

BARKLY INTERNATIONAL COLLEGE

CRICOS PROVIDER NUMBER 03136D (VIC)
RTO PROVIDER NUMBER 22238

P10.V11 COURSE PROGRESS MONITORING POLICY AND PROCEDURE

1.0 PURPOSE OF POLICY

1.1 This Policy and Procedure will ensure that Barkly International College herein (BIC) complies with the National Code Standard 8. The Overseas Students Visa Requirement states that overseas students must make and maintain satisfactory course progress as a condition of their student visa.

Registered providers must.

- monitor the overseas student's course progress according to the requirements of the VET Sector,
- identify and offer support to those at risk of not meeting course progress requirements,
- only extend the duration of an overseas students' enrolment in certain circumstances and advise them of potential impacts on their student visa.

1.2 Under Standard 8 of the National Code, BIC has implemented the Course Progress Policy, this policy is available at BIC website and students have also been informed during their orientation session the requirements needed to achieve satisfactory course progress.

1.3 BIC will monitor, record, and assess the course progress of each student and identify, notify, and assist students at risk of not meeting course progress.

1.4 BIC will be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. In addition, BIC will report students, under section 19 of the ESOS Act, who have breached the course progress requirements in two consecutive study periods as outlined in National Code Standard 8.

1.5 This policy also contains intervention strategies that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements.

2.0 RESPONSIBILITY

2.1 The Student Support Team and Trainer and Assessors are responsible for the implementation of this policy and procedure. Students are also informed of this policy and procedure at their pre-enrolment interview, enrolment, and orientation session. The policy and procedure is publicly accessible via the BIC website www.barklycollege.vic.edu.au

3.0 DEFINITIONS

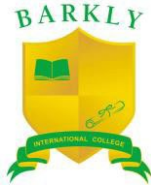
3.1 SATISFACTORY COURSE PROGRESS: Occurs when a student has been deemed Competent (C) in 50% or more units of competency attempted in any given study period of a single qualification, or;

- a) deemed competent in two consecutive units of competency in any given study period for students enrolled in the course BSB50120 Diploma of Business – Leadership, or, courses from the SIT Tourism, Travel and Hospitality Training Package and AUR Automotive Retail, Service and Repair Training Package.

Document Information

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3.2 UNSATISFACTORY COURSE PROGRESS STAGE ONE: Occurs when a student is deemed Not Yet Competent (NYC) in:

- a) 50% of units of competency attempted in any study period of a single qualification, or;
- b) two consecutive units of competency attempted in **any** study period for students enrolled in the course BSB50120 Diploma of Business – Leadership, or, courses from the SIT Tourism, Travel and Hospitality Training Package and AUR Automotive Retail, Service and Repair Training Package.

3.3 UNSATISFACTORY COURSE PROGRESS STAGE TWO (ONLY FOR STUDENTS ENROLLED IN THE COURSE BSB50120 DIPLOMA OF BUSINESS – LEADERSHIP, OR, COURSES FROM THE AUR AND SIT TRAINING PACKAGES):

Marked by a student's continued assessment as Not Yet Competent (NYC) in a third consecutive unit of competency in any study period.

3.4 REPORTABLE UNSATISFACTORY COURSE PROGRESS STAGE 3: A student will be classified as not achieving satisfactory course progress if they have been assessed as Not Yet Competent (NYC) in:

- a) at least 50% of the units in any two consecutive study periods within the same qualification, or;
- b) four consecutive units of competency attempted in any study period for students enrolled in the course BSB50120 Diploma of Business – Leadership, or, courses from the SIT Tourism, Travel and Hospitality Training Package and AUR Automotive Retail, Service and Repair Training Package.

Under these circumstances, BIC must report the student to the Commonwealth Department of Education, Skills and Employment via the Provider Registration and International Student Management System (PRISMS).

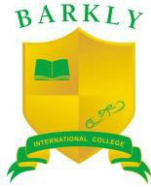
3.5 STUDY PERIOD: A study period is defined as a study term; a study term is broken up by school holidays. Study periods are different for every course and students are advised of their study terms in their written agreement and at their orientation session when they receive their course timetable.

3.6 COMPASSIONATE OR COMPELLING CIRCUMSTANCES: are those beyond one's control which have an impact on the students' course progress or wellbeing. This can include but not limited to.

- 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 emergency travel and this has impacted on the students' studies; or
- a traumatic experience which could include:
- involvement in, or witnessing of a serious accident; or

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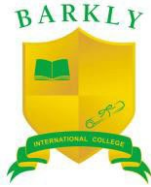
- witnessing or being the victim of a serious crime, and this has impacted on the student (these cases should be supported by police or psychologists' reports)
- inability to begin studying on the course commencement date due to delay in receiving a student visa (refer to Section 7.3)

4.0 POLICY

- 4.1** BIC will monitor, record, and assess the course progress of each student for the course in which the student is currently enrolled.
- 4.2** BIC provides details of this Policy and Procedure in its Student Handbook sent to students and discusses it during Orientation.
- 4.3** BIC must conduct assessments of each student's course progress at the end of scheduled training and assessment for each unit.
- 4.4** BIC implements strategies to improve the performance of students who are identified as not satisfactorily progressing with the requirements of their course in accordance with Section's 3.2 and 3.3 of this policy and procedure.
- 4.5** BIC requires Student Support Staff to attend any meetings where students have been identified as not progressing with the requirements of their course in accordance with Section's 3.2, 3.3 and 3.4 of this policy and procedure.
- 4.6** Where interventions measures are implemented, all documentation will be placed into the student's file.
- 4.7** BIC must maintain a continuously updated "Students At Risk Register," detailing essential student information, risk evaluation, and action plans, with proactive measures to prevent escalating to Unsatisfactory Course Progress Stage Two. The register must contain the following information:
- a) Student Name
 - b) Student ID no
 - c) Course enrolled in
 - d) Start date of course
 - e) Units of competency listed in the training plan for the student
 - f) Start date of unit of competency
 - g) End date of unit of competency
 - h) Assessment outcome
 - i) Notes

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- j) Date "At-Risk" notification sent to Administration team
- k) Reasons for the student's poor performance
- l) Strategies to improve student performance.

4.8 BIC provides reports to its CEO of students not satisfactorily progressing with the requirements of their course in accordance with the frequency of monitoring identified in the Non-Current Risk Register.

4.9 BIC monitors the effectiveness of strategies implemented to improve the performance of students who have been identified as not satisfactorily progressing with the requirements of their course.

4.10 BIC reports students who are not satisfactorily progressing with the requirements of their course in accordance with Section 3.4 of this policy and procedure to the Commonwealth Department of Education, Skills and Employment via the Provider Registration and International Student Management System (PRISMS).

4.11 Where BIC intends to report a student for not achieving satisfactory course progress, they will be advised that they are able to access BIC's complaints and appeals process within 20 working days, should they wish to do so.

4.12 If a student makes an appeal, all records relating to this appeal will be maintained in accordance with Standard 10, and BIC's Complaints and Appeals Policy and Procedure.

4.13 Where a student is reported to the Department of Education via PRISMS, a copy of this report will be maintained on the students' file both in electronic format and physical format.

4.14 The CEO must provide regular reports to the Governance and Quality Assurance Committee (GQA) in line with the stipulated intervals set out in the Quality Assurance Plan, ensuring compliance with Standard 8 of the ESOS National Code 2018.

5.0 PROCEDURE FOR ADDRESSING STUDENT COURSE PROGRESS CONCERNS

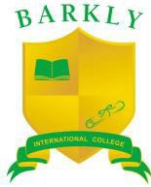
5.1 Initial Assessment and Monitoring: BIC trainers are responsible for conducting assessments of student progress at the end of the scheduled training and assessment for each unit of competency.

5.2 Identification of 'At-Risk' Students: Any student identified as having difficulty meeting course requirements, due to not meeting the requirements of Section 3.2 of this policy and procedure, should be marked as "At Risk."

5.3 Immediately record the details of these "At Risk" students in the "Student At Risk Register."

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- 5.4 Notification Stage One:** Once the student's details have been documented, the trainer and assessor must send a 'Notification of Unsatisfactory Course Progress - Stage One' email to support@barklycollege.vic.edu.au to alert the team the student is at risk of not meeting the course progression criteria.
- 5.5** Upon receiving notification from the trainer and assessor, the Student Support Manager is responsible for assigning a Student Support Officer to manage the student and email them within one business day a "Stage One Letter for Unsatisfactory Course Progress" (as described in Section 5.6), which will summon the student to a meeting to explore improvement strategies with their trainer and assessor.
- 5.6 Unsatisfactory Course Progress - Stage One:**—Upon identification of Unsatisfactory Course Progress (as defined in Section 3.2), the letter issued will request the student's presence at a meeting with their Trainer and Assessor, and Student Support Officer to discuss:
- why the student was unable to achieve satisfactory course progress,
 - implementing strategies to improve the students' academic performance (refer to Section 6.0 for guidance).
 - set a timeframe for the student to return to satisfactory course progress
 - Explain the consequences of failing to achieve satisfactory course progress.
 - If the student fails to respond to the notification sent, a follow up letter will be sent to them within five (5) working days, requesting they contact BIC immediately to discuss their academic progress.
- 5.7** The Student Support Officer must record the following in the "Student At Risk Register" when meeting with the student:
- a) Reason for the student's poor performance
 - b) Strategies to improve the student's performance (refer to Section 6 of this policy and procedure).
- 5.8 Monitoring after Unsatisfactory Course Progress Stage One:** Student Support Officers will monitor the student's progress utilising the methods below:
- a) Conducting weekly meetings with the assigned Trainer and Assessor to evaluate the student's performance in relation to their attendance, submission of assessments and conduct. Regularly assessing and amending the Intervention Plan in response to the student's performance to meet their evolving needs.
 - b) Engaging with the student to discuss any updates or changes to the Intervention Plan.
 - c) Promptly implementing any new or modified intervention measures.
 - d) Documenting the results and key points of each meeting within the Intervention Plan.
 - e) Ensuring all documentation, including the updated Intervention Plan, is filed in the student's record.
- 5.9** Student Support Manager must monitor the "Students At Risk Register," in accordance with the frequency identified in the 'Non-Current Risk' Register and producing a report on "Students at Risk" for submission to the Administration Manager.

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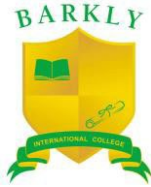
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- 5.10 Notification Stage Two (Only for students enrolled in the course BSB50120 Diploma of Business – Leadership and courses from the AUR and SIT Training packages):** Where the student continues to fail to demonstrate satisfactory course progress as per Section 3.3, the Trainer and Assessor must send a 'Notification of Unsatisfactory Course Progress - Stage Two' email to the Student Support Manager and Officer, to alert them that the student is still at risk of not meeting the course progression criteria.
- 5.11** Upon receiving notification from the trainer and assessor, the Student Support Officer is responsible for emailing the student within one business day a 'Stage Two Unsatisfactory Course Progress Letter' (as described in Section 5.12), which will summon the student to a meeting to explore improvement strategies with their Trainer and Assessor and Student Support Officer.
- 5.12 Unsatisfactory Course Progress - Stage Two: (Only for students enrolled in the course BSB50120 Diploma of Business - Leadership and courses from the AUR and SIT Training packages):** – Upon notification of Unsatisfactory Course Progress (as defined in Section 3.3), the letter issued will request the student's presence at a meeting with their Trainer, Assessor, and Student Support Officer to discuss:
- why the student was not able to achieve satisfactory course progress.
 - implement new intervention strategies
 - Advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a Notice of Intention to Report for Unsatisfactory Course Progress.
- 5.13 Monitoring after Unsatisfactory Course Progress - Stage Two (Only for students enrolled in the course BSB50120 Diploma of Business - Leadership and courses from the AUR and SIT Training Packages):** Trainers and Assessors will monitor the student's progress utilising the methods below:
- Conducting weekly meetings with the assigned Trainer and Assessor to evaluate the student's performance in relation to their attendance, submission of assessments and conduct.
 - Regularly assessing and amending the Intervention Plan in response to the student's performance to meet their evolving needs Engaging with the student to discuss any updates or changes to the Intervention Plan.
 - Promptly implementing any new or modified intervention measures.
 - Documenting the results and key points of each meeting within the Intervention Plan.
 - Ensuring all documentation, including the updated Intervention Plan, is filed in the student record.
- 5.14 Notification (Intention to Report):** If unsatisfactory course progress remains unresolved as outlined in Section 3.4 'Reportable Unsatisfactory Course Progress,' the Trainer and Assessor is required to notify the Student Support Team via email. This email should inform them that the student is still not progressing with the requirements of the course.

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5.15 Reportable Unsatisfactory Course Progress: Upon identification of 'Reportable Unsatisfactory Course Progress' the Student Support Officer is required to send the student a 'Notification of Intention To Report Letter' by email and registered post.

6.0 Intervention Meeting and Strategy

Intervention meetings take place as soon as possible and no more than five (5) working days from students being identified 'at risk'.

The purpose of the intervention meeting is to identify the underlying reasons for the unsatisfactory course progress and negotiate, agree, document, and initiate an intervention strategy. Depending on the underlying reasons affecting the student's course progress either study and/ or personal welfare support services will be offered.

At the intervention meetings the commitment to and effectiveness of the intervention strategy are reviewed. Intervention strategies may include one or more the following types of support:

- Arranging further opportunities for students to re-attempt weekly tests
- Amending the study load/ timetable/ course duration
- Move the student to a lower level
- Study support
- Managing study load
- Helping students adjust to the learning and assessment system
- Homework support
- Reviewing learner materials with the student
- Liaising with teachers to arrange the provision of support e.g. extra tuition, materials, exercises, amendments to timetables
- Arranging access to supplementary reference materials
- Arranging for supplementary exercises
- Arranging access to computers
- Arranging access to modified resources
- Liaising with assessors to provide opportunities to re-attempt assessments
- Providing guidance with organization/ time management skills
- Other English/ study skills support

*This is not a conclusive list and other intervention strategies may also be used

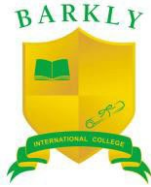
7.0 APPEALS

7.1 BIC's final written notice (of its intention to report the student for unsatisfactory progress) will inform the student that they can access BIC's Appeals process and that they have 20 working days in which to do so.

7.2 Students can appeal any decision made by BIC in relation to this policy and procedure in

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accordance with the Complaints and Appeals Policy and Procedure (as per Standard 6 of Standards for Registered Training Organisations (RTO) 2015).

7.3 A student may appeal on the following grounds:

- BIC's failure to record or assess a student's grade (C - COMPETENT) accurately,
- Compassionate, or compelling circumstances (if applicable), or,
- BIC has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

7.4 Students may wish to contact The Victorian Ombudsman
Level 2, 570 Bourke St
Melbourne, VIC 3000
(03) 9613 6222

7.5 Students may seek private legal advice

7.6 The outcomes of an appeal may vary according to the findings of the appeals process.

7.7 If the appeal demonstrates that there was an error in calculation, and the student made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), BIC will not report the student, and there will be no further requirement for intervention.

7.8 If the appeals process demonstrates 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 BIC's Student Support Services, and BIC will not report the student and the student's course of study will be re-instated immediately.

7.9 If the appeals process demonstrates the BIC did not provide adequate support to the student, BIC will not report the student and the student's course of study will be re-instated immediately.

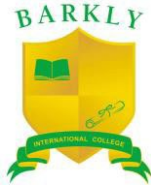
7.10 **In the event where the student:**

- has chosen not to access BIC's appeals process within the 20-working day period, or
- withdraws from the appeals process, or the process is completed and results in a decision supporting BIC (i.e. the student's appeal was unsuccessful)
- BIC's Administrative Department will notify the Secretary of the Department of Education through PRISMS that the student has failed to achieve Satisfactory Course Progress. A copy of this notification will be placed in the student's file.

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9.0 CEO ENDORSEMENT

Ms Evelin Cruz		Date: 30/01/2024
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