

Melbourne Metropolitan College

&

Langford English College

Course Progress Policy and Procedure

Purpose

The purpose of this policy is to ensure that all International Students' course progression is carefully monitored, and appropriate intervention strategies are applied to assist students to succeed in their course.

Melbourne Metropolitan College (MMC) is required to systematically monitor international students' compliance with student visa conditions relating to course progress and must report students under Section 19 of the ESOS Act who have breached the course progress requirements.

Policy

MMC systematically monitors international students and their workload to ensure they complete the course within the duration specified in their CoE.

MMC will ensure that the expected duration of study specified in the Student's CoE does not exceed the CRICOS registered duration.

Students are issued a CoE based on the registered duration of a course (or a shorter duration if the student has already completed part of the course).

Procedure

- The Student Support Officer must systematically monitor international students' compliance with student visa conditions relating to course progress.
- The Trainer and/or Training Manager must monitor the student's progress against the Training plan to ensure students are completing assessments and progressing as per the student agreement.
- Students are required to successfully complete 50% of the units studied in any study period.
- MMC must report students to the Department of Education and Training via PRISMS, who have breached the course progress requirements.
- MMC must be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements.
- MMC attempts to support students via an Intervention Strategy who are failing to meet course progress requirements.

- MMC is aware that a generic course progress policy may not be appropriate for more than one course. Courses that require additional or varied progress rules will be provided as a separate course progress policy where needed.
- MMC advises the course requirements for each term clearly to students at the commencement of their course by issuing students with a copy of their course training plan and due date calendar and explaining the course requirements at the orientation.
- Any variations are advised to students in writing as soon as they are known.

Intervention Strategy and Process

Within the Study Period or Term

During term, the following intervention strategies and procedures are provided:

- MMC will maintain an assessment recording strategy whereby assessments are marked and recorded systematically no more than 2 weeks after assessment due date. Marking and recording of assessment marks are first noted down by Trainers/Assessors in assessment cover sheets and are then transferred by administration onto the student management systems.
- If a student is deemed Not Yet Competent (NYC) in their first attempt at assessment, this strategy is followed. It is the trainer/assessors responsibility to inform the student of the result directly and immediately on issuing the results of the assessment. The Trainer/assessor also informs the Student Support Officer of the NYC result who will contact the student to outline the support strategies available to them:
 - discuss course progress issues directly with their trainer.
 - discuss the availability of timetabled catch up classes.
 - discuss the availability of timetabled re-assessment.

At the End of a Study Period

At the end of a study period, the following intervention strategies and procedures are provided:

1. Attendance is monitored as an indicator of student participation in classwork. Students identified through monitoring as either:
 - At risk of not making 80% attendance (applicable for workshop)
 - Dropped below 80% attendance.

- a. Have a warning letter, SMS or email sent to them requiring them to meet with the Training Manager
 - b. At the meeting with the Training Manager, students will be reminded that low attendance/participation in their coursework provides a greater risk of the student being deemed Not Yet Competent (NYC)
2. Students identified as successfully achieving more than 50% and less than 100% of the course requirements in the compulsory study period will have their academic load adjusted to bring them into line with the COE and/or enrolment end dates using the following methods:
- a. The student repeats the unsuccessful units in the following compulsory study period, or,
 - b. The student is provided with the opportunity to demonstrate competency by undertaking reassessments.
3. Students identified as successfully completing or demonstrating competency in less than 50% of the course requirements in a compulsory study period. The following applies:
- a. If the student is identified for the first time or subsequent times without a preceding period identification, the student will:
 - Receive a written letter from MMC advising them of not achieving satisfactory course progress as required by their COE. This letter will specify an appointment time with the Training Manager.
 - Receive an email and/or SMS alerting to the fact that Unsatisfactory Course progress letter has been sent to the student's last known residential address.
 - a) At the appointment with the Training Manager, the following will be discussed to determine the best intervention strategies necessary to assist the student to achieve satisfactory course progress:
 - Discussion of course suitability for which the student is enrolled into.
 - Opportunities to demonstrate competency by undertaking reassessments.

- The Student Counselling and Support services procedure to identify and assist a student where there may be compassionate or compelling circumstances impacting the student's capacity and/or ability to progress through their course.
 - The student will be advised that under this policy unsatisfactory course progress in 2 consecutive study periods could lead to the student being reported to DET and cancellation of their student visa through PRISMS, depending on the outcome of any appeals process.
4. If the student is identified as successfully completing or demonstrating competency is less than 50% of the course requirements in a compulsory study period for a second consecutive time. The following applies:
- a. The intervention strategies at 2b of this policy will be reviewed further with the student.
 - b. The Intention to Report Procedure will be initiated.

Under this policy a study period is ten (10) weeks in a term.

If the above interventions fail

MMC will be required to further intervene in a student's course progress if one or more of the following arise:

- The student fails re-assessments.
- The student is not cooperating with the intervention strategies being put in place.
- The student is deemed to have an identified issue affecting study in the course (language difficulty, unsuitable course, classroom behavior, other issues).
- As assessed by MMC, the student will not be able to complete the course within the expected duration of study.
- Or any other event, as determined by MMC where support strategies are no longer effective.

Intention to Report Letter for course progress

A student that is identified as successfully completing or demonstrating competency is less than 50% of the course requirements in a compulsory study period for a second consecutive time. The following applies:

MMC will notify the student in writing of its intention to report the student for not achieving satisfactory course progress including the reasons for the intention to report. MMC will also email and/or SMS the Student alerting them to the fact that the letter has been sent out to their last known residential address.

The student has twenty (20) working days to instigate the Student Complaints and Appeals process. A student may appeal on the following grounds:

- a. MMC's failure to record or calculate the student's mark accurately,
- b. Compassionate or compelling circumstances, or
- c. MMC has not implemented its intervention strategy and other policies according to the documented policies and procedures that have been made available to the student.

If a student chooses to access MMC complaints and appeals process, MMC will maintain the student's enrollment while the complaints and appeals process is ongoing as per the Complaints and Appeals Policy and Procedure.

If the appeal shows that there was an error in calculation, and the student made satisfactory course progress, MMC will not report the student and there is no requirement for intervention.

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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 must be provided to the student through the Intervention strategy, and MMC will not report the student.

Note: MMC will only await the outcome of our internal and one external appeals process before reporting a student for unsatisfactory course progress (if found in favor of MMC).

On completion of the appeals process if unsatisfactory course progress is confirmed, the student will be reported via PRISMS within 5 working days of finalizing the decision to report, for unsatisfactory course progress.

Support Strategies

To aid course progress a variety of support strategies are available.

Any student experiencing difficulty in maintaining course progress should contact their Trainer/assessor or Student Support Officer as soon as possible.

Support strategies are subject to availability and individual circumstances. Examples of support strategies that may be available include, but are not limited to:

- Timetabled catch-up classes within the same term of study.
- Timetabled catch-up classes outside the original term of study.
- Timetabled re-assessment within the same term of study.
- Timetabled reassessment outside the original term of study.
- Private catch-up classes
- Private assessment re-sits
- Matching with peer-to-peer study partner
- Review tuition in additional classes or streams
- Extra tuition from trainer/assessor
- Being placed in a suitable alternative module within a course or a suitable alternative course
- Modifying the training or assessment methods to better suit the learning needs of students where possible.
- Or any other action the Student Support Officer feels may help situation.