

## International Student Course Progress Monitoring

The purpose of this procedure is to address Standard 8 of the National Code 2018.

UMA Education Solutions is committed to supporting learners to maintain their course progress. The policy's primary objectives are to establish UMA Education Solutions awareness of its responsibilities in monitoring student course progress and to articulate the procedures for identifying, notifying, and supporting students who are at risk of falling short of course progress requirements. Additionally, the policy defines the strategies and interventions that UMA Education Solutions will employ to help students attain satisfactory course progress. It also emphasises the importance of students understanding their own responsibilities in relation to course progress.

UMA Education Solutions do apply a *Monitoring Attendance Policy* which is provided in the following policy in this document.

UMA Education Solutions has established arrangements to monitor the progress of each student. Monitoring course progress occurs on two levels. These are:

- **Assessing satisfactory course progress.** This is the process of formally assessing each student's progress at the end of each compulsory study period.
- **Identifying students at risk of not meeting course progress requirements.** This is the process of continually monitoring each student's completion of assigned assessment tasks within a compulsory study period.

### Monitoring Attendance Policy

#### Assessing satisfactory course progress

UMA Education Solutions will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled. This involves formally assessing each student's progress at the end of each compulsory study period. The student's progress is monitored to ensure that the student is in a position to complete the course within the expected duration as specified on the student's CoE. A study period is defined as a Term. The length of a Term can vary but is generally 10-12 weeks of study. The duration of the Term and course requirements will be notified to all students and staff prior to the course commencing using the training and assessment strategy.

The following definitions apply:

- **Satisfactory course progress** is defined as a student successfully achieving competency in all required assessment up to that point of time.

- **Unsatisfactory course progress** is defined as a student failing to successfully complete all required assessment up to that point of time. This means that if the student fails to submit on time or complete an assessment task, action should be taken immediately to engage with the student to ensure they are aware of their obligation and agree on the timeframe for the completion of the assessment.

The students course progress is monitored by reviewing the competency record of each student on the student management system. This is achieved by running a competency achieved report at the end of the Term and comparing the units of competency each student has achieved with the course progress requirements specified in the training and assessment strategy. If a student is identified as not meeting satisfactory course progress, the course progress intervention strategy is implemented.

### **Identifying students at risk of not meeting course progress requirements.**

In addition to the process of assessing satisfactory course progress, UMA Education Solutions will also monitor a student completion of assessment events during a study period. This enables the identification of students at risk of not meeting course progress requirements. Unlike the arrangements for assessing satisfactory course progress, monitoring throughout the Term enables the course progress intervention strategy to be implemented early if the student is identified as needing additional support. This early action will in many cases prevent the student from failing to successfully achieve all required assessment up to that point of time. This is a preventative measure that attempts to keep the student on-track.

A student is to be identified as “at risk” of not meeting the course progress requirements if the student:

- Fails to submit an assessment assignment on time on two consecutive occasions;
- Receives an unsatisfactory assessment result for the same assessment tasks on more than two occasions;
- Receiving repeated feedback from trainers about a lack of class participation or falling asleep during scheduled class time.

**Note.** If a trainer or any other staff member feels that there are other extenuating circumstances that would warrant the implementation of the course progress intervention strategy for a student, then this request should be made to the Senior Trainer who will consider such a request.

The student may also request the establishment of a course progress intervention strategy for themselves.

### **Course Progress Intervention Strategy**

As outline above, the course progress intervention strategy will be implemented where the student is assessed to have unsatisfactory course progress as defined above within the section “Assessing satisfactory course progress” or is identified as “at risk” of not meeting the course progress requirements.

The Course Progress Intervention Strategy is simply a mechanism to put formal support and monitoring arrangements in-place for a student. Its aim is to provide the student the support and monitoring framework to ensure they are meeting the minimum course progress requirements.

The following steps are to be taken to initiate the Course Progress Intervention Strategy:

- The student is to be contacted by phone or email and requested to attend UMA Education Solutions to meet with the Senior Trainer to discuss their course progress.
- The Senior Trainer is to gather all of the relevant details about the student progress including any assessment results, record of course progression, notes from trainers, etc.
- The Senior Trainer is to meet with the student to discuss their course progress and explain the reporting process and obligations the RTO must comply with in respect to making a report to the Secretary of the Department of Education through PRISMS
- The Senior Trainer is to consider the need to make a referral for the student to any support service such as the Welfare Counsellor. These referrals should form part of the documented intervention strategy.
- The Senior Trainer may consider the following types of interventions in order to support the student's course progress:
  - English language support for technical assignments and comprehension;
  - Assistance with academic skills such as writing essays and report writing;
  - Student counselling advice if there are personal matters such as work, accommodation or lifestyle issues affecting study;
  - Attending a study group;
  - Attending a 'make up' session
  - Additional practical workshops to hone practical skills;
  - Referral to external support agencies;
  - Review of course selection and possible transfer if appropriate;
  - The opportunity to repeat the unit in the next term;
  - Teacher reporting on assessment outcomes and attendance; and
  - Regular scheduled meetings with the student to monitor their progress.

**Note.** The Senior Trainer may use a combination of strategies to meet the needs of the student. Strategies will be determined on a case-by-case basis and will take into account the student's current and previous results, attendance records and any previous implemented intervention/counselling strategies.

- The Senior Trainer with the Student will identify and document the planned intervention strategy. This must clearly identify the strategies to be applied, the start and end dates and the agreed milestones the student must achieve and how these will be monitored. The strategy must also communicate the opportunities and services the student has available to them, and the risk of not making satisfactory course progress.
- Student work is assessed by the trainer who then forwards a summary of the outcomes to the Senior Trainer. The outcome for each unit is entered into the student management system. The student management system provides a cumulative student record for each unit. A progress report can be run at any time but will be run at the end of each Term. This will identify any student who is failing to successfully complete any unit requirements as specified in the course timetable. The Senior Trainer will speak with the trainer and the student to identify if the student is in danger of not achieving satisfactory progress.
- The Senior Trainer must ensure that records of the advice and assistance provided to the student who have been assisted under the intervention strategy are kept.
- The Senior Trainer will implement and monitor the intervention and the students' progress and attend further meeting as needed.

A summary of the support/ intervention action to be implemented will be recorded on the Student Support Intervention record and placed in the Student file. Notes on any meetings that occur will also be noted in the student management system and kept on the student's file.

A student will not be reported for unsatisfactory progress until after the support/ intervention strategy has been implemented and enough time has been allowed for the strategy to run its course.

### **Reporting unsatisfactory progress**

There are several steps to follow in the process of making an unsatisfactory course progress report about a student to the Department of Education. There are:

- The student will be assessed as making unsatisfactory course progress (see definition above) over **a compulsory study period** and a course progress intervention strategy is to be implemented (see above guidance).
- If the student is identified as not making satisfactory course progress **in a second consecutive compulsory study period** in a course, the provider must notify the student in writing of the

intention to report the student to the Department of Education and DHA for unsatisfactory progress and advise the student they have twenty (20) working days to access UMA Education Solutions appeals process prior to being reported. Letters of the intention to report the student to the Department of Education and DHA are to be issued by the CEO. During any such period the student's enrolment is kept current.

The written notice (of intention to report the student for unsatisfactory progress) must inform the student of the reasons for their intention to report and advise that he or she is able to access the complaints and appeals process. The student may appeal on the following grounds:

- UMA Education Solutions's failure to record or calculate a student's marks accurately,
- compassionate or compelling circumstances, or
- UMA Education Solutions 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 will be handled in accordance with the Appeals Policy. Where the student's appeal is successful, due to UMA Education Solutions not implementing its intervention strategy and other policies according to its documented policies and procedures, UMA Education Solutions does not report the student, and there is no requirement for intervention.

Where the student's appeal is successful, due to an error in the course progress calculation, and the student made satisfactory course progress, UMA Education Solutions does not report the student, and there is no requirement for intervention.

Where the student's 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 UMA Education Solutions's intervention strategy, and does not report the student.

Where the student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, the student withdraws from the process, or the process is completed or the student's appeal was unsuccessful, UMA Education Solutions must report the student to the Department of Education and DHA for unsatisfactory progress. A student will not be reported until the outcome of any appeal has been finalised and the appeal has been unsuccessful or the student does not access the appeals process during the twenty (20) day period.

Where a student is assessed as having made unsatisfactory progress for two consecutive study periods even after implementation of the support/intervention strategy UMA Education Solutions will report the student to the Secretary of the Department of Education and the student's Confirmation of Enrolment (CoE) will be cancelled. This may also result in the cancellation of the student visa. The Office Manager is

responsible for all transactions on PRISMS as directed by the CEO. The unsatisfactory progress is to be reported via PRISMS as a Student Course Variations report of Non-Compliance with visa conditions. Please refer to the Mandatory Reporting Policy.

### **Submitting Student Course Variations report on PRISMS**

The ESOS Act and National Code 2018 requires that UMA Education Solutions make mandatory report to the secure online Commonwealth database, the Provider Registration and International Student Management System (PRISMS). This includes submitting a Student Course Variations reports (SCV) where a student is not complying with their visa conditions. UMA Education Solutions is required to use this SCV reason (**Non-Compliance with visa conditions**) when reporting for unsatisfactory attendance and unsatisfactory course progress. The reporting of non-compliance with visa conditions must be reported on PRISMS in accordance with the PRISMS Provider User Guide, Feb 2022 ([click](#)). This SCV must be made as soon as practicable after the time has passed for the student to appeal the decision to report or any appeal made by the student has been finalised.