress at the end of the third (3) study period, student will receive the Notice of Intention to Cancel Enrolment.

At the end of third (3) study period, course progress will be: Total number of Competencies achieved during first (1), second (2) & third (3) study period / Total scheduled units in first (1), second (2) & third (3) study period.

Management Action & Responsibility

Intervention Strategy & Responsibility Table		
Timing	Action	Responsibility
2 weeks of consecutive absence from classes	Early intervention/ Contact student/ Email	Trainer
End of First (1) Study Period: Less than 50% Course Progress	1 st Warning Letter/ Intervention Meeting	Academic Manager
End of 2 nd Study Period: Less than 50% Course Progress	2 nd Warning Letter/ Intervention Meeting	Academic Manager
End of 3 rd Study Period: Less than 50% Course Progress	Notice of Intention to Cancel Enrolment	Academic Manager
No Show at Course Progress/ Intervention Meeting	Notice of Intention to Cancel Enrolment	Academic Manager
20 Days lapse after Intention to cancel: Internal Appeal not accessed by the student	Cancel Enrolment on non-Course Progress and report the same to DET- DHA via PRISMS	Admin team upon approval from Academic Manager

Definitions

CoE: Confirmation of Enrolment

DHA: Department of Home Affairs

DET: Department of Education, Skills and Employment

PRISMS: Provider Registration and International Students Management System

Compassionate or compelling circumstances may include:



MIDCITY COLLEGE

The Evolution of Training

MID CITY EDUCATION PTY LTD

RTO Code: 45100 CRICOS Code: 03627G

Suite 4, Level 3, 15 Moore Street, Canberra, ACT 2601

Phone: 02 8052 3231

Email: info@midcity.edu.au

Website: www.midcity.edu.au

- 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 - witnessing a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports)

VET: Vocational Education & Training

Legislative Context

The legislative base for this policy is as follows:

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code 2018