

LATROBE COLLEGE OF ART AND DESIGN

MONITORING COURSE PROGRESS & STUDENT INTERVENTION POLICY

POLICY
AND
PROCEDURE

Standard 8 ESOS Code of Practice 2018 / RTO Standards 2015

Related Policies & Procedures

S30 MONITORING Course Progress and Intervention PP
S30 MONITORING Student Risk, Support, Complaints Register
S19 Task Completion Record
S20 Student COMPLETIONS & ENGAGEMENT PP
S20 Student COMPLETIONS RATES (VSL)

S21 NC LIST
S21 DEFERRAL LIST
S21 WITHDRAWN LIST

22 TESTAMURS SOAs
23 GRADUATES HISTORY
26 TESTAMURS Graduates

S18 Intention to Report for Non-Payment of Fees
S28 Student Warning Academic Progress
S28 Student Warning Attendance
S28 Intention to Report for Unsatisfactory Progress

S25 Assessment and Re-Assessment Policies

S14 Deferral, Suspension, Withdrawal PP
S27 COMPLAINTS Academic Grievance PP

1. COURSE PROGRESS

To ensure course progress, the College will monitor the student's attendance and academic performance in each unit of study. The College has procedures to help students to meet their course progress requirement. Progress will be assessed at the end point of every study period (defined as a Term - 11 class weeks).

Students are expected to achieve the following requirements to meet the satisfactory course progress requirements and be allowed to re-enrol without restriction:

- A competence mark in all the Assessment Tasks listed in the study unit's Project Assessment Tools (PATs) (this is also listed the study unit outline) and Knowledge Tools (if applicable).
- Not failing a study unit more than TWICE.
- At least 80% attendance over a given study period.
- The student's tuition fees are paid in a timely manner to the college according to their Acceptance Agreement

Student Intervention policies are initiated if the student does not meet the course requirements. In the worst case, an unsatisfactory student progress may lead to an international student being reported to the **Department of Home Affairs** which may lead to the college withdrawing the student's CoE and the student having their visa cancelled by the Department of Home Affairs.

2. STUDENT MONITORING

For the student to ensure their course progress, the College will monitor the student's attendance and academic performance for Competency / Non-Competency in each study unit of their course. The college will also assess student's study in all their enrolled study units at the end of each 11-class week Term. Week 11 is normally FOLIO WEEK.

Attendance / study and assessment completion

Teachers are required to report to Admin if students are having attendance problems. They are required to take a class roll each class. It will be evident then that a student may be having problems. At the completion of the Term the student and teacher (or assessor) sign their Project Assessment Tools and Knowledge Tools. Problems with incomplete assessment will reinforce that the student has issues.

- Class attendance rolls are kept for each class session of every study unit.
- Irregular attendance, illness, and individual needs are monitored in S30 MONITORING Student Risk, Support, Complaints Register by admin.

- All matters to do with student's progress are kept in the student's hard file, and / or S30 MONITORING Student Risk, Support, Complaints Register. If the student matter goes beyond recording an entry in S30 MONITORING Student Risk, Support, Complaints Register then all forms and correspondence will be kept in the student's hard file.
- Student progress marks are kept in the college Database
- Incomplete study units or failed study units are recorded in the S21 NC List file kept in the bottom of the admin filing cabinet
- Student's falling behind or not passing study units is recorded in the college database as well on the S19 Task Completion Record in the student's hard file.

Attendance levels are not factored in when assessing competency, but students are reminded of its criticalness to the learning program, and attendance will affect the college's informal higher education marking system it applies to students. Attendance is monitored through CLASS Rolls taken in each class by the teacher and reviewed by the CC regularly. Intervention is enacted if the student drops belows 80% over an 11-class week period. If the student is absent (teachers are required to report to admin) from a study unit for 2 or 3 weeks in a row admin or the CC contacts the student to determine if there are issues the student is facing where they are unable to attend classes. Poor attendance is usually a key sign that the student is struggling. The college will initiate the Intervention Policy (see below) if attendance becomes a problem.

It is a requirement of the student to contact the college by phone or in person if they are going to be late to class, leave class early or be away. This is clarified during Orientation at the beginning of the student's course.

Paying of tuition fees

Administration monitors the student's payment of fees and contacts the student if there are delays of the student has problems with paying. Flexible arrangement plans are made for the student if needed.

3. STUDENT INTERVENTION FOR COURSE PROGRESSION

Teacher's action. All teachers are instructed to monitor their students for attendance and performance in their subject. If the teacher detects that a student is falling behind or not performing as would be expected, then the teacher will talk to them and offer them more individual help.

Course Coordinator action. Within the 11-class week Term if the student continues to stay away or not participate to the expected level after the teacher has spoken to them twice then the Course Coordinator will meet with the student and remind them of the course expectation / or determine and try to solve any issues affecting the student's ability to do the course properly.

FOLIO WEEK. At the end of Term if the student is behind or not completing or failing any assessments they have until the start of the following Term to re-submit their assessment work – referred to as Re-Assessment SECOND Submission.

Re-Assessment SECOND Submission. The student must complete or rectify their assessment submissions and upload their evidence to their DROPBOX account before the first week back of the following Term.

Re-Assessment THIRD Submission. If the student fails to complete their Re-Assessment Second Submission, they must apply to the college to submit for t Re-Assessment THIRD Submission, for which there is a fee charged to the student and is not covered under Vet Student Loans (domestic students). If the Third Assessment is incomplete the student is advised to retake the study unit or take another if it is available. If the student feels they are being unfairly treated, they can enact the college's S27.1 COMPLAINTS Academic Grievance policy. See also See Policy: S25 Assessment and Re-Assessment PP

Warnings and notices

The college will issue the student with a S22. Student Warning Academic Progress Form if 50 % of study units are not completed by this stage, or they will be issued with a S22. Student Warning Attendance if their attendance is below 80%. This could be issued earlier if the attendance is below 50%.

If the student is again not passing units of study in their second trimester of study, then the college may issue to the student a S22. Intention to Report for Unsatisfactory Progress. See this form for procedures.

4. STUDENT INTERVENTION FOR LATE PAYMENT OF FEES

The coordinator will interview the student to determine if there are larger issues to do with non- payment of fees and may recommend student counselling or other to engage the student if their fees are still behind or haven't been paid. The coordinator may also negotiate with the student a plan for the fees to be paid.

Warnings and notices

If the fees continue not to be paid and student continues avoid payment or break promises or agreements, they make with the college to pay their late payments and or penalties then the college will issue a S28. Intention To Report Non-Payment of Fees. See this Form for procedures.

5. **FIRST WRITTEN WARNING / NOTICE TO STUDENT.**

If the student is non-competent in more than 50% of the Assessment Tasks by the Re-Assessment SECOND Submission due date or they are below 80% attendance, then a meeting is arranged with the Course Coordinator to look deeper into the problems or issues affecting the student and how they may be assisted. If the student's problem is a temporary mishap and they believe they can continue the course normally then the Course Coordinator counsel the student and to gain assurances from the student to perform better in their course.

The college will issue a S28 Student Warning Academic Progress to the student warning them they are at risk and a range of the following Intervention Strategies may be referred to and utilised to help them:

- academic skills support;
- additional English support;
- additional tutoring/study group;
- increased monitoring;
- a mentor programme;
- personal counselling;
- placement in a more appropriate class; and reduction in course load.

The Course Coordinator will also point out at this time to the student that improvement needs to be made by the end of following Term. A copy of this letter is placed in the student's file.

6. **SECOND WRITTEN WARNING/NOTICE TO STUDENT**

If the student is again for the second time non-competent in more than 50% of the Assessment Tasks presented at Folio Week or they are below 80% attendance, then a meeting is arranged with the Course Coordinator will discuss reassessing the Intervention Strategy with the student and choose another that may be more effective. The Course Coordinator is to write/ email the student S22 Student Warning Academic Progress as soon as practicable after the meeting outlining the assurances and strategies the student has given to perform better in their course. A copy of this letter is kept in the student's file.

The Course Coordinator will explain to the student that if unsatisfactory progress continues by the next assessment period, then the college may be forced to report the student to PRISMS which could lead to the International students having their visa cancelled by the **Department of Home Affairs** (International Students)

The student will need to re-present any Assessment Tasks marked NC at the next assessment stage.

7. **THIRD WRITTEN WARNING/ NOTICE TO STUDENT**

If at the completion of the next assessment period of the following Term the student is competent in less than 50% of the Assessment Tasks the Course Coordinator will again meet with the student and explain the college writing or emailing using S22. Intention to Report for Unsatisfactory Progress to give the student notice for unsatisfactory course progress and for them to access the college's Appeals and Complaints processes within 20 working days. If the student does not access the Appeals and Complaints processes, they will be reported in writing to PRISMS which could lead them to being expelled and to the cancellation of their student visa if they are an international student. The student's enrolment is not affected while they are accessing the Appeals and Complaints processes. A copy of this letter/email is kept in the student file.

Exhausting the Complaints & Appeals process

If the student has exhausted the Complaints & Appeals process (not limited to 20 days) or chosen not to access the Complaints and Appeals processes within the 20-working day period or withdraws from the process, or the process is completed and results in a decision supporting the college, the registered provider must report the student to PRISMS as soon as practicable. The student must have their enrolment maintained while undergoing the Complaints & Appeals processes.

REPORTING A STUDENT

Go to PRISMS at <https://prisms.education.gov.au/Logon/Logon.aspx> (college's password is listed in ROBOFORM) which will guide the user through the reporting process. To report a student for not making satisfactory progress, go into the Student Course Variation (SCV) screen, and from the drop-down list under 'Reason for Course Variation', choose *Unsatisfactory Course Progress*. PRISMS will then ask questions about the appeals processes to which the provider answers 'Yes' or 'No'. LCAD will then be required to fill in comments regarding the situation and check the student's postal address. Once these have been entered, a warning will appear to remind providers of the implications for the student visa of a student who is reported as failing to meet course requirements. The warning is as follows: Warning: Submitting a student course variation of the Department of Home Affairs (for International Students) Office within 28 days.

Are you sure that you wish to continue?

If the provider clicks 'OK' the system saves the SCV, sends the information to the Department of Home Affairs (International Students) and then offers the provider the opportunity to print the Section 20 Notice by clicking the link to 'View/Print Non-Compliance Letter' The Section 20 notice which PRISMS generates must be posted/ given to the student and copied for their file.

For International visa students the **Department of Home Affairs** may cancel a student's visa when the provider reports the student for unsatisfactory course progress. The student has 28 days in which to respond to the **Department of Home Affairs**. If the student doesn't respond to the **Department of Home Affairs** within 28 days, they have the right to appeal to **Migration Review Tribunal**.

If the student restores and re-engages with the course with the college's approval, they may be behind schedule in completing their studies on time, or they have been approved by the college to suspend their studies for a period. In this case the student can apply, an email request is accepted, to extend their course duration.

Deferment Suspension and Cancellation Policy

The College and staff are committed to assessing and recording all deferments, suspensions, or cancellations of study, ensuring that students within the process are informed of their rights and provided with due care and where relevant opportunities of appeal.

See S14 Deferral, Suspension, Withdrawal PP

Complaints and Appeals Policy

Students dissatisfied with the process or outcomes are welcome to access the college's complaints and appeals policy

– See S27 COMPLAINTS ACADEMIC GRIEVANCE PP The complaints and appeals policy of the college shall ensure that all complaints are dealt with in a constructive and timely manner at no cost to the complainant. The CEO will be advised of all complaints and the College Quality Group and Board shall be advised depending on the severity of the complaint.