

# Course Progress Policy and Procedure

## 1. Policy

This policy/procedure supports 'Standard 10 – Monitoring Course Progress' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2007'

The following procedures will ensure that all student academic course performance is monitored and students are given every opportunity to achieve the required academic course progress for each course they are enrolled in. This required academic progress is identified by the number of units assessed as 'Competent' within one semester – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a semester.

A student who does not achieve this 50% competency rate for two consecutive semesters shall be considered in breach of this academic course progress requirement. The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:

- Notified when close to falling below the required academic performance for a single semester.
- 1<sup>st</sup> Warning Letter when falling below the required academic performance for single semester.
- 2<sup>nd</sup> Warning Letter when close to not achieving the required academic performance for a consecutive semester.

Where students have been identified as at risk of non-compliance of this requirement, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to DIAC.

The following procedures ensure academic course progress records are accurately kept and monitored for all students enrolled within each course. It allows for early detection of unsatisfactory academic results and enables The Ashmark Institute of Australia and the students to have an opportunity to rectify the situation before reporting the breach of the academic performance requirement to DIAC.

The Ashmark Institute of Australia ensures that the staff members are made aware of the requirements of this policy through induction, regular meetings and updates and continuous improvement practices. Students are made aware of the course progress requirements through enrolment processes and throughout the program.

## 2. Procedure

### *2.1 Recording Student Academic performance*

The student's academic performance shall be recorded using the 'Student Academic Performance Record Sheet'. This spreadsheet will calculate the projected academic course progress for the semester, based on the total number of units that are required to be assessed and the outcome of these assessments.

All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled and complete. The assessment shall be conducted by qualified trainers / assessors using the Ashmark's assessment tools/methods and recording processes as required. All academic results are entered into the Students Records Management System by the Assistant to Head of Department.

It is the responsibility of the Head of Department to ensure that the 'Student Academic Record Sheet' is also updated after each assessment is completed and recorded. i.e. if there were 6 units in total assessed in a term and a student has been assessed as 'C' in 4 units and 'NYC' in 2 units for the term, the student's academic course progress would look like:

Term 1				
Student Name	Student No.	Number of Units Assessed 'Competent'	Number of Units Assessed 'Not Yet Competent'	Academic Performance Percentage (%)
John Smith	00123	4	2	66.67%

These records are checked regularly by the Head of Department for currency and accuracy.

## 2.2 Monitoring Student Academic Performance

The Assistant to Head of Department will monitor the student's academic performance via the 'Student Academic Performance Record Sheet' (Excel spreadsheet) and report any issues, as outlined below, to the Head of Department. This monitoring will occur once a month and will be supported by the Head of Department who will also monitor the student's academic course progress regularly and will be involved in the counselling and reporting process as outlined below.

At a convenient time, once a month the Assistant to Head of Department will review the academic course progress of all students and monitor the following points:

- **Any student falls below 75% academic course progress for a single semester.**
  - Student's shall be sent a Notification Letter indicating that they have fallen below 75% academic performance for the semester to date, and failure to achieve Competency in further units undertaken the current semester may result in failing to achieve academic course progress for the semester. Failing to achieve this academic progression in two consecutive semesters will be a breach of Visa requirements and student will be reported to the **Department of Immigration and Citizenship (DIAC)**. The students are given the opportunity to be counselled in their progress if required. (See Appendix A)
- **When a student's projected academic progress falls below 50% for a completed single semester**

When a student's course progress falls below 50% for a completed single semester the Assistant to Head of Department shall notify the Head of Department and a '1<sup>st</sup> Warning Letter' shall be sent indicating the student must contact The Ashmark Institute of Australia and make an appointment with the Head of Department to discuss their unsatisfactory course progress and strategies to ensure they stay above the 50% academic course progress requirement for the following Term.  
(See Appendix B)

If the student does not respond within 7 days the Head of Department will attempt to contact the student via telephone or email.

- ***Any student who is below 75% academic progress in their current semester after falling below 50% in their previous semester***
  - Student's shall be sent a '2<sup>nd</sup> Warning Letter' notifying them they are at risk of breaching their requirement to maintain academic progression for each semester they are enrolled. They are informed they have fallen below 75% course progress in the current semester after falling below the required course progression in the previous semester. They are informed that if they fall below the required course progression in two consecutive semesters they will be reported to the **Department of Immigration and Citizenship (DIAC)**.

Students are also informed that they are required to organise an appointment with the Head of Department to discuss their unsatisfactory course progress and strategies to ensure they stay above the 50% Academic requirement for the semester.  
(See Appendix C)

If the student does not respond within 7 days the Head of Department will attempt to contact the student via telephone or email.

- ***When a student's projected academic progress falls below 50% for 2 consecutive semesters***
  - The student shall be sent a 'Notification of Intention to Report Letter' indicating they are going to be reported to DIAC for unsatisfactory course progress in their course of study. They are informed that this has occurred as they have failed in more than 50% for two consecutive semesters.  
They are also informed of their ability to access the appeals and complaints process and have 20 working days to do so. (See Appendix D)

If the student does not go through any appeal or complaint process within 20 working days, the report shall be submitted via PRISMS.

### **Intervention Strategies for students at risk for not achieving Satisfactory Course Progress**

A student is deemed to be at risk when the student fails to achieve competency in at least 75% of the units being studied in a particular term.

Where a student is deemed to be at risk of not achieving a satisfactory course progress, AIA's intervention strategies shall be implemented to provide the student the opportunity to improve their progress. These intervention steps will include meeting with the student to identify the cause/s that is placing him/her at risk. At this meeting, strategies to assist the student in successfully completing the course within the expected duration of study shall be discussed and implemented as required.

These strategies may include, but not limited to:

- Extra tuition and support to be organized
- Timetable adjustments
- Personal strategies to improve the student's ability to complete the course requirements
- Opportunity for re-assessment
- Extension in duration of course
- Providing individual student support

- Providing assistance with personal issues which are hindering his/her progress

The Head of Department will meet with students identified as being at risk of not achieving a satisfactory academic progress and decide the intervention strategy most suited to the specific student's situation. The steps involved in implementing the intervention strategy include, amongst others

- Interview with the student
- Development of an appropriate strategy
- Implementation of the strategy
- Monitoring and recording of the student's subsequent progress
- Warning letter if student is not progressing satisfactorily, as per the intervention strategy that is applicable to the student
- Further interview if necessary

**AIA may extend the course duration of a student's study for the following reasons:**

1. Implementation of AIA's intervention strategy for student's of not making satisfactory course progress
2. If the student is not going to complete his/her course within the expected duration of study.
3. Compassion of compelling circumstances, which include, but not limited to:
  - a) Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
  - b) Bereavement of close family members such as parents or grandparents;
  - c) Major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student's studies.
  - d) Traumatic experience which could include:
    - Involvement in, or witnessing of a serious accident;
    - Witnessing or being the victim of a serious crime.
  - e) AIA was unable to provide or offer pre-requisite unit; or
  - f) Inability to begin studying on the course commencement date due to delay in receiving a student visa

**2.3 Reporting 'Breach of Student Course Progress'**

All students who fall below 50% course progress requirement and have no supporting reasons shall be reported via PRISMS to the **Department of Immigration and Citizenship (DIAC)** for a breach of their Visa condition.

Students have 20 working days from the date the 'NIR' letter is issued to appeal the decision of their academic non-performance. If they do not choose to use this option then they shall be reported as indicated.

This process of reporting breaches into PRISMS is the responsibility of the Prism Administrator. When a student does not access the complaints and appeals process within 20 working days from the date as stated on the NIR letter, or an appeal is unsuccessful, a S.20 notice will be issued via PRISMS and copy of the same will be sent to the student. Copies of all letters, details of phone calls made or email, and any reports are to be kept in the student files.

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***\*However, at the time of calculating student's Academic Progression for NIR purposes (all AIA courses), Head of Department/s will take into consideration his/her actual Academic Progression from the date when he/she was placed under intervention strategy of AIA for not achieving satisfactory course progress. This will ensure that whether he/she has actually made an Academic Progression in the past and has achieved competency in the unit/s using AIA's Re-assessment Policy.***

***If Head of Department/s calculations indicate that the student has achieved satisfactory Academic Progression using AIA's Re-assessment policy by achieving competency in all the units for which the 1<sup>st</sup> Warning Letter was issued and the average Academic Progress for two consecutive terms/semesters (Course Based) is above 50% than he/she can be revoked from the Institute's Course Progress Policy- Intervention Procedure requirements.***

## APPENDIX A:

### Notification Letter for Unsatisfactory Course Progress

Date: (insert date)  
Student Name: (insert details)  
Student D.O.B: (insert details)  
Student Group: (insert details)  
Student Address: (insert details)

Dear Student,

As part of your Visa requirements you are required to achieve satisfactory course progress in the courses enrolled. This progress is defined as achieving Competency in at least 50% of units that a student is assessed in a semester.

Our records indicate that your current course progress may be at risk of falling below the required progression for the semester. ***Your current course progress is below 75% of the total units being undertaken in the current semester.***

Please be advised that as soon as your projected academic progress is recorded as unsatisfactory for two consecutive semesters **The Ashmark Institute of Australia is obliged to notify the Department of Immigration and Citizenship (DIAC)** via PRISMS that you have breached your student visa requirements.

If you have any questions or wish to discuss the matter to ensure that a satisfactory course record is achieved, you can contact The Ashmark Institute of Australia and arrange a meeting with the **Head of Department** to discuss how we can improve the current situation.

At The Ashmark Institute of Australia our aim is to assist your satisfactory progression through your chosen course of study. We are pleased to discuss any academic progression issues and attempt to reach satisfactory solutions.

Yours sincerely,

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Head of Department  
(The Ashmark Institute of Australia)

## **APPENDIX B:**

### **1<sup>st</sup> Warning Letter for Unsatisfactory Course Progress**

Date: (insert date)  
Student Name: (insert details)  
Student D.O.B: (insert details)  
Student Group: (insert details)  
Student Address: (insert details)

Dear **Student**,

As part of your Visa requirements you are required to achieve satisfactory course progress in the enrolled courses. This course progress is defined as achieving Competency in at least 50% of units that a student is assessed in a semester.

***Your academic progress is below 50% of assessed units for the current semester.***

This has resulted as you have been unable to achieve Competency in more than 50% of the units undertaken for the semester.

You **must** contact The Ashmark Institute of Australia **in person immediately** and arrange a meeting with the **Head of Department** to discuss how we can improve the current situation for the following semester.

Please be advised that as soon as your projected academic progress falls below 50% for two consecutive semesters, **The Ashmark Institute of Australia is obliged to notify the Department of Immigration and Citizenship (DIAC)** via PRISMS that you have breached your student visa requirements.

At The Ashmark Institute of Australia our aim is to assist your satisfactory progression through your chosen course of study. We are pleased to discuss any academic problems and attempt to reach satisfactory solutions.

Yours sincerely,

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Head of Department  
(The Ashmark Institute of Australia)

## **APPENDIX C:**

### **2<sup>nd</sup> Warning Letter for Unsatisfactory Course Progress**

Date: (insert date)  
Student Name: (insert details)  
Student D.O.B: (insert details)  
Student Group: (insert details)  
Student Address: (insert details)

Dear **Student**,

As part of your Visa requirements you are required to achieve satisfactory course progress in the enrolled courses. This progress is defined as achieving Competency in at least 50% of units that a student is assessed in a semester.

***Your current academic progress is below 75% of assessed units for the current semester. This is combined with your unsatisfactory course progress for the last semester which places you at risk of breaching this Visa requirement.***

Please be advised that as soon as your projected academic progress falls below 50% for two consecutive semesters, **The Ashmark Institute of Australia is obliged to notify the Department of Immigration and Citizenship (DIAC)** via PRISMS that you have breached your student visa requirements.

You **must** contact The Ashmark Institute of Australia **in person immediately** and arrange a meeting with the **Head of Department** to discuss how we can improve the current situation promptly.

At The Ashmark Institute of Australia our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any academic problems and attempt to reach satisfactory solutions.

Yours sincerely,

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Head of Department  
(The Ashmark Institute of Australia)

## APPENDIX D:

### Notification of Intention to Report for Unsatisfactory Course Progress

Date: (insert date)  
Student Name: (insert details)  
Student D.O.B: (insert details)  
Student Group: (insert details)  
Student Address: (insert details)

Dear Student,

Subsequent to our issuing to you two (2) 'Academic Warning' Letters, Notification letter and our attempts to counsel you through this issue, our records indicate your projected course progress has fallen below the required 50% for two consecutive semesters.

***This is in Breach of your Visa conditions.***

Please be advised that you are in breach of your Student Visa requirements and **The Ashmark Institute of Australia is now required to notify the Department of Immigration and Citizenship (DIAC)** via the PRISMS reporting system.

If you feel you have reasonable grounds for your unsatisfactory course progress in your course and wish to appeal this reporting of the breach of academic performance requirement, you **must** contact The Ashmark Institute of Australia **in writing** within 20 working days outlining your circumstances. This process is outlined in the 'Complaints & Appeals Policy and Procedure' and further information on this process / decision can be gained from website, students hand book and AIA campus.

If no response is received within 20 working days of the date of this letter The Ashmark Institute of Australia will proceed with the reporting process.

Please be advised that you are still required to attend classes regularly at The Ashmark Institute of Australia until notified by DIAC.

You have 20 working days beginning on DD/MM/YYYY in which you may access the AIA's complaints and appeals process.

Yours sincerely,

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Head of Department  
(The Ashmark Institute of Australia)

### VERSION CONTROL AND CHANGE HISTORY

Document Title	Version No	Key Words	Approval Date	Author	Approved by	Amendment
Satisfactory Course Progress Policy	One	Satisfactory Course Progress Policy	07/08	Compliance Officer	Quality Manager	N/A
Satisfactory Course Progress Policy	Two	Satisfactory Course Progress Policy	09/09	Compliance Officer	Quality Manager	Change of study week
Satisfactory Course Progress Policy	Three	Satisfactory Course Progress Policy	10/09	Administration Officer	Quality Assurance	Reviewed the whole policy
Satisfactory Course Progress Policy	Four	Satisfactory Course Progress Policy	11/09	Administration Officer	Campus Manager	Change of title to Student Support Officer and Director of Studies - "working" days
DEEWR-DIAC Course Progress Policy	Five	DEEWR-DIAC Course Progress Policy	09/10	Assistant to PEO	Campus Manager	1)Additions to Diploma of Automotive Management, policies differentiated for Management course, 2)Course specification added
DEEWR-DIAC Course Progress Policy	Six	DEEWR-DIAC Course Progress Policy	10/10	Assistant to PEO	HOD (Administration)	Specification updated for semester wise and term wise procedures
DEEWR-DIAC Course Progress Policy	Seven	DEEWR-DIAC Course Progress Policy	01/11	Assistant to PEO	HOD (Administration)	Specification updated for semester wise and term wise procedures
DEEWR-DIAC Course Progress Policy	Eight	DEEWR-DIAC Course Progress Policy	04/11	Assistant to PEO	Faculty Head	Removal of Campus Manager and Updated
DEEWR-DIAC Course Progress Policy	Nine	DEEWR-DIAC Course Progress Policy	07/11	Assistant to PEO	Faculty Head	Removal of Head of Administration
DEEWR-DIAC Course Progress Policy	Ten	DEEWR-DIAC Course Progress Policy	09/11	Assistant to PEO	Faculty Head	Change in Address
DEEWR-DIAC Course Progress Policy	Eleven	DEEWR-DIAC Course Progress Policy	12/11	Head of Departments and Assistant to PEO	Faculty Head	All courses will be monitored per semester. The policy and procedure are combined together in one document.