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## 1. PURPOSE

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The purpose of this policy is to ensure that Acumen Education (acumen) has a structured process in place to track the performance of each Overseas student throughout their course. This procedure describes how acumen will:

- Systematically monitor, record and assess the course progression of each student for each unit of the course they are enrolled in; (*ESOS 8.1*)
- Be proactive in notifying, supporting and counselling students who are at risk of failing to meet course progression requirements.

For students, this procedure also describes the circumstances in which the acumen education will report students who do not meet course progress requirements via PRISMS.

This procedure ensures acumen education's compliance with Standard 8 of the National Code and monitors the progress of each Overseas student to meet the VET Quality Framework requirements of ensuring that the learner inculcates sufficient skills and knowledge to meet the relevant training package requirements

## 2. SCOPE

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This policy applies to all staff of Acumen Education who are responsible for recording, monitoring and reporting the academic progress of Overseas students. The administration manager is responsible for implementing this procedure and for ensuring that staff and students are aware of its implications and implement its requirements.

## 3. POLICY

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*Registered providers systematically monitor students' course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the course progress requirements.*

This policy/procedure supports 'Standard 8 – Overseas Students Visa Requirements of the 'National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018'

And

Clause 1.1, Clause 1.2, Clause 1.7 of Standard 1.

The RTO's training and assessment strategies and practices are responsive to industry and learner needs and meet the requirements of training packages and VET accredited courses

#### 4. DEFINITIONS

<b>At Risk:</b>	An 'At Risk' student is a student who for any reason, is considered as not, or potentially not, meeting course progression requirements. For instance when a student fails a pre-requisite unit of competency or does not achieve satisfactory results or competence in 25% or more units in a study period
<b>Course:</b>	Program of study for the attainment of a testamur or certificate.
<b>Course Progression Progress:</b>	The measure of advancement through academic merit or skill based competencies towards the completion of a course as per unit/module guidelines.
<b>Compassionate or compelling</b>	<p>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. These could include:</p> <ul style="list-style-type: none"> <li>• Serious illness or injury, where a medical certificate states that the student was unable to attend classes</li> <li>• bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)</li> <li>• major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted their studies</li> <li>• a traumatic experience which could include but is not limited to:             <ul style="list-style-type: none"> <li>○ involvement in or witnessing of an accident or</li> <li>○ a crime committed against the student or</li> <li>○ the student has been a witness to a crime and this has impacted the student (these cases should be supported by police or psychologists' reports)</li> </ul> </li> </ul>
<b>Date of Result</b>	The date in which the trainer/assessor provides the final results of a unit of competency to the Administration staff.
<b>Expected duration</b>	For the purposes of Standard 8, the expected duration of a course is the duration of the course as registered on The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The expected duration for overseas students should not differ from the expected duration for students. The course duration includes approved holiday periods.
<b>DIBP</b>	Department of Immigration and Border Protection – now called as Department of Home Affairs
<b>Intervention Management Tool:</b>	<p>A method, tool or process that allows the following processes:</p> <ul style="list-style-type: none"> <li>• Recording of submission of assessment tasks and the grade awarded,</li> <li>• Identifies if the student is above or below the designated 'At Risk' level,</li> <li>• Recording of communication with student.</li> </ul>
<b>Intervention Strategy:</b>	Any documented action targeted at addressing the needs of an 'at risk' student.
<b>Satisfactory Progress:</b>	Successfully completing or demonstrating competency in at least 50% of the course requirements in a given study period
<b>Unsatisfactory Progress:</b>	Unsatisfactory progress is defined as not successfully completing or

	demonstrating competency in at least 50% of the course requirements in that study period.
<b>Term/ Study Period:</b>	Please see attached Annexure 2 for study period schedule
<b>Student</b>	An Overseas student who holds a Student Visa, and is an 'overseas Student' as defined by the ESOS Act.

**5. SATISFACTORY COURSE PROGRESS**

Successfully completing or demonstrating competency in more than 50% of the course requirements in a given study period is considered to be satisfactory course progress. The study period for each course varies depending on the duration of the course, for details please refer to Annexure 2 at the end of this policy.

Acumen Education will, however, monitor the workload of students to ensure they complete the course within the duration specified in their CoE.

**Course Progression Monitoring**

Acumen Education monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled in accordance to the Department of Education and Training- Department of Home Affairs course progress policy. Acumen assesses each student’s progress during and at the end of each study period. Please refer to Annexure 2 at the end of this policy for details of each study period.

Acumen expects the students to actively participate in class activities by attending classes regularly, undertaking all assessments and demonstrating a high level of practical skills where required. Prior to the commencement of a study period and during Orientation, Acumen provides each student with a Training Plan incorporating the units for that study period and information on core units, which are to be completed compulsorily to achieve the qualification. Instructions are provided to the students explaining the importance of adhering to the training plan and the consequences of falling behind in Training Plan. At the orientation stage the student is also provided with information on the support services available to achieve satisfactory course progress.

Each student at Acumen is allocated a Student Support Officer (SSO) who will be responsible for monitoring the course progress and wellbeing of the student throughout the enrolment. Acumen also provides appropriate levels of support for all students to enable them to achieve their full potential through regular feedback from trainers and assistance from the SSO. This support includes both personal and academic assistance. All students are responsible for ensuring that they are aware of the support options available to them and must take advantage of those support options as appropriate

Acumen will assess each student’s progress during and at the end of each study period (Please see attached annexure 2 for study periods). Course progress monitoring is done on a monthly basis during each study period. Students whose commencement does not align with the start dates will have their progress assessed for the duration of the study period, for example: student begins in week 5 of a 10-week study period shall have their course progress monitored for units of competence in the remaining 5 weeks of the compulsory study period.

Course requirements have been defined for each Study Period so that Acumen can identify the students who are at risk of not meeting satisfactory course progress requirements. If a student is identified as at

risk of not making satisfactory academic progress, the intervention strategy as outlined below will be implemented.

At a minimum, the intervention strategy shall be activated where the student has failed or is deemed not yet competent in more than 50% of the units attempted in any study period. Acumen has listed the circumstances where the early interventions will be triggered.

Where Acumen has assessed the student as not achieving satisfactory course progress even after the early intervention strategy, in a second consecutive study period, Acumen shall notify the student in writing of its intention to report the student for not achieving satisfactory course progress.

The written notice will inform the student that he or she is able to access Acumen's Complaints and Appeals process and that the student has 20 working days in which to do so.

A student may appeal on the following grounds:

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

Note: If the student accesses Acumen's internal complaints and appeals process, suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process. Possible scenarios of outcomes are:

- i. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress, Acumen does not report the student, and provides intervention to the student to help them complete the qualification in time.
- ii. 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 is provided to the student through Acumen Education's intervention strategy and the Institute does not report the student.

Acumen notifies the Department of Home Affairs through PRISMS as soon as practicable of the student not achieving satisfactory course progress where:

- i. The student has chosen not to access the complaints and appeals processes within the 20 working day period,
- ii. The student withdraws from the process, or
- iii. The process is completed and results in a decision supporting Acumen (i.e. the student's appeal was unsuccessful).

Though, Acumen Education subscribes to the Department of Home Affairs (formerly known as DIBP) approved Standard 8 of the National Code 2018, 'Monitor Course progress', it is strongly recommended that students maintain attendance of all scheduled classes, as all vocational courses are competency

based and are evaluated on formative assessments such as class activities, observation, practice, demonstration, oral or written questioning to build and check the skills required, underpinning knowledge and attitude. Summative/final assessments are conducted, to deem them “Competent” or “Not Yet Competent” in each “Unit of Competency” as per Unit of Competency requirements.

### **6. STEPS FOLLOWED TO MONITOR AND ENSURE SATISFACTORY COURSE PROGRESS**

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Acumen Education has an intervention strategy for any student who is not making satisfactory course progress. It is made available to staff and students and it specifies:

- i. Procedures for contacting and counselling students;
- ii. Strategies to assist identified students to achieve satisfactory course progress; and
- iii. The process by which the intervention strategy is activated.

#### **Procedure to contact**

Communication to the students identified as not making satisfactory course progress would be by the following means:

- The respective SSO (Student Support Officer) informs the student about the early intervention strategy devised by phone or e- mails sent by Acumen
- Throughout the intervention the student is constantly informed of the consequences arising from not being able to achieve satisfactory course progress by the SSO
- When a decision has been taken to report a student, the SSO informs the student in writing of the intention to report to Department of Home Affairs and also advises them of their right to appeal this intention and explains the procedure for appeal

#### **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 progress for the study period 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 in and successfully complete. The assessment shall be conducted by qualified trainers / assessors using the RTO’s assessment tools/methods and recording processes as required. All academic results are entered in to the Students Records Management System by the Student Administration department.

It is the responsibility of the Student Administration Department and the Course Coordinator to ensure that the ‘student’s academic progress sheet’ is updated after each assessment is completed and recorded. I.e. if there were 6 units assessed in a term in total and a student has been assessed as ‘C’ in 4 units and ‘NYC’ in 2 units for the term, the student’s academic progress sheet would look like:

<b>Term 1</b>				
<b>Student Name</b>	<b>Student No.</b>	<b>Number of Units Assessed 'Competent'</b>	<b>Number of Units Assessed 'Not Yet Competent'</b>	<b>Academic Performance Percentage (%)</b>
John CITIZEN	SAE0001	4	2	66.67%

These records are checked regularly by the Operations Manager for currency and accuracy.

The trainer along with the SSO is responsible for identifying any students at risk of not achieving satisfactory course progress. Trainers will monitor the class participation of the student and academic progress of each student.

### **7. RECORDING STUDENT ATTENDANCE**

Acumen Education understands that satisfactory course progress cannot be achieved when a student does not attend and participate in classes adequately.

The trainer takes attendance in a class and marks on the attendance sheet and in the process is vigilant of students who have low attendance or those who have not attended classes for three consecutive days. When an observation has been made that the student is absent for three consecutive days, the trainer leaves a note for the SSO to contact the student. Once the student is contacted by the SSO early intervention has commenced.

Additionally, consolidated weekly attendance reports will be shared with SSO and trainers every Monday. Students who missed 3 classes consecutively in the previous week will be identified by the Student Support Manager as potentially at risk of not meeting satisfactory course progress. During the meeting the SSO will endeavour to uncover and understand the reasons for the students' absence and will provide any required help or support to ensure the student stays on track going forward.

#### **Student falling below 75% attendance**

The attendance records are monitored by the SSOs for the students they are responsible for. Monitoring of attendance is done on a monthly basis and is conducted on the 25<sup>th</sup> of each month. When it is identified that student is below 75% attendance for the previous month (i.e. from 25<sup>th</sup> of previous month to 24<sup>th</sup> of current month), the SSO sends the warning letter 8.1 for lack of Course progress, attendance and informs the student that they could fall behind in their course progress. The student is also called by the SSO and is asked to come in for a meeting to identify any issues that the student is facing and provide support where required.

For examples of scenarios and different strategies to support students (help options) please read Annexure 1

### **8. WHEN IS EARLY INTERVENTION STRATEGY INITIATED**

Acumen Education monitors the student's course progress from the initial stages of the enrolment. Acumen understands that each student is different, and the support needed for each student to complete their course successfully also varies. Although course progress is monitored in accordance to the Department of

Education and Training- Department of Home Affairs course progress policy, Acumen also monitors attendance of the students. It is evident that the course progress of the student cannot be satisfactory when the student does not attend classes and so student attendance is a strong indicator of how the student is progressing in the course they have enrolled in.

### Early interventions are done in the following scenarios:

- a) **Attendance** - Student who miss class for three consecutive days will be identified and will be called by the SSO and an early intervention for the student will commence.
- b) **Participation in class** - Acumen believes that student participation in various activities conducted in the class is essential and is also a good indicator of how the student is progressing in the course they are enrolled in. When a trainer identifies that although a student is attending classes but is not participating in the activities or is having difficulties in understanding what is taught in the class, the trainer intimates it to the corresponding SSO and intervention if triggered for the student.
- c) **Not Competent Result**- Acumen monitors the course progress on a unit level. If a student fails in one of the assessment of a unit, the trainer and assessor will provide feedback to the student in relation to the assessment. If the trainer/assessor finds out that the result of the assessment is due to a reason that needs intervention, the matter will be reported to the SSO and early intervention will commence. At an instance when the student fails in the final outcome of the entire unit an early intervention is triggered.

Students of Acumen Education who are at risk are identified in the earlier stages of their study using the mechanisms outlined above. In circumstances where the student is not identified in the early stages due to lack of indicators, the students' progress is assessed based on the policy every month and at the end of the study period. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy is activated within the first four weeks of the following study period.

## 9. MONITORING STUDENT ACADEMIC PERFORMANCE

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The SSO in association with Administration Manager will monitor student academic performance and report any issues, as outlined below to the Operations Manager. This monitoring will occur once per month and will be supported by the SSOs who will also monitor the student's academic progress regularly and will be involved in the counselling and reporting process as outlined below.

Student who has been identified by the trainer and assessor that they may be at risk of falling behind on course progress due to lack of participation in class

It is in the job role of a trainer and assessor that they should be vigilant at all times to identify students who might be at a risk of not achieving satisfactory course progress. The indicators of student who might be at risk could involve but not limited to

- Student not participating in class activities
- Change in students' behaviours in class and showing no interest in class
- Student proactively mentioning issues he or she is facing
- Student failing in one assessment of a unit



### **Student fails in a unit in a study period**

When a student fails a prerequisite unit it is considered as a high priority event that needs to be addressed. The SSO organises a meeting with the student to discuss and understand the reason/s for failure along with the trainer. It is identified if the student needs to re do the assessment, resit the exam or the student needs to restudy the unit. Dates for the same are finalised by the SSO in coordination with the Administration Manager and this information is provided to the student. If it has been identified that the student requires any additional support such as addition training or LLN support, the SSO organises it for the student.

On the 28<sup>th</sup> day of each month the Administration Manager will review the academic progress of all students and monitor the following points (the reports obtained from monitoring the attendance from the 25<sup>th</sup> day of the month are also considered)

### **Any student falls below 60% academic progress for a single term**

Student's shall be sent a "8.1 Poor Academic Performance during first term" letter indicating that they have fallen below 60% academic performance for the term to date, and failure to achieve competency in further units undertaken in the current term may result in failing to achieve academic progress for the term. Failing to achieve this academic progression in two consecutive terms will be deemed as breach of Visa requirements and be reported to Department of Home Affairs. The students are given the opportunity to be counselled about their progress if required. (See 8.1 Poor Academic Performance during first TERM)

### **When a student's projected academic progress falls below 50% for a single term**

When a student's academic progress falls below 50% for a single term the Administration Manager shall notify the Operations Manager and a '8.2 Poor Academic Performance in 1 TERM' shall be sent indicating the student has to contact the college and organise an appointment with the SSO to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following Term. *[8.2 Poor Academic Performance in 1 TERM]*.

If the student does not start showing positive response to the strategy in 2 weeks from the intervention, SSO will seek support from the operations Manager. Operations Manager has a meeting with the student in presence of the SSO to ensure student has understood the consequences of not adhering to the intervention strategy. In the process if the Operations Manager learns that the student has personal issues because of which he or she is unable to concentrate, he provides support or makes reasonable adjustments to allow student to catch up.

Please refer to the Course Progress flow chart for the complete process.

### **Any student who is below 75% academic progress in their current term after falling below 50% in their previous term**

Students shall be sent a '8.3 Poor Academic Performance during second TERM' notifying they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled. They are informed they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous term. They are informed that if they fall below the required academic progression in two consecutive terms they will be reported to Department of Home Affairs

They are also informed that they are required to organise an appointment with the Operations Manager to discuss their poor academic progress and strategies to ensure they stay above the 50% Academic requirement for the term. (See 8.3 Poor Academic Performance during second TERM)

The Operations Manager holds a meeting with the student in presence of the SSO to ensure the student has understood the consequences of not adhering to the intervention strategy. In the process if the Operations Manager learns that the student has personal issues because of which he or she is unable to concentrate, they provide support or make reasonable adjustments to allow student to catch up.

Please refer to the Course Progress flow chart for complete process

### **When a student's projected academic progress falls below 50% for 2 consecutive terms**

The student shall be sent a '8.7 Breach Recorded Letter' indicating they are going to be reported to Department of Home Affairs for unsatisfactory academic progress in their course of study. They are informed that this has occurred as they have failed to be deemed Competent in more than 50% of the units for two consecutive terms.

They are also informed of their ability to access the appeals and complaints process and have 20 working days to do so. (Student Academic Progress Breach Recorded Letter)

If the student accesses Acumen Education's internal complaints and appeals process, suspension or cancellation of the student's enrolment cannot take effect until the internal process is completed.

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

### **Monitoring the Intervention process**

Student who are under the intervention strategy are monitored on a regular basis. The SSO does a fortnightly intervention meeting (face to face or over the phone) with the identified student's. Following aspects are reviewed and discussed as part of the intervention meeting:

- a) Attendance during the intervention phase
- b) Academic involvement and
- c) Course progress

This allows the SSO and trainer to have visibility of how the student is progressing during the intervention process. The SSO also shares a progress update with the Operations Manager on these students' performance every fortnight.

If it is noted that the student is not following the intervention strategy, a meeting is scheduled with the Operations Manager who speaks to the student and identifies the reasons for failure, at this point a tailored intervention strategy is designed to provide the student with all the required support ensuring satisfactory course progress

During this meeting the Operations Manager clearly articulates the consequences of not meeting satisfactory course progress. Also advises the student that this can be breach of VISA conditions and he is at risk of being reported if there is no improvement.

### **10. STEPS FOLLOWED AS PART OF INTERVENTION PROCESS**

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The Intervention Strategy is activated when a student is identified as being “At risk of not making satisfactory progress” or making “Unsatisfactory course progress for the study period”. When a student is identified by the Administration Manager. The Administration Manager advises SSO to activate intervention. The SSO follows the below procedure for intervention:

- i. Contacting the student by telephone to arrange for an appointment.
- ii. Ensuring that if initial contact has been unsuccessful a contact log will be maintained and filed appropriately.
- iii. Meeting the student to obtain information/ validation underpinning unsatisfactory course progress using the feedback form 8.5 Course Progress Feedback.
- iv. Offering counselling/support/advice with a view to improving student wellbeing/course progress.
- v. Setting reasonable boundaries and or deadlines on a case by case basis (if so required) to which the student must adhere. Reasonable boundaries and or deadlines include:
  - Timeframes set by the SSO by which assignments/ assessments must be submitted ensuring all evidence of constraints and impediments are considered.
  - Timeframes by which documented evidence such as valid medical certificates, drug prescriptions, airline tickets and death notices must be submitted (in English).
  - Timeframes indicative of good intent with regard to course progress.
- vi. Communicating timeframes and outcomes with trainers via student log (and in person if so required).
- vii. Informing the Administration Manager and Academic staff about intervention outcomes.
- viii. By discussing further options on how to progress in the event, intervention has been unsuccessful
- ix. Documenting and filing all student/ counsellor conversations.

Although timeframes are case specific and may therefore vary from student to student, second and third intervention meetings, if so required, should be scheduled two to three weeks apart. However, the above mentioned allocated timeframes must correspond to the course duration, meaning that the duration of intervention and stipulated timeframes will be greater for 40 week courses than for 20 week courses.

- Successful intervention is indicative of a marked and lasting improvement in academic progress.
- For intervention to be deemed unsuccessful, a student typically has not adhered to timeframes and or requirements as set out in the intervention meeting(s) and will, as a result, be at an increased risk of not meeting course progress requirements.

### **11. EARLY INTERVENTION AND INTERVENTION STRATEGIES INCLUDES PROVISION FOR:**

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- i. Where appropriate, advising students on the suitability or otherwise of the course in which they are enrolled
- ii. Opportunities for participating in further counselling. Potential for restructuring their program, including deferment subject to compassionate and compelling circumstances supported by documentary evidence
- iii. Reasonable adjustments like below will be made for students where required:
- iv. Make training and assessment materials and methods more accessible.

1. Training and assessment methods that suit most Students may hinder access for some Students with a disability. Acumen Education is able to present information through a range of methods to assist Students with a disability.
  2. Adapt the physical environment and equipment to better suit the Student with disability
- v. LLN support will be organised for students who need additional assistance
  - vi. Amending / delaying payment plan to accommodate in case the students site financial hardships
  - vii. Consequences of unsatisfactory course progress
  - viii. Assisting students by advising of opportunities for the students to be reassessed or re-conducting of assessments for tasks or re-enrol in units or subjects in which they were assessed as “NYC”, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency
  - ix. Advising students that unsatisfactory course progress in a second consecutive compulsory study period could lead to the student being reported to the Department of Home Affairs and cancellation of his or her visa, if the student does not respond to the intervention strategy devised for him or her either during or at the end of the study period depending on the outcome of any appeals process”
  - x. Usefulness of undertaking additional English Language training or assistance
  - xi. Referring students for external support and welfare services such as:
    - a. counselling – personal issues
    - b. legal services
    - c. emergency and health services
    - d. facilities and resources
    - e. complaints and appeals processes
    - f. any student visa condition that relates to the course they are studying

Once Acumen identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, it will implement its intervention strategy.

## **12. WHEN CAN A STUDENT RE-SIT/RESUBMIT OF ASSESSMENT TASKS**

### **Not Yet Competent**

If a student is not able to demonstrate the attainment of all of the required competencies of the unit, the result for that unit will be recorded as Not Yet Competent, which in fact means that the student has failed the Unit.

In such a situation, and with regards to recording and supporting course progress, the following actions could occur

- If a student has successfully completed at least 50% of the required assessment tasks for the unit, a “Not Yet Competent” will be recorded, however this situation could be managed within the study area by the trainer/s to support the student becoming Competent in the Unit. This could

include the implementation of Intervention Strategies as per the Course Progress Policy and Procedures.

- If the student is not yet competent in more than 50% of the assessment tasks, a “Not Yet Competent” will be recorded, and the student will need to repeat the unit/module. This effectively means that the student in this situation is deemed to have “failed” the unit.

### Student absence

- If the student is absent with an acceptable documented reason

If a student is absent from an assessment task due to illness or other circumstances, and the student can provide documentation to explain the absence (for example, a medical certificate), the student is then able to arrange a time with the teacher/trainer to re-sit/ or submit the assessment during the study period. It is expected that the student will comply with the arrangements made for the re-sit or submission of the assessment task. If the student does not comply with the arrangements made, then a Not Yet Competent will be recorded. There are no costs to the student in this situation.

- If the student is absent without an acceptable documented reason

In this situation a *Not Yet Competent* will be recorded for that assessment task and the procedure outlined in above could become relevant at the end of the study period.

### Re sits/re submits of assessment tasks – outside the academic delivery term in which the assessment was scheduled

To “re sit” means, to undertake an assessment task which has not previously been attempted by the student in the term in which the unit was delivered. The task needs to be developed by the trainer, and the assessment to be supervised by the trainer. It occurs outside the academic term in which the task was scheduled.

To “re submit” means to submit an assessment task again that has previously been assessed as Not Yet Competent because the student has submitted the task, but they were assessed as not yet competent, and they now wish to undertake further assessment outside the academic term in which the unit was delivered in order to reach competency.

### **13. PROCEDURE FOR APPLYING FOR A RE SIT/ RE SUBMIT**

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Please note that trainers/assessor are under no obligation to hold re-sits, or grant extensions or allow re-submits of work when students can provide no documentary evidence to explain why the assessment task was not completed by the due date. However, in order to manage students to achieve satisfactory academic course progress, and as part of Intervention Strategies to support course progress students are able to apply to re sit/re submit outstanding assessment tasks.

If a student wishes to apply for a re-sit or re submit of an assessment task as described in above, the student should:

- a) When the learner receives an “Unsatisfactory” result for an assessment, he/she is given 2 more opportunities to resubmit the work. To be granted in excess of 3 submissions, will attract a \$200 fee each time. If learners are re-submitting the assessment, they will only be re-assessed on the components of the activity initially determined as “Unsatisfactory”. To ensure

equity and fairness of assessment for all learners, re-submission activities will vary from those originally set by the assessor.

- b) The trainer will then re-schedule the re sits/resubmits.
- c) The trainer will provide feedback to the student as to the outcome of the re-sit/re-submit
- d) the trainer will update internal records as appropriate and inform the student support officer or their nominee of the outcome of the re-sit/re-submit by way of a signed copy of an updated A9 form.

### **14. REPORTING 'BREACH OF STUDENT ACADEMIC PROGRESS'**

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If Acumen identifies a student as not making satisfactory course progress in a second consecutive study period in a course, Acumen notifies the student of its intention to report to Department of Home Affairs for unsatisfactory progress.

The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access the registered Acumen Education's complaints and appeals process under Standard 8 and that the Student has 20 working days in which to do so.

### **15. COMPLAINTS AND APPEALS PROCEDURE**

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A student may appeal on the following grounds:

- a) The Institute's failure to record or calculate a student's grading accurately
- b) Compassionate or compelling circumstances or

The Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student

Appeals against the Institute's intention to report must be made in writing within 20 working days and will be heard by the Academic Progress Committee. A support person may accompany the Student. A decision will be made within five working days of the appeal, and a written statement of the decision will be emailed to the student.

If a student does not respond to the intervention strategy devised for him or her or the student is 'NYC' (Not Yet Competent) in critical/pre-requisite units at the end of a compulsory study period, and based on the opportunities given to the students and the students lack of improvement or otherwise, as seen in the context of the current loading and cannot progress to the second compulsory study period, a decision could be arrived at, for determining whether a student should be reported to Department of Home Affairs or not. VET Coordinator is the functionary responsible for arriving at this decision.

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process:

- a) If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed 50% or more of the course requirements for that study period), the Institute will not report the student

- b)** If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons supported by documentary evidence for the lack of progress, ongoing support will be provided to the student through the Institute's intervention strategy and the student will not be reported
- c)** All records of intervention strategies, appeal process and reporting will be maintained in the student interview history.
- d)** If the appeal is not successful, based on the VET Coordinator's advice, the Student Administration Officer/Admissions Officer will report the student to Department of Home Affairs through the PRISMS system after the decision has been made for the appeal. At this time the Student Administration Officer will remind the student of the Institute's Student Complaints and Appeals Procedure (incorporating an appeal to an independent external third party) which the student may choose to access.

## **16. RESPONSIBILITIES**

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CEO  
Operations Manager  
Trainers  
Administration Manager  
Student Support Officer

## **17. POLICY BASE**

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- ESOS Act 2000.
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (The National Code).

## **18. FORMS**

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8.1 Poor Academic Performance during first TERM – CP  
8.2 Poor Academic Performance in 1 TERM – CP  
8.3 Poor Academic Performance during second TERM – CP  
8.4 Course Progress Report < - To be Generated from SMS  
8.5 Course Progress Feedback CP  
8.6 Intervention Strategy Recommendations Agreement –CP  
8.7 Breach Recorded Letter –CP  
8.8 Breach Reported –CP  
8.9 Attendance Records  
8.10 Attendance Warning Letter  
8.11 Attendance Second Warning Letter

**19. ANNEXURE 1**

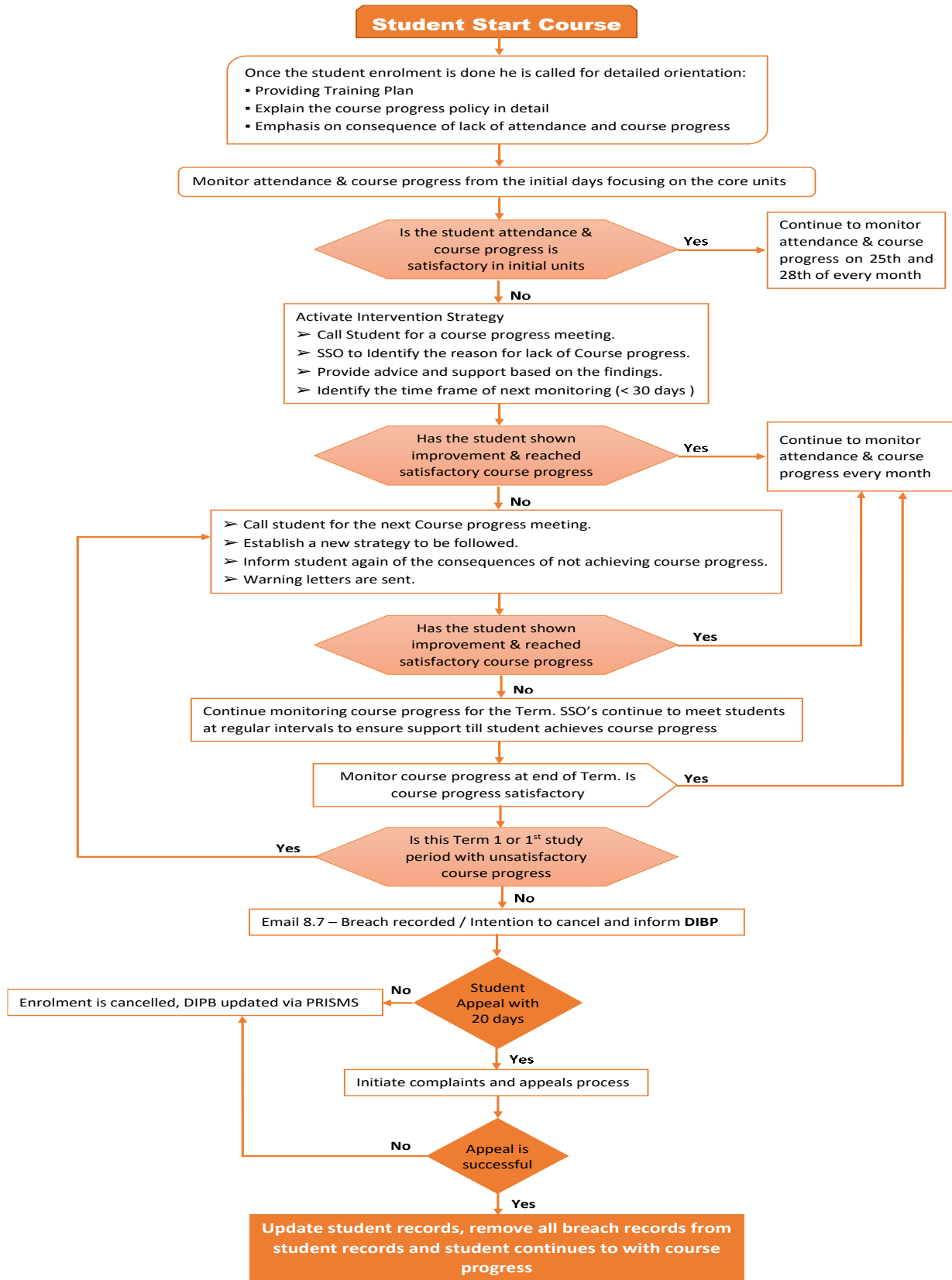
<b>Intervention Reason / scenario</b>	<b>Action</b>	<b>Owner</b>
- Poor participation in class - Change in students' behaviors in class and showing no interest in class - Student proactively mentioning issues he or she is facing	Call the student for a meeting, understand reasons and provide required support	SSO
When the student missed 3 consecutive classes in the previous week	Call the student for a meeting, understand reasons and provide required support and 8.10 Attendance warning letter to be emailed immediately	SSO
Failed in one assessment of a unit	Call the student for a meeting with SSO and Trainer	SSO
Attendance below 75% for previous month [ 25th of previous month to 24th of current month ]	8.11 Attendance warning letter to be emailed immediately	SSO
When a student fails in one complete unit in a study period	a) SSO to organize a meeting with student b) If students needs to do the assessment again , resit the exam or restudy the unit, SSO in coordination with Administration Manager will provide the dates for the same. C) Additional training or LLN support the SSO organizes help for the same	SSO Administration Manager
Course progress below 60% for single Term	8.1 Poor Academic Performance letter to be emailed	SSO
Course progress below 50% for single Term	8.2 Poor Academic Performance letter to be emailed	SSO
Below 75% academic progress in current term and below 50% in previous Term	8.3 Poor Academic Performance letter to be emailed notifying the student that they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled	SSO
Poor Academic Performance at the end of 2nd Term combined with unsatisfactory progress in last term	8.4 Poor Academic Performance letter to be emailed notifying the student that their academic progress is below 50% for current term combined with unsatisfactory progress in last term	SSO
Course progress below 50% in 2 consecutive terms	a) 8.7 Breach recorded letter to be emailed informing them that this has occurred as they have failed to be Competent in more than 50% of the units for two consecutive terms b) Inform them of their ability to access the appeals and complaints process within 20 working days	SSO



**20. ANNEXURE 2**

Study Period Schedule						Durations & SP in case of Packaging Courses		
S No	Code	Course	Total Duration	Study Periods	Study Period weeks	Total Duration	Study Periods	Study Period weeks
1	SIT30821	Certificate iii in Commercial Cookery	52 Weeks	4	SP1 - 13 Weeks	NA	NA	
					SP2 - 13 Weeks			
					SP3 - 13 Weeks			
					SP4 - 13 Weeks			
2	SIT40521	Cert IV in Kitchen Management	64 Weeks	4	SP1 - 16 Weeks	19 Weeks	3	
					SP2 - 16 Weeks			SP1 - 6 Weeks
					SP3 - 16 Weeks			SP2 - 6 Weeks
					SP4 - 16 Weeks			SP2- 7 Weeks
3	SIT50422	Diploma of Hospitality Management	64 Weeks	4	SP1 - 16 Weeks	25 Weeks	3	
					SP2 - 16 Weeks			SP1 - 8 Weeks
					SP3 - 16 Weeks			SP2 - 8 Weeks
					SP4 - 16 Weeks			SP3 - 9 Weeks
4	SIT60322	Advanced Diploma of Hospitality Management	104 Weeks	8	SP1 - 13 Weeks	24 Weeks	3	
					SP2 - 13 Weeks			
					SP3 - 13 Weeks			SP1 - 8 Weeks
					SP4 - 13 Weeks			SP2 - 8 Weeks
					SP5 - 13 Weeks			SP3 - 8 Weeks
					SP6 - 13 Weeks			
					SP7 - 13 Weeks			
					SP8 - 13 Weeks			
5	AUR30620	Certificate iii in Light Motor vehicle Technology	52 Weeks	4	SP1 - 13 Weeks	NA	NA	
					SP2 - 13 Weeks			
					SP3 - 13 Weeks			
					SP4 - 13 Weeks			
6	AUR40216	Certificate IV in Automotive Mechanical Diagnosis	22 Weeks	3	SP1 - 7 Weeks	19 Weeks	3	SP1 - 6 Weeks
					SP2 - 7 Weeks			SP2 - 6 Weeks
					SP3 - 8 Weeks			SP2 - 7 Weeks
7	AUR50216	Diploma of Automotive Technology	37 Weeks	3	SP1 - 13 Weeks	35 Weeks	3	SP1 - 11 Weeks
					SP2 - 12 Weeks			SP2 - 12 Weeks
					SP3 - 12 Weeks			SP2 - 12 Weeks

**21. FLOW CHART – COURSE PROGRESS POLICY IMPLEMENTATION**



**22. COMPLETION WITHIN EXPECTED DURATION OF STUDY POLICY & PROCEDURE**

**22.1 Purpose**

The purpose of this policy and procedure is to monitor the enrolment load of students at all times to ensure they are able to complete the program within the duration specified on their Confirmation of Enrolment (COE); and to make sure to extend the duration through the issuing of a new COE in limited circumstances only.

This policy and related procedure relate to the monitoring of students’ academic performance and the consequent procedures for reporting to DHA of unsatisfactory performance.

**22.2 Scope**

This policy applies to all staffs of acumen education that are responsible to monitor Student Course Progress, Student Attendance and support ESOS Standard 8.

**22.3 Policy**

This policy/procedure supports ‘Standard 8 – Completion within expected duration’ of the ‘National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018’

To enable compliance with the National Code 2018 (Standard 8), Overseas students are required to complete their studies within the expected duration of the program, as specified on the student’s Confirmation of Enrolment (COE).

The following procedures ensure that students complete their studies within the expected duration of the course and Acumen only extends the duration in the circumstances outlined in Standard 8 of the National Code of Practice for providers to Overseas students.

**22.4 Definitions**

<b>CoE:</b>	Confirmation of Enrolment - A document provided electronically, which is issued by the registered provider to intending overseas students and which must accompany their application for a student visa. It confirms the overseas student’s eligibility to enrol in the particular program of the registered provider.
<b>Compassionate or Compelling Circumstances:</b>	Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student’s program progress or wellbeing. These could include, but are not limited to: 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; Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student’s studies; or A traumatic experience which could include: Involvement in, or witnessing of a serious accident; Witnessing or being the victim of a serious crime. <ul style="list-style-type: none"> <li>• When this has impacted on the student. (Note these cases should be supported by police or psychologists’ reports)</li> <li>• where the registered provider was unable to offer a pre-requisite course/unit; or</li> </ul>

	<ul style="list-style-type: none"> <li>Inability to begin studying on the program commencement date due to delay in receiving a student visa.</li> </ul>
<b>Course / Unit:</b>	Component of a program of education or training.
<b>CRICOS:</b>	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under Section 10 of the ESOS Act.
<b>Expected Duration:</b>	For the purposes of Standard 8, the expected duration of a course is the duration of the course as registered on The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The expected duration for overseas students is not different from the expected duration for domestic students. The expected duration is specified on the students CoE.
<b>PRISMS:</b>	The Provider Registration and Overseas Student Management System (PRISMS) is the system used to process information given to the Secretary of Department of Education by registered providers.

## 22.5 Procedure

- Students are required to complete their studies within the timeframe indicated on their COE and student visa. Acumen shall endeavour to ensure all students are given an opportunity to complete their studies within this timeframe. A copy of each student's COE will be kept on the student's file and variations to the COE will also be retained within the student file. Student will be enrolled in a minimum of 20 hours per week of study.
- Acumen does not provide any distance or on-line learning (for Overseas students) to ensure the ability to maintain contact with students and monitor any issues that students may have.
- All students are required to attend the Institute on a full-time basis to ensure they meet the attendance requirements. This Academic Progress is monitored as indicated in the Monitoring Overseas students' academic progress Policy and Procedure.
- Additional charges will apply where the student requests for extension of the COE. Charges are determined based on the annual course fee on a pro-rata basis.
- Acumen will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the student's COE, as a result of:
  - Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
  - The registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
  - An approved deferment or suspension of study has been granted under Standard 8
- Acumen education will follow the steps outlined in the following policies and procedures where a student is identified of the above circumstances:
  - Monitoring Overseas students course progress
  - Deferring, Suspending or cancelling the students Enrolment
- All meetings must be documented, and any strategies arranged must also be documented.
- All changes to a student's course duration is to be reported to the Department of Home Affairs via the PRISMS reporting system and records / documents of reasons and the decision process to be kept in student files.

- If acumen education extends the duration of the student's enrolment, acumen will advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

### Responsibilities

CEO  
Operations Manager  
Admin Manager  
Assistant Admin Manager  
Student Support Officer

### 22.6 Policy Base

[ESOS Act 2000.](#)

[The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 \(The National Code\).](#)