

## Course Progress and Completion Policy and Procedure

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| <b>Responsible Officer</b> | Director of Studies  |                 |                       |
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| <b>Related Documents</b>   | <i>Assessment Policy</i><br><i>Legislative and Regulatory Compliance</i><br><i>Plan National Code Compliance</i><br><i>Student Support Framework</i> |                 |                       |
| <b>Version</b>             | <b>Authorised by</b>   | <b>Approved</b> | <b>Effective date</b> |
| 1.8                        | Chief Executive Officer  | 18/10/2019      | 1/01/2020             |

### 1. Introduction

Australian College of Business Intelligence (ACBI) states that there is a direct relationship between the successful completion of assessment events, competency achievement with attendance and active class participation. Therefore, the College monitors student progression as well as their undertaking in all in-class tasks as a group. This policy and procedures are to ensure students complete their studies and achieve the qualification within the duration of their *Confirmation of Enrolment* (CoE).

ACBI will monitor academic performance of each student and will intervene where that performance is not satisfactory. Monitoring occurs every study period, however both the unsatisfactory progression percentage and the intervention strategy can cross over into subsequent study periods.

In regards to course completion in expected duration, Standard 8 of the National Code 2018 outlines that the expected duration of study that is indicated in the overseas student's CoE should not exceed the CRICOS registered duration and ACBI will monitor the progress of the student to ensure that the student will complete the course within the time.

### 2. Definitions

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| <b>Compassionate or Compelling Circumstances</b> | Circumstances that are generally beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These can include but are not limited to: <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the student was unable to attend class;</li> <li>• bereavement of close family members such as parents or grandparents;</li> <li>• major political upheaval or natural disaster in the home country requiring emergency travel when this has</li> </ul> |
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|                                 | <p>impacted on the student's studies;</p> <ul style="list-style-type: none"> <li>• a traumatic experience which could include involvement in, or witnessing a serious accident; or witnessing or being the victim of a serious crime; or</li> <li>• where a registered provider is unable to offer a pre- requisite unit; or</li> <li>• the student has failed occasional units throughout a course without warranting activation of an intervention strategy.</li> </ul> |
| <b>Early course termination</b> | A study load which is more than a normal enrolment load, ie. More than 20 hours per week.   |
| <b>National Code 2018</b>       | This document sets out the national standards and procedures for registered providers providing education and training to overseas students.  |

### 3. National Code 2018

Under the National Code, specifically Standard 8, the College is obligated to monitor student's course progression that is stated in the students' CoE and will proceed to notify the student of their progress. After an intervention and an appeal procedure has taken place, then the College is able to take necessary action to report the student.

### 4. Policy

This Policy establishes principles and processes to ensure compliance for international students studying at ACBI with the requirements of the Education Services for Overseas Students Act 2000 and Standards 8 and 9 of the *National Code 2018*. It seeks to ensure that international students complete their studies within the expected duration specified in their CoE, and that intervention strategies are implemented for students identified as being at risk of not making satisfactory course progress.

The College has attendance and progress rules which are continuously available to students via the College website, the student Handbook available from the website, student orientation and through continuous class induction procedures and is applicable to all students who study at ACBI that hold a student visa.

### 5. Procedures for monitoring academic progress

The College will monitor student progress and provide training intervention and support to enable the students to complete qualifications within the life of the CoE. It is a requirement for ACBI to produce assessments that align with the Standards for Registered Training Organisations (RTOs) 2015, which will be graded by trainers and assessors onto the Learning Management System (LMS - Moodle) within a two-week timeframe of an assessment submission and the due date. The results are then updated by the Academic Support Officer in the student management system at the end of the term which are accessible to students on both platforms.

ACBI will implement an intervention strategy where a student has failed (or deemed not competent) in 50% or more of the units in the term/any unit within the term depending on the duration of the course.

### Unsatisfactory Progress Intervention Procedure for 6 Months Courses

#### Step 1. First Warning Letter

- i. At the end of the Term, the Academic Support Officer generates the course progress report from the Student Management System (SMS – RTO Manager) and sends a Warning Letter to students who have attained Not Competent (NC) in any of the units in the term. These students are required to contact the Academic Support Officer within 7 days of issuing the first warning letter.
- ii. Arrangement for the student to attend reassessment is made as required.

#### Step 2. Second Warning Letter

- i. At the end of the 7 days of issuing the first warning letter, students who have not contacted the Academic Support Officer will be issued with a second warning letter. Students are required to contact the Academic Support Officer within 7 days of issuing the second Warning Letter.
- ii. Arrangement for the student to attend reassessment is made as required.

#### Step 3. Intention to Report and Appeal Process

- i. At the end of the 7 days of issuing the second warning letter, students who have not contacted the Academic Support Officer will now be issued with an Intention to Report Letter.
- ii. Students are given 20 working days to appeal this decision with evidence.
- iii. If a student does appeal within the 20 working days and the appeal has been granted based on substantial evidence, the student will be placed on an intervention program and continue his/her studies as required.
- iv. If a student does appeal within the 20 working days and the appeal is rejected, ACBI will then report the student through PRISMS.
- v. If a student does not appeal within the 20 working days, ACBI will send a final COE cancellation reminder, giving such students 3 more working days to appeal.
- vi. If a student does appeal within the 3 working days and the appeal has been granted, the student will be placed on an intervention program and continue his/her studies as required.
- vii. If a student does appeal within the 3 working days and the appeal is rejected, ACBI will then report the student through PRISMS.
- viii. If the student has made no contact with ACBI after the 3 working day appeal, ACBI will then report the student through PRISMS.

### Unsatisfactory Progress Intervention Procedure for courses 12 Months or more

### Step 1. First Warning Letter

- i. At the end of the Term, the Academic Support Officer generates the course progress report from the SMS and sends the Warning Letter to students who have attained Not Competent in 50% or more units in the term. Student are required to contact the Academic Support Officer within 7 days of issuing the first warning letter.
- ii. Arrangement for the student to attend reassessment is made as

### required Step 2. Second Warning Letter

- iii. At the end of the 7 days of issuing the first warning letter, students who have not contacted the Academic Support Officer will be issued with a second warning letter. Students are required to contact the Academic Support Officer within 7 days of issuing the second Warning Letter.
- iv. Arrangement for the student to attend reassessment is made as required.

### Step 3. Intention to Report and Appeal Process

- ix. At the end of the 7 days of issuing second warning letter, ACBI generates the course progress report from the student management system (RTO manager) and send the Intention to Report to students who have not contacted Academics within 7 days of issuing second warning letter.
- x. Students are given 20 working days to appeal this decision with evidence.
- xi. If a student does appeal within the 20 working days and the appeal has been granted, the student will be placed on an intervention program and continue his/her studies as required.
- xii. If a student does appeal within the 20 working days and the appeal in rejected, ACBI will then report the student through PRISMS.
- xiii. If a student does not appeal within the 20 working days, ACBI will send a final COE cancellation reminder, giving such students 3 more working days to appeal.
- xiv. If a student does appeal within the 3 working days and the appeal has been granted, the student will be placed on an intervention program and continue his/her studies as required.
- xv. If a student does appeal within the 3 working days and the appeal in rejected, ACBI will then report the student through PRISMS.
- xvi. If the student has made no contact with ACBI after the 3 working day appeal, ACBI will then report the student through PRISMS.

For further details regarding the appeal process, refer to ACBI's Student Complaints and Appeals

## 6. Procedures - Course completion in expected duration

International students must enroll in a full-time load of units in each study period to ensure that the total number of units required to complete the course will be completed within the expected duration. International students can only vary their enrolment in a full-time load in a study period when:

- they are on an intervention strategy; or
- they undertake additional units in current study periods to ensure course completion within the expected duration – known as “early course termination”, conditions for this apply, see below.

ACBI will monitor students’ study load through the student management system and ensure student have a full-time load or have an intervention strategy in place.

### Early Course Termination conditions:

- Early course termination form to be completed.
- A student must have a genuine need to shorten their course (such as bringing forward the entry to a further / higher education program and can show evidence)
- A student must demonstrate that they are genuine through good attendance and good course progress.
- A student taking on Fast-track must agree to pay according to their payment schedule on time
- A student must follow the study plan arranged with the Director of Studies (DoS) and their trainer.
- A student must have their CoE shortened to comply with the new end date of the study plan. ACBI will notify Department of Home Affairs through PRISMS within 14 days of the study plan being accepted by the student.

## 7. Extensions of Course Duration

Extensions to a student's course duration through the issuing of a new CoE are only permitted in the following limited circumstances:

- As the result of Compassionate or Compelling circumstances; or
- A student complying with ACBI intervention strategy for students identified as at risk of not making satisfactory course progress in accordance with the intervention procedures for unsatisfactory progress, where the student shows genuine progress but where insufficient time occurs to complete the program; or
- There is an approved deferral or suspension of the overseas student’s enrolment under Standard 9 of the National Code 2018.
- A CoE Extension Request must be received by the Academic Support Officer three weeks prior to the end date of the current CoE. In liaison with the DoS, the Academic Support Officer will respond in writing to the request within five working days. Where ACBI approves the request, Academic Support Officer will now notify the Admissions Officer to create a new CoE in PRISMS and create copy for the student and student file.

- The Admissions Officer is responsible for reporting and filing.
- The student will be advised to the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

## 8. References

- *Education Services for Overseas Students Act 2000*
- *National Code of Practice for Providers of Education and Training to overseas Students 2018*
- *Standards for Registered Training Organisations (RTOs) 2015*

### Document History:

| Version | Date       | Author                      | Reason  | Sections            |
|---------|------------|-----------------------------|---|---------------------|
| 1.0     | 25/10/14   |                             | Original policy created   | All                 |
| 1.1     | 31/01/18   |                             | Revised based on changes on National Code                                 |                     |
| 1.2     | 1/06/18    |                             | Revised   |                     |
| 1.3     | 21/03/2019 |                             | Revised   |                     |
| 1.4     | 28/06/2019 |                             | Revised   |                     |
| 1.5     | 01/10/19   | Deirdre D'Souza             | Reviewed and revised.   | All                 |
| 1.6     | 1/10/2019  | Stephen Andrews & Laura Mao | Reviewed, revised, and finalised in response to Management Team feedback. | All                 |
| 1.7     | 6/10/2019  | Julien Marechal             | Minor changes   | Sections 1, 5 and 7 |
| 1.8     | 18/10/2019 | -                           | CEO approval  | All                 |