



Course Progress Monitoring Policy & Procedure

Purpose & Legislative Background

Under Standard 8 of the National Code 2018 of Practice for Providers of Education and Training to Overseas Students 2018, Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

At Wall Street College (WSC) we understand and acknowledge that registered providers must:

- monitor the overseas student's course progress and attendance according to the requirements of their sector.
- identify and offer support to those at risk of not meeting course progress or attendance requirements.
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa.
- only deliver online learning following the online learning requirements for their sector.

This policy outlines the steps Wall Street College will take to ensure adherence to the above. All students enrolled/willing to enrol with Wall Street College are informed about the requirements to achieve satisfactory course progress and attendance requirements, where applicable before they begin a course. This is done by navigating the student through the website policies section.

At Wall Street College we understand that the expected duration of study specified on the overseas student's Confirmation of Enrolment (CoE) must not exceed the Commonwealth Register of Institutions and Courses for Overseas Students Standard 8: Overseas Student Visa Requirements (CRICOS) registered duration for the course. This means that we will need to monitor the progress of overseas students to ensure they can complete the course within the expected duration specified on the CoE.

This policy aims to identify, notify, and assist overseas students who are at risk of not meeting course progress or attendance requirements. At Wall Street College we shall ensure that there is sufficient evidence from the overseas student's assessment tasks, participation in tuition activities, or other indicators of academic progress, to indicate the overseas student is at risk of not satisfying these requirements.

This policy will also determine the point at which the overseas student has failed to meet satisfactory attendance or course progress requirements.

Scope

This policy applies to all students enrolled at Wall Street College. Standard study period in this policy refers to the one study term as per the intake schedule.



Policy

Wall Street College records and assesses the progress of each student for each unit and cumulatively at the end of each study period. A study period is defined as one study term as per the intake schedule.

Satisfactory progress is achieved when an international student completes the assessment requirements for each unit or cluster of units within the timeframes specified in the course timetable/ information.

Where a student is identified at risk of not making satisfactory course progress, Wall Street College will contact the student and arrange a meeting with the Academic team to implement Wall Street College 's intervention strategies as outlined later in this document.

Course Progress

Academic Course Progress Requirements

In order to progress satisfactorily, students must demonstrate competency in fifty percent (50%) or more of enrolled units of competency for **each term**.

Academic progress is monitored by trainers and administration staff to enable appropriate intervention strategies are implemented as soon as progress issues emerge for individual students who are identified as 'at risk'. The Academic Manager is responsible for the overall review of the ongoing progress for students who are in danger of not achieving satisfactory progress.

A student who has not demonstrated satisfactory course progress for two consecutive study periods, is not meeting the Wall Street College's course progression requirement and will be unable to complete their course within the duration specified in the student's COE. This will be a breach of their student visa condition.

Identifying Students 'At Risk'

Early identification of students 'at risk' is critical to ensure that early intervention strategies can be provided to support and assist the student's academic success. Training and administration staff use a variety of indicators or assessments to identify any students who are 'at risk' of making unsatisfactory progress.

These may include, but are not limited to, the review of:

- The student's attendance record
- Class participation and level of engagement
- Formative assessment completions
- Completion of self-study activities



- Late submissions of assessments
- Number of resubmissions
- Requests for extension of class work or assessments
- Requests for additional help with assessments or class work
- Feedback from other training staff
- Competency Not Achieved (CNA) on unit assessments
- English ability
- Results of assessments and unit

Administration staff have responsibility, in consultation with trainers and the Academic Manager, for identifying individual students who are 'at risk' of not meeting satisfactory course progress. A final review of student academic performance will occur following the unit results release at the completion of each term. Any student who is identified at risk as an outcome of this process, will receive a formal warning, which will be issued by the administrative staff.

The Course Progress Warning Letter will require the student to meet with the Academic Manager (or other designated staff) to discuss their course progress. During this meeting, Academic Manager in consultation with the student and trainer, will establish a support/intervention program to help the student improve their course progress. 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 previously implemented intervention/counseling strategies. The resulting strategy will be communicated to the student in writing via letter/email.

Strategies may include but are not limited to any of the following:

- Extra Classes for the missed/ CNA units with other groups
- One on one session with the trainer during the term breaks/ after scheduled sessions for the current term to address the gaps identified in previous submissions
- Assistance with academic skills such as writing essays and report writing, this may include additional time with Learning Support Officer at Wall Street College
- Attending a study group with other peers on campus; trainer may assign groups in this case
- Additional access to the current trainer via email/ phone for any queries
- Additional recommended practical workshops for identified gap areas
- Providing a mentor or study buddy
- If the student requires any additional assistance/ student welfare arrangements for example, if a student is not able to concentrate on their studies because they are homesick, the student will be referred to Student Support Services at Wall Street College who can further assist them to contact external agencies as suitable.

Intervention strategy will be implemented as early as possible. If the student is deemed as making unsatisfactory course progress at the end of term (study period), the intervention strategy will be required to commence within the first two weeks of the following term. Student/ trainer may request an interim or early intervention if they are struggling to achieve the required course



progress during a term. Academic Manager is responsible for addressing any such concerns/ requests promptly.

Student “at Risk” are defined as follows: If at the end of the first (1) term (study period), the student’s course progress i.e., the (total number of Competent units / Total Scheduled Units) as schedule on the timetable for the study period is below 50%; then the student will receive the First (1) Warning Letter. This letter may be generated by the admin team at Wall Street College, however the decision to issue a warning letter will be based on the End of Term Report finalised & approved by the Academic Manager. Students will need to attend an Intervention meeting with the Academic Manager to discuss a plan to address the CNA unit results.

If the student does not attend the intervention meeting and/or is not contactable or fails to comply with the agreed Intervention Plan during the second term (study period), the Academic Manager and/or Administration Team can issue the Notice of Intention to Cancel without issuing another formal warning to the student. However, if the student attends the Intervention meeting, and shows improvement, the student results will be reviewed again at the end of the second term (study period).

If the student is still recorded at less than 50% of course progress against the total scheduled units for the subsequent term (study period), they will receive a second formal warning. At the end of the second term, course progress is calculated for the individual term i.e., the (total number of competent units for that term / total scheduled units for that term) as well as the total number of competencies achieved during the first (1) term & the second (2) term/ total scheduled units in first (1) & second (2) study period.

The Academic Manager will be responsible for maintaining a record of intervention plans in the form of a report or on the student management system. This report will be reviewed by the Academic Manager regularly to ensure all students are on track with the Intervention Plan provided to them.

Unsatisfactory Course progress

Unsatisfactory course progress is defined as a student failing to successfully complete and achieve competency in at least 50% of the course requirements in any term (study period) i.e., if the (total number of Competent Units / Total Scheduled Units) as schedule on the timetable for the study period is less than 50%.

At Wall Street College each study period is one study term as per the intake schedule.

Where an International student is assessed as having made unsatisfactory progress **for two consecutive study periods** even after implementation of the support / intervention strategy and if the internal appeal period has exhausted, then the administration team in consultation with the Academic Manager have the right to issue a Notice of Intention to Cancel the Students Enrolment prior to the end of third study period.



Students will have 20 working days to access Wall Street College’s appeals process prior to being reported. During any such period the student’s enrolment will remain active.

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. The student will also be given ample time (minimum of 20 working days) to make an internal appeal and the student will only be cancelled and reported once all internal and external appeals are exhausted, or if the student does not access the appeals process during the 20-day notice period.

Wall Street College will only report a breach of course progress in Provider Registration and International Student Management System (PRISMS) if:

- the internal and external complaints processes have been completed and the breach has been upheld.
- the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period.
- the overseas student has chosen not to access the external complaints and appeals process; or
- the overseas student withdraws from the internal or external appeals process by notifying the registered provider in writing.

The student may appeal the decision to report them to the Department of Education, Skills and Employment on the following grounds:

- A competency decision has been inaccurately recorded or calculated.
- Compassionate or compelling circumstances.
- The intervention strategy has not been implemented according to Wall Street College’s own documented policy and procedure.

Management Action & Responsibility

Intervention Strategy & Responsibility Table		
Timing	Action	Responsibility
Low attendance in the first 2 weeks – refer to attendance policy	Early intervention/ Contact student/ Email	Trainer
End of First (1) Study Period: Less than 50% Course Progress	1 st Warning Letter/ Intervention Meeting	Trainers/Administration Team



End of 2 nd Study Period: Less than 50% Course Progress	2 nd Warning Letter/ Intervention Meeting	Academic Manager/Administration Team
End of 3 rd Study Period: Less than 50% Course Progress	Notice of Intention to Cancel Enrolment	Academic Manager/Campus Manager
No Show at (any) Course Progress/ Intervention Meeting	Notice of Intention to Cancel Enrolment	Academic Manager/Campus Manager
Do not comply with the agreed intervention strategy	Notice of Intention to Cancel Enrolment	Academic Manager/Campus Manager
20 Days lapse after Intention to cancel: Internal Appeal not accessed by the student	Cancel Enrolment on non- Course Progress and report the same to DESE- DHA via PRISMS	Admin team upon approval from Academic Manager

Definitions

CoE: Confirmation of Enrolment

DHA: Department of Home Affairs

DESE: Department of Education, Skills and Employment

PRISMS: Provider Registration and International Students Management System

Compassionate or compelling circumstances may 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 - witnessing a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports)

VET: Vocational Education & Training



Legislative Context

The legislative base for this policy is as follows:

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code 2018

Policy Owner:	Wall Street College Pty Ltd
Endorsed By:	CEO
Person Responsible for Implementation:	Academic Manager, Campus Manager, Trainers
Endorsement Date:	January 2021
Version:	1.0