

## HPPS05 Course Progress Monitoring Policy

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<b>Date of Approval</b>	Oct 2024
<b>Approved by</b>	CEO
<b>Last Date of Review</b>	Oct 2024
<b>Next review date</b>	Oct 2026
<b>References:</b>	<ul style="list-style-type: none"> <li>• SRTOs 2015 – Standard 4</li> <li>• NVR Act 2011</li> <li>• ESOS Act 2000</li> <li>• ESOS Regulations 2001</li> <li>• The National Code 2018</li> <li>• CRICOS standard 8</li> </ul>

### Purpose & Legislative Background

Under Standard 8 of the National Code 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 HILTON ACADEMY, 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 in accordance with the online learning requirements for their sector.

This document outlines HILTON ACADEMY's steps to ensure adherence to the above.

All students enrolled in or willing to enrol with HILTON ACADEMY are informed about the requirements to achieve satisfactory course progress and attendance requirements, where applicable before they begin a course.

At HILTON ACADEMY, 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 are able to complete the course within the expected duration specified on the CoE. Before students begin a course, HILTON ACADEMY will provide clear information about the requirements for achieving satisfactory course progress and attendance during the admissions and orientation processes. Information is also provided by publicly listed Policies and Procedures online and student handbooks.

This policy aims to identify, notify, and assist overseas students who are at risk of not meeting course progress or attendance requirements. At HILTON ACADEMY, we will 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 active and current students studying at HILTON ACADEMY.

## Policy

HILTON ACADEMY 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 (usually 10 weeks of study).

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

If a student is identified as *at risk of not making satisfactory course progress* by the Student Services Academic Officer (SSAO), HILTON ACADEMY will contact the student and arrange a meeting with the Student Services Administrator (SSA) to implement HILTON ACADEMY's intervention strategies as outlined below.

## 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 one study period or two consecutive study periods. The formula used to calculate the course progress value is:

$$\frac{\text{Competent (or Passed) units for the study period(s)}}{\text{Current study period(s) scheduled units}} * 100\%$$

If the value equals or exceeds 50%, the student's course progress is satisfactory. However, if the student's course progress value is lower than 50%, the student's course progress is deemed unsatisfactory.

## Course Progress Monitoring Process

On week 5 of the study period, the Student Services Academic Officer (SSAO) will review the student's performance and contact the student showing a performance value below 50% via email for an early-detected unsatisfactory course progress; the communication will include the information the student needs to book an appointment with the Student Services Administrator (SSA). The SSA will conduct an early intervention strategy with the student using a combination of possible intervention strategies. If the student themselves or their trainer realise that the student may not achieve the required course progress during the study period, they can request an intervention strategy meeting with the SSA. The SSA is responsible for addressing any such concerns or requests raised by the student or the trainer by following the Complaints and Appeal Policy and Procedures.

At the end of the study period, the Academic Officer (SSAO) generates a report to check if the student's performance meets the course progress requirements. The possible outcomes for the student's course progress are:

- Above 50% of course progress, in which case the student will continue to the next course of study; or
- Below 50% of course progress, in which case the SSAO, will send the student a Warning Letter (WL) confirming that the student's course progress performance is below the expected standards. The decision to issue a WL will be based on the *End of Term Report*, which the SSA will finalise and approve. The letter the student will receive will include instructions on booking and attending an Intervention Meeting with the SSA. The SSA will conduct an intervention strategy meeting with the student using a combination of possible intervention strategies as listed below.

During the intervention strategy meeting, the student and SSA will agree on the best course of action to ensure that the student's performance will meet the course progress requirements without compromising the student's wellbeing. Strategies may include but are not limited to:

- Extra classes for the missed units with other groups;
- Extra classes for Failed/NYC units with other groups;
- Attending a study group with other peers on campus;
- Access a trainer for any queries;
- Additional practical sessions for identified gap areas;
- Referring the student to counselling sessions with the Student Counsellor for the welfare of the student.

The student's performance will be reviewed in week 5 of the next consecutive study period for an early detected course progress intervention strategy, and at the end of the following consecutive study period, and if the student's course progress value is

- Above 50%, the student will continue to the next study period.
- Below 50%, the student will receive a Notice of Intention to Report (ITR) issued by the SSAO. The letter the student will receive will include instructions on booking and attending an Intervention Meeting with the SSA and their rights according to the Complaints and Appeals policy.

The formula used to calculate the course progress % at where a student's previous value was below 50% is:

$$\frac{\text{Number of units Competent within the first study period} + \text{Number of units Competent within the second study period}}{\text{Total units scheduled for the first study period} + \text{Total units scheduled for the second study period}} * 100\%$$

The student will have 20 working days to act according to HILTON ACADEMY's Complaints and Appeals Policy and Procedures before being issued a cancellation letter. During any such period, the student's enrolment will remain active. A student will not be reported to the Department of Education for unsatisfactory course progress if:

- The student takes action according to the Complaints and Appeal Policy and Procedures within the prescribed timeframe and
- The outcome of any appeal is:
  - Not yet final, or
  - The student's appeal is successful.

HILTON ACADEMY will issue a Letter of Cancellation of the student CoE informing the student of their rights to access HILTON ACADEMY's Complaints and Appeals policy if:

- The student's appeal is unsuccessful; or
- The student does not take any action within the 20 days to appeal the decision.

Should the appeal be unsuccessful and/or the student does not take any action within the timeframe, the student's enrolment with HILTON ACADEMY will be terminated.

## Reporting to the Department

HILTON ACADEMY will only report a breach of course progress on Provider Registration and International Student Management System (PRISMS) according to section 19 (2) of the ESOS Act if:

- the internal and external complaints processes have been completed, and the decision or recommendation supports the registered provider, or
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or

- 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 processes by notifying the registered provider in writing.

The student may appeal the decision to report them to the Department 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 HILTON ACADEMY's own documented policy and procedures.

## Management Action & Responsibility

### Intervention Strategies for students at risk of not achieving satisfactory Course Progress

Stage of Intervention	Intervention Time
Stage 1: Early detection and intervention of unsatisfactory course progress	During the First Study Period - communications from the SSAO; the SSA will conduct an early intervention strategy with the student as identified by the SSAO to ensure the student's performance and well-being are maintained.
Stage 2: Warning letter issuance. Unsatisfactory course progress (less than 50% of competent units of total scheduled units) at the end of the study period	After the end of the first Study Period - Warning Letter from SSAO and intervention meeting with SSA.
Stage 3: Early detection and intervention of detected unsatisfactory course progress during the consecutive study period.	During the Second consecutive Study Period - communications from the SSAO; the SSA will conduct an early intervention strategy with the student as identified by the SSAO to ensure the student's performance and well-being are maintained.
Stage 4: Letter of Intention to Report and cancellation of the student CoE. The SSAO will issue a notice of Intention to Report (ITR) and CoE cancellation and inform the student of their rights according to the complaints and appeals policy.	At the end of the second consecutive study period.
Stage 5: Reporting of student's breach of visa conditions via PRISMS	20 days from the ITR issuance and after any appeal process has been exercised and exhausted.

## Definitions

**CoE:** Confirmation of Enrolment

**Department:** Department of Education

**PRISMS:** Provider Registration and International Students Management System

**Compassionate or compelling** circumstances may include:

- 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 an accident, or - a crime committed against the student, or
- witnessing a crime that has impacted the student (police or psychologists' reports should support these cases)

**Study Period:** A study period is defined as a Term (usually, 10 weeks of study).

**VET:** Vocational Education & Training

**End of Term Report:** report created by the Academic Team that highlights the units for which the student has been awarded a competency during the study period or study periods.

## Legislative Context

The legislative base for this policy is as follows:

- National Vocational Education and Training Regulator Act 2011
- The ESOS Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code 2018
- CRICOS Standards
- Migration Regulations 1994

## Policy Control

Version	Date	Changes / Updates	Approved
1.0	Mar 2023	RTO Policy and Procedure of HILTON ACADEMY	CEO
2.0	Oct 2024	Policy and procedure changes,	CEO

## Flow Chart

