Policy Title	VET Course Progress Monitoring Policy and Procedure			
Policy Number	PP-11	Version Number	V3 Jan 2022	Status	APPROVED
Owner	Academic Department		Approved By		CEO

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1. POLICY

ANIT Australia Pty Ltd T/A Albright Institute of Business and Language will ensure to implement VET course progress and intervention strategy procedure in accordance with the Standard 8 of the National Code 20218.

2. PURPOSE

The purpose of this policy is to provide all VET students of Albright Institute of Business and Language with the best opportunity to meet their study goals and aspirations.

Albright Institute will follow protocols to maintain satisfactory course progress throughout the duration of their studies. This policy and the associated procedures provides a framework for dealing with unsatisfactory course progress and taking remedial actions.

3. SCOPE

This policy applies to all VET International student studying at Albright Institute.

4. DEFINITIONS

The National Code: The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas students 2018, established pursuant to Part 4 of the ESOS Act 2000, as amended from time to time.

DHA (Formally DIBP): Department of Home Affairs

PRISMS: Provider Registration and International Students Management System

DET (Formally DEEWR): Department of Education and Training

Unsatisfactory Course Progress: Where the student has failed or is deemed Not Yet Competent (NYC) in 50% or more of the units in 2 consecutive terms based on evidences from student's assessment tasks and activities.

Units of Competency: means the specification of industry knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.

Course: means a course of education or training as defined in the ESOS Act.

CoE: Confirmation of Enrolment

One week refers to a period of seven days, regardless of how many working days, public holidays, or any other days appear in that period. A week which starts on a Monday ends on a Sunday, a week which starts on a Thursday ends on Wednesday, and so on.
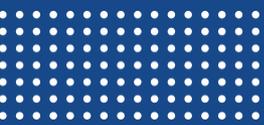
Term: Albright Institute uses "Term" to define a compulsory study period. The term duration, usually a contact period of ten (10) weeks, is considered a "study period".

Mid - Term: The mid-term start is 5 weeks into the set Term Calendar. Usually a contact period of five (5) weeks, is considered a study period for the mid-term intake students.

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course.

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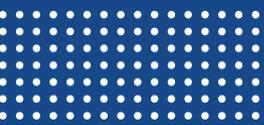
These could include:
- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided);
- major political upheaval or natural disaster 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 of an accident or
  - a crime committed against the student or
  - The student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

5.   REQUIREMENTS, PROCESS AND PROCEDURE

5.1   The National Code 2018 lays out the guidelines for the monitoring students' course progress under Standard 8. As directed by the Department of Education and Training (ESOS Agency), a provider who implements the DEEWR-DIAC Course Progress Policy and Procedures for its CRICOS registered courses is not required for ESOS purposes to monitor attendance for those courses. However, Albright Institute may monitor student attendance for internal purposes, including for assessment eligibility and requirements.

5.2   The objective is to ensure that the student can complete their course in the duration of their Confirmation of Enrolment ("CoE") or, if they are at risk of not completing within the duration of their CoE, that appropriate support, suspension, or re-enrolment where necessary can be provided to them. For further details, please refer to the appropriate policy documents.

5.3   Albright is not required by regulation to monitor or report on the attendance of international students undertaking VET courses; however, Albright has elected to record the attendance of such students and uses attendance as a key input to the process for determining the cause of non-progression.

5.4   Albright Institute adopts a proactive approach in monitoring students' course progress and notifying and counselling students who are at risk of failing to meet the accepted course progress requirements. Students who persist in failing to meet course progress requirements - even after attempts by Albright Institute to notify and counsel them through the intervention strategy - shall be reported to and Department of Home Affairs through PRISMS in accordance with the ESOS Act 2000 and NCP 2018.

5.5   Albright Institute shall ensure that the duration of the study specified in the CoE do not exceed the CRICOS registered duration for the respective course.

5.6   **Study Periods** - Progress and attendance are both monitored across "study periods". A study period is a block of time, which may contain multiple units of competency, in which the student is required to undertake study.

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Every course at Albright is divided into at least four study periods (six-month and one-year courses) and as many as eight (two-year courses). The study periods are of equal length and, except for our six-month courses, each study period equates to a term of 10 weeks with a break before and after. Visually, the study periods are:

Course	Study Period Length	Study Periods in Course
Six-month	Five weeks	Four
Twelve-month	10 weeks	Four
Two-year	10 weeks	Eight

5.7 This policy and associated procedures will be made available to the students through student orientation, Albright's website and Student Handbook.

5.8 Albright Institute will maintain student records in accordance with its Documents and Records Management Policy and use these records to consistently monitor student progress. Individual academic results and academic progress details for each student will be maintained on the Student Management System.

5.9 Albright Institute reasons that course progress is closely linked to student's active participation in "in-class learning and assessment activities", and timely completion of major assessments. At the beginning of each term and/or unit of competency, trainers/assessors will provide information on assessment requirements, conditions, assessment due dates and other relevant competency requirements.

5.10 An Unsatisfactory Course Progress warning will be noted when a student has failed, or is deemed Not Yet Competent (NYC), in 50% or more of the units attempted in a Term/Mid-term.

5.11 Depending on the assessment outcomes, trainer/assessors and/or the Academic Manager may allow the student to resubmit the work or suggest a reassessment or a re-sit as per Albright Institute's Reassessment Policy.

5.12 Regular students (students enrolled at the start of the Term) and Mid-intake students (students enrolled at Mid-term intakes) are treated the same in relation to time frame when monitoring their course progress rate.

5.13 For the Mid-term intakes the two consecutive terms will be considered as the first 5 weeks term and the second 10 weeks term.

5.14 At the end of each term or a study period, Academic Coordinator will generate report from the student management system for course progress review. Any student with a NYC result in 50% or more units on competency will be deemed "At Risk".

5.15 Students deemed "At Risk" will be notified in writing and asked to make an appointment with the Student Services Officer to discuss their progress.

5.16 Albright Institute shall not extend the duration of the enrolment for students "At Risk" of not completing their course within the expected duration unless;

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- There are compassionate and compelling circumstances and the student has provided sufficient evidence(s) to make such determination; and

- The student has attended the required course progress interviews and agreed to the prescribed intervention strategies; and

- Albright Institute has approved deferment or suspension of studies under its relevant policy and procedure.

5.17 In the case where a student's requests for extension and the duration of enrolment has been approved, the student will be advised of any potential impact on their student visa, including the need to obtain a new visa. This may further require a customized timetable for the said student.

5.18 In case where a student requests to re-enrol for the completion of the course after the student has been reported for Un-satisfactory progress, Albright Institute will review the request and will consider this request case by case. The student will be advised of any potential impact on their student visa, including the need to obtain a new visa.

5.19 In case where a student requests for third re-enrolment to complete the course, Albright Institute will consider this request on compassionate reasons i.e. due to Coronavirus -19 Pandemic, medical reasons etc. The student will be advised of any potential impact on their student visa, including the need to obtain a new visa.

6. INTERVENTION STRATEGY AND REPORTING

6.1 **Traffic Light System** - Albright uses a traffic light system to categorize international VET students in terms of course progress monitoring. The system is:

- **Green** – A green student is on track and is achieving satisfactory course progress

- **Yellow** – A yellow student is at risk of not achieving satisfactory course progress, and may require intervention

- **Red** – A red student is not achieving satisfactory course progress and is at risk of not completing their course.

Students who are yellow will receive warning letters, and students who are red will received intent to report letters. These will be described in more detail later in this policy document.

6.2 **Assessment Submission Timelines -** At the end of a unit of competency, the trainer and assessor will determine whether the student has submitted their final assessment tasks by the due date. The due date will be the final day of study for the unit of competency.

An assessment task is not considered to have been submitted unless it was both:

- Submitted through the Albright Moodle system; and

- Completed, meaning that all required tasks have been performed, all required questions have been answered, all required documents and other evidence have

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been attached, and it is clear that a good-faith attempt to complete the assessment satisfactorily has been made.

If these conditions are not met, the trainer and assessor may deem that the assessment was not submitted. Simply lodging documentation or answers through Moodle is NOT acceptable if the response is not complete and there has not been a good-faith attempt to complete the work satisfactorily. Trainers and assessors are under no obligation to mark incomplete submissions.

If the student has not submitted, they will be notified by the trainer and assessor via RTO Manager, to ensure that the contact is on file. If the student has a good reason, which is accepted by the trainer and assessor, they will be permitted several additional days in which to submit the assessment.

The trainer may permit up to one week of extension, but no more. One week is the maximum extension allowable.

The trainer and assessor will have two weeks from the due date in which to mark and return the assessment tasks. These two weeks INCLUDE any extension given to the student, so if a teacher offers a two-day extension, they have only 12 days in which to mark and return the task.

If the student's submission has been found not satisfactory and a resubmission is necessary, the student will have one week to make their resubmission.

Following this, the trainer and assessor has a further two weeks, INCLUSIVE of any extensions, to mark and return the task.

If the student is required to make a third and final submission, they have one week to make it.

The trainer and assessor then has two weeks in which to return a result. There are no extensions granted beyond this period, under any circumstances.

Any student who has not been deemed to have satisfactorily completed the unit eight weeks after the due date, even if they have used all three submission, will be deemed not yet competent and the unit will be closed.

The student may need to re-enrol in the unit or the course at this point.

Visually, the timeline is:

Stage	Weeks	Total Weeks Since Unit End
Initial submission	None – due on unit end date	0
Marking	Two	2
Second submission	One	3
Marking	Two	5
Third submission	One	6
Marking and result	Two	8

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6.3 **Monitoring Points -**The progress of an international student undertaking a VET course is monitored at two different levels through the student journey:

- The end of each unit of competency (informal); and

- The end of each study period (formal).

At the end of a unit of competency, the trainer and assessor will determine whether the student has submitted their final assessment tasks by the due date. The due date will usually be the final day of study for the unit of competency.

If the student has not submitted, they will be notified by the trainer and assessor via RTO Manager, to ensure that the contact is on file If the student has a good reason, which is accepted by the trainer and assessor, they will be permitted several additional days in which to submit the assessment. The trainer and assessor may refuse to provide an extension WITH the agreement of the Academic Manager, VET.

The trainer may permit up to one week of extension, but no more. One week is the maximum extension allowable.

The end of a unit of competency is not a formal course progress monitoring point. At this stage, trainers and assessors will speak informally to students who have not completed the unit. Warning letters and other formal actions will not be taken at this stage, these are only taken at the end of each study period.

At the end of each study period, the academic team will review the records for all international VET students who were undertaking study during the period. To be deemed to be demonstrating satisfactory progress, the student must have:

- Been deemed Competent, or have received Credit Transfer or RPL, for all units in all previous study periods which the student has undertaken for the course; and

- Been deemed Competent, or have received Credit Transfer or RPL, for all units in the study period where the final assessment submission deadline has passed; and

- Submitted all assessment tasks for any unit where the initial submission deadline has passed but the final submission deadline has not passed, usually the last unit in the study period.

Any student who meets all three of those requirements is demonstrating satisfactory progress. They will be categorized as "green".

Any student who does not meet all three of those requirements, and who was green, becomes yellow.

Any student who does not meet all three of those requirements, and who was yellow, becomes red.

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6.4 **Consequences of Non-Progression** - Students who become yellow will experience the following consequences:

- The Administration team will send a formal warning letter, explaining that the student is at risk of not achieving satisfactory course progress, what the student must do in order to get back on track, what the consequences of becoming red are, and what support is available.

- The Academic team will review the student's file to determine if there is any clear cause of the non-progression e.g., have they been attending class, have they had plagiarism issues, have they been away on sick leave, etc.

- The Academic team will contact the student to discuss the issue and offer support according to the policy and procedure of Albright.

The student is required to meet with the Academic team to discuss what they must do to get back on track. Attendance at this meeting is mandatory.

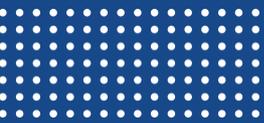Students who become red will experience the following consequences:

- The Administration team will send a formal intent to report ("ITR") letter, explaining that the student's progress is unsatisfactory, that they are going to have their CoE cancelled, with notification being provided to the Department of Home Affairs, and that they have the right to appeal the decision or to contact the Academic Manager, VET, to attempt a resolution.

- The student will be locked out of Moodle and will be prevented from attending any classes until they are given clearance by the Academic Manager, VET.

Students who become red have access to the Albright Appeals Procedure, and they will not have their CoE cancelled or be reported to the Department of Home Affairs until the period for appeals has passed and any active appeal has been concluded. Any fees outstanding remain outstanding and will be pursued.

If they choose, the student may contact the Academic Manager, VET, and attempt to find a resolution. This may involve enrolling in make-up classes, mandatory attendance, or re-starting the course. The contents of any resolution made are at the discretion of the Academic Manager, VET; however, until the student achieves the requirements to become green, they will remain red.

Any special plan implemented for a red student by the Academic Manager, VET will be documented into the student file.

6.5 **Mandatory Attendance -** In some cases, particularly where non-progression appears to be driven by non-attendance in class, the Academic team may mandate a minimum level of attendance for a specific student who has become yellow or red. This decision must be made by the Academic Manager, VET, and must be documented in the student file. The student must be notified in writing.

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If the student fails to achieve the mandatory level of attendance in the next study period, they will be considered to have failed to achieve satisfactory progress regardless of any other factor.

6.6 **Graduation Date -** The final date in the student's CoE is referred to as their "graduation date", and it hold special significance.

By graduation date, the student MUST have submitted all assessment tasks for all units. They do not necessarily have to have achieved a final result, because some level of resubmission may be needed; however, they MUST have made a submission of all tasks.

Initial submission of assessment tasks will not, under any circumstances, be accepted after graduation date. If a student wishes to submit after graduation date, they must apply to have their CoE extended and must demonstrate compassionate and compelling circumstances to the satisfaction of Albright policy.

6.7 **COVID-19 Pandemic-**During the COVID-19 pandemic, Albright, like many other colleges, relaxed its requirements around course progression. This means that there are many students who are currently in a position which would make them yellow or red, but who have not received a warning letter or intent to report.

This is consistent with the relaxed regulatory approach implemented by the Australian Skills Quality Authority ("ASQA") through this period.

As we exit the crisis, students will be required to begin strictly following this policy again. A level of flexibility will be offered, for example Albright intends to conduct additional make-up classes, and to provide opportunities to submit assessments outside of the usual submission period; and over time the full Course Monitoring policy will be re-implemented.

All students who are to be affected by the re-implementation will receive written communication as to which requirements are being phased back in, what the time period for implementation is, what support is being offered, and what the consequences of not complying are.

COURSE PROGRESS FLOW CHART

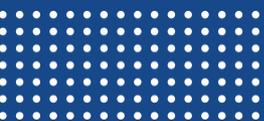In these stages the Study period = 10 weeks (5 weeks a term)

Stages of Intervention	Time Frame	Action to be taken	Responsibility
Stage 1: Students who are deemed NYC or who have not submitted assessment per due date, in any Term of their studies will receive an **Early Intervention Email.**	- The email to be sent by RTOM within 48 hours following the result outcome is received. - The outcome to be recorded on the student management system.	- Monitoring of students with unsatisfactory academic progress during the study period; - Issuance of the **Early Intervention Email**; - Meeting with Academic Support team as required.	Academic Support team

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Stage 2: Students who would have a Course Progress below <50% in their (any) Term, will receive a **Warning Email.**	-The **Warning email** to be issued in the second week of the Term Break. -This is followed by **Intervention Meetings** between the students and Academic Department.	- Issuance of **the Warning Email**; - **Call for Intervention Meeting.**	Academic Support team VET Coordinator
Stage 3: Students who would have a Course Progress below <50% in **the 2 consecutive terms, will receive the Intention to Report (ITR) Email.**	The **ITR Email** is issued every Thursday of the last week (3rd week) of the Term Break.	- Issuance of an **email of Intention to Report (ITR).**	Academic Support team VET Coordinator
Stage 4: Students who choose to access this Appeal process will not be reported if they appeal within 20 working days indicating AIBL's intention to report. A. Students who choose not to access this Appeal process will be reported in PRISMS.	Within 20 working days of issuance of the notification of Intention to Report.	- Students must continue to attend classes during the appeals process - **ITR Meeting** between the student and Academic Department is conducted - If the appeal is successful, then the student is given an opportunity to progress in their course and will not be reported. - If the appeal is unsuccessful, student is given 5 days to access the External Appeal - The student will be informed of the Outcome of the appeal through written notification on RTOM - The Appeal Registry is updated. **AIBL will notify the Secretary of the Department of Education through**	Academic Support team VET Coordinator

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		PRISMS within 10 working days after the appeal period.	
STAGE 5 Students choose to access External appeal	Within 5 working days from the notification of the Outcome of the Appeal.	- AIBL will not report the student to DHA via PRISMS until the outcome of the External appeal is notified by the Ombudsman to AIBL. - Students must continue to attend classes during the appeals process - Once the outcome is notified by the Ombudsman, AIBL will take the advised action as per the AIBL Course progress Policy and Procedure.	

7. APPEAL

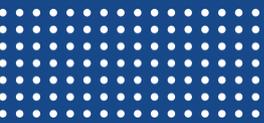The student has right to appeal within 20 working days.

<u>The student's appeal is successful, the outcomes may vary according to the findings of the appeals process.</u>

- If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study periods), AIBL will not report the student, and there will be no requirement for intervention.

- If the appeals process shows 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 the AIBL's intervention strategy, and AIBL will not report the student.

- The student is offered further assistance and an action plan for completing the outstanding units.

<u>The student has chosen not to access the complaints and appeals processes within the 20 working days period.</u>

The student has chosen not to access the complaints and appeals process, or the process is completed, and if the outcome supports AIBL (i.e. the student's appeal was unsuccessful) AIBL will notify the Secretary of the Department of Education through PRISMS within 10 working days after the appeal period.

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8. RESERVED RIGHTS

Albright reserves the right to change this or any other policy at any time. If this policy is changed a notification will be sent to all affected parties, including students.

9. RESPONSIBILITY

The VET Course and Operations Coordinator, National Quality and Compliance Manager, Chief Operating Officer and CEO are responsible for adherence to the National Standards for Training Organization and ESOS/NCP 2018.

10. RELATED DOCUMENTS

Related Documents
For forms, templates, and other related documents please refer to the associated procedures, which are managed by the Academic Manager, VET.

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Monitoring Student Course Progress Procedure

Course Progress

During the term → Monitor class participation (attendance) and Performance (1st NYC) – Text and Email

Monitor if student absent for scheduled classes

Satisfactory — No → **Early Intervention letter** for NYC and non-submission of assessments. Intervention meeting is not required at this stage.

Yes ↓

End of the term → Review Results and generate **Interim Results**

Resolve — Yes → Monitor → **A**

No ↓

Satisfactory — No → **Intervention Meeting & Warning email**

Yes ↓

B ↓

2nd Consecutive term → Monitor class participation (attendance) and Performance (1st NYC) – Text and Email

Student Academic Support plan initiated

Satisfactory — No → **ITR**

Intention to Report Email is issued

End the process

UN Successful — No → **Internal Appeal Process, if accessed within 20 working days with Appeal Form completed**

Prepare a new study plan and duration

Student can access External appeal - Ombudsman within 5 working days

External Appeal - Ombudsman outcome

Successful — Yes → **Plan**

If in favor of the student – prepare a new study plan

If in favor of AIBL- Cancel Enrolment: Report on PRISMS in 2 working days

End the process

End the process

End the process