

Vocational Course Progress Recording, Monitoring and Reporting Policy and Procedure

1 Background

Menzies Institute of Technology (hereinafter known as the 'Institute') acknowledge the need to ensure that domestic and international students studying at the Institute progress and successfully complete vocational courses and maintain satisfactory course progress throughout the duration of their studies at the Institute.

2 Purpose

The purpose of this policy is to ensure that the 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. International students, who persist in failing to meet course progress requirements, even after attempts by the Institute to notify and counsel them, shall be reported to Department of Education and Department of Home Affairs in accordance with the ESOS Act 2000.

Institute has a duty of care to assist each student to achieve their learning goals and make satisfactory progress to ensure completion of their course within the expected duration. Institute is proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements.

Each student's academic performance is monitored for both domestic and international students, and any student deemed to be 'at risk' is to be referred to Compliance Manager to discuss possible intervention strategies.

3 Audience

This policy applies to all students, Institute staff members and third parties, providing a service on behalf of the Institute.

4 Definitions

For the purposes of this policy, the following terms are defined:

Domestic Student: refers to a student who is an Australian citizen (including Australian citizens with dual citizenship), or a student who is a New Zealand citizen or a student who has Permanent Resident Status (holders of all categories of permanent resident visas, including Humanitarian Visas).

International Student: refers to a student, required to hold a student visa for study in Australia.

Unsatisfactory course progress: refers to a student who has failed or is not yet competent in 50% or more of the units delivered in the study period as per the student's enrolled course.

Satisfactory course progress: refers to a student who is competent in more than 50% (>50%) of the units delivered in the study period as per the student's enrolled course.

Study period: Institute has rolling intake, so study period is for six months from the start date of the course.

CRICOS: refers to the Commonwealth Register of Institutions and Courses for Overseas Students

PRISMS: refers to the Provider Registration and International Students Management System

DET: refers to the Commonwealth's Department of Education and Training

DHA: Refers to the Department of Home Affairs.

5 Policy

5.1 Satisfactory Course Progress

Every effort will be made to proactively assist students to achieve satisfactory course progress and complete the course within expected duration. All students are expected to adhere to the requirements of course progress. The satisfactory course progress is deemed to be 50% or more competence in the number of units of study attempted within a study period of 6 months.

5.2 Monitoring Course Progress

Requirements for monitoring and progress

- Formal monitoring, recording and assessment of student performance
- Develop an intervention strategy
- Determining the points at which the student has failed to meet satisfactory course progress

5.3 The Institute must monitor the progress of each international student to ensure the international student is in a position to complete the course within the expected duration specified on the student's CoE.

5.4 Student performance and course progress will be monitored by trainers, assessors and student support officer. Trainers are required to keep appropriate records and to undertake assessments in a timely fashion to enable effective monitoring of student academic performance and the implementation of all procedures.

5.5 The Institute must identify, notify and assist an international student at risk of not meeting course progress or attendance requirements where there is evidence from the student's assessment tasks, participation in tuition activities or other indicators of academic progress that the student is at risk of not meeting those requirements.

5.6 All students are expected to study at least one unit (not by distance or online learning) during each study period. International students may not study more than one third of their course online or by distance learning.

5.7 The Institute may only extend the duration of the student's study as a result of compassionate and compelling circumstances, where an intervention strategy is being implemented or where an approved deferment has been granted. For International Students, except in these circumstances, the student's course duration will not exceed the CRICOS registered duration. Any variations are recorded on the student file and reported correctly in PRISMS.

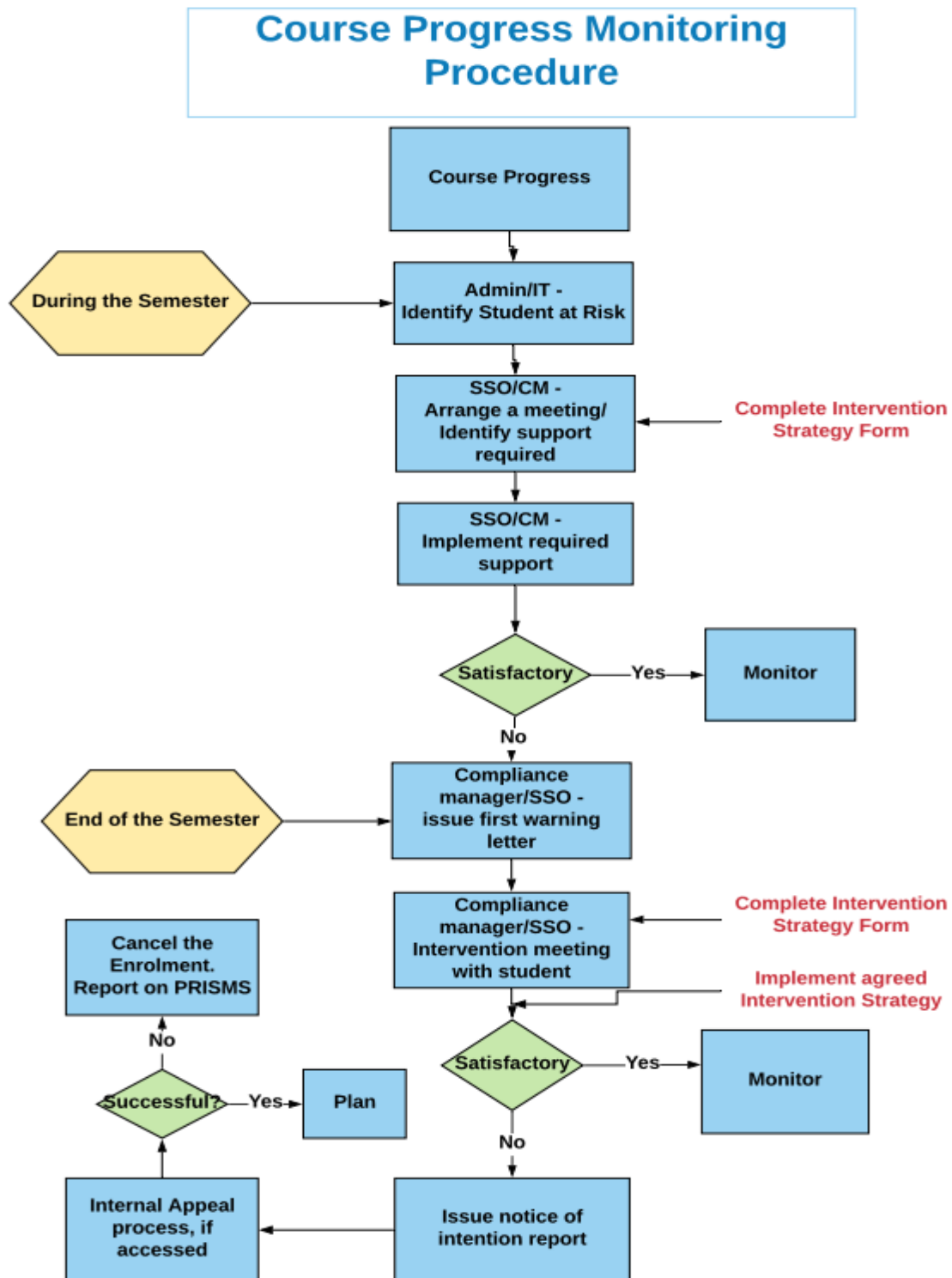
5.8 The Institute must ensure that in each compulsory study period for a course, the international student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.

6 Procedures

Procedure	Responsibility
At the end of each unit, trainers and assessors must submit the Unit Competency file which details the results of each student.	Trainer/ Assessor
Record Unit Competency results on WiseNet.	Admin
During the semester – Early detection process, student Support Officer/IT to identify the students who are likely to be at risk and arrange a meeting with them.	Student Support Officer/IT
During the semester – Discuss the course progress issues with the students and identify any support required to complete the remaining unit/s. Complete a Intervention Strategy Form document and store on wisenet.	Student Support Officer Compliance Manager
SSO/CM implement the agreed intervention strategy	Student Support Officer Compliance Manager
At the end of the semester – Issue <i>First Warning Letter for Unsatisfactory Course Progress</i> for each student with a NYC (Not Yet Competent) result in 50% or more units on competency will be deemed “At Risk” and ask them to attend a meeting to identify an appropriate intervention strategy.	Student Support Officer/IT Compliance Manager
Conduct the meeting to: <ul style="list-style-type: none"> ▪ Identify any reasons for the unsatisfactory course progress ▪ Discuss possible solutions to assist in rectifying the problem (i.e. possible referral to external counselling services, improve time management strategies, arrange for additional training or English language tuition, temporarily reduce study load, etc.) ▪ Complete Intervention strategy Form in consultation with the student to assist them to improve their performance. Compliance Manager may propose the following options: <ul style="list-style-type: none"> • Ask to attain catchup classes 	Compliance Manager/Student Support Officer

<ul style="list-style-type: none"> • Submit all the remaining assessment by the deadline • Provide additional trainer/assessor support • Refer other counselling support as required 	
Implement the intervention strategy on the agreed start date and closely monitor students on an intervention strategy on a regular basis.	Student Support Officer/ Trainers and Assessors
Review student progress in the next semester.	Student support Officer and Trainer/assessor
Where the student has been identified as not making satisfactory course progress for the second consecutive compulsory study period/semester, notify the student in writing using <i>Notice of Intention to Report for Unsatisfactory Course Progress</i> . Refer to <i>MITP08 Deferral, Suspension and Cancellation Policy and Procedure</i> for further information.	Compliance Manager /Student Support Officer
If student has not appealed by the expiry date or chosen not to access the external complaints and appeals process or withdraws from the internal or external appeals processes by notifying Menzies in writing, begin process for reporting and cancellation of student's enrolment as per MITP08 Deferral, Suspension and Cancellation Policy and Procedure.	Student Support Officer
Reporting of student's breach of visa conditions via PRISMS – after 20 working days after the letter of intention to report; and after any appeal process has been exercised and exhausted	Student Support Officer

Flow Chart



7 Review

This policy will be subjected to a review and update at intervals of three years from the approval date. Exceptions to the frequency of review can be made if necessary. Any person who wishes to enter a complaint concerning this policy may do so in accordance with the appropriate policies.

RTO Code:	21834	
CRICOS Code:	02815M	
Document Title:	Vocational Course Progress Recording, Monitoring and Reporting Policy & Procedure	
Document Number:	MITP02	
Version:	Version 13	
Relevant Standards:	National Code 2018: Standards 8.1, 8.3, 8.4, 8.9, 8.16.2	
Related Policies/Documents:	MITP08 Deferral, Suspension and Cancellation Policy and Procedure <i>Intervention Strategy Form</i> <i>First Warning Letter for Unsatisfactory Course Progress</i> <i>Second Warning Letter for Unsatisfactory Course Progress</i> <i>Notice of Intention to Report for Unsatisfactory Course Progress</i>	
Responsibility:	Course Coordinator, Trainers and Assessors and Student Services Coordinator	
Approved By:	PEO	
Date Approved:	Nov 2019	
Next Review Date:	April 2021	
Version Control and Change History:		
Version Number	Approval Date	Amendment
1	06/06/2007	Creation of policy
2	17/12/2007	Amended responsibilities
3	14/01/2008	Reviewed and updated next review date
4	22/04/2010	Amended definitions
5	28/06/2010	Reviewed and updated next review date
6	29/07/2011	Amended naming of policy from Course Progress Monitoring and Reporting to Vocational Course Progress Recording, Monitoring and Reporting Policy and Procedure
7	01/06/2012	Review and update to clauses 3.1, 3.2, 3.5

8	01/06/2014	Reviewed and updated to clauses 3.6
9	01/09/2016	Reviewed and updated next review date
10	01/09/2017	Reviewed and update to clauses 3.6 and updated next review date
11	01/02/2018	Reviewed, updated Clause 1.0, Clause 2.0, Clause 3.5 and updated the next review date
12	18/04/2018	Update the policy and procedure section
13	23/04/2019	Included appendices of warning letters. Updated clause 2 and 5 to include references for domestic students
14	24/06/2019	Update the procedure related to the course progress
15	Nov 2019	Update the process and added the flow chart
16	July 2020	Updated the warning letters wording

Appendix 1 - First Warning Letter for Unsatisfactory Course Progress – International Student

MFLxx First Warning Letter for Unsatisfactory Course Progress_INT [Ver 1]

<FirstName LastName>

<Address>

<Suburb> <STATE> <PostalCode>

<Day, Date Month, Year>

Dear <FirstName>,

Re: FIRST WARNING LETTER FOR UNSATISFACTORY COURSE PROGRESS

Your visa requires that you achieve satisfactory course progress in the course in which you are enrolled.

Your course progress has been deemed as unsatisfactory for the following reason/s:

<Select relevant reasons only>

- You have been judged as NYC in one assessment in a pre-requisite unit.
- You have been judged as NYC in a pre requisite unit.
- You have been judged as NYC in <insert relevant number of units as identified by the Institute> x units during a study period.
- You have been judged as NYC in <insert relevant number of units as identified by the Institute> x units at the end of a study period.
- You have been identified by your trainer/assessor as requiring support to ensure satisfactory course progress.
- Your course progress is such that you will be unable to complete a course within the expected duration.
- You have not participated as per the course timetable

You are now required to attend a meeting with <Insert the relevant staff member name and position> to discuss support that can be offered to you to help you achieve requirements. Please contact Student Support Officer on studentservices@menzies.vic.edu.au as soon as possible to arrange this meeting.

Please be aware that if you do not arrange the Meeting with the above mentioned person within 2 weeks of receiving this email, then a final warning letter will be issued which will outline the Institute's decision to cancel your enrolment. This may result in your student visa being cancelled.

Yours sincerely

Compliance Manager

Appendix 2 - First Warning Letter for Unsatisfactory Course Progress – Domestic Student

MFLxx First Warning Letter for Unsatisfactory Course Progress_DOM [Ver 1]

<FirstName LastName>

<Address>

<Suburb> <STATE> <PostalCode>

<Day, Date Month, Year>

Dear <FirstName>,

Re: FIRST WARNING LETTER FOR UNSATISFACTORY COURSE PROGRESS

We have noted that you are failing to achieve satisfactory course progress in the course in which you are enrolled.

Your course progress has been deemed as unsatisfactory for the following reason/s:

<Select relevant reasons only>

- You have been judged as NYC in one assessment in a pre-requisite unit.
- You have been judged as NYC in a pre requisite unit.
- You have been judged as NYC in <insert relevant number of units as identified by the Institute> x units during a study period.
- You have been judged as NYC in <insert relevant number of units as identified by the Institute> x units at the end of a study period.
- You have been identified by your trainer/assessor as requiring support to ensure satisfactory course progress.
- Your course progress is such that you will be unable to complete a course within the expected duration.
- You have not participated as per the course timetable

You are now required to attend a meeting with <Insert the relevant staff member name and position> to discuss support that can be offered to you to help you achieve requirements. Please contact Student Support Officer on studentservices@menzies.vic.edu.au as soon as possible to arrange this meeting.

Please be aware that if you do not arrange the Meeting with the above mentioned person within 2 weeks of receiving this email, then a final warning letter will be issued which will outline the Institute's decision to cancel your enrolment.

Yours sincerely

Compliance Manager

Appendix 3 - Notice of Intention to Report for Unsatisfactory Course Progress – International Student

MFLxx Notice of Intention to Report for Unsatisfactory Course Progress_INT [Ver 1]

<FirstName LastName>

<Address>

<Suburb> <STATE> <PostalCode>

<Day, Date Month, Year>

Dear <FirstName>,

Re: WARNING OF MENZIES INSTITUTE OF TECHNOLOGY'S INTENTION TO REPORT FOR UNSATISFACTORY COURSE PROGRESS

Your enrolment in <Course> at Menzies Institute of Technology began on <course commencement date>. Prior to enrolment and during the orientation program, you were informed of the requirement to maintain satisfactory course progress as one of your student visa conditions.

You were first identified as <not achieving course progress> on <date of first warning letter>. We sent you a first warning letter in which you were invited to attend a meeting to discuss an appropriate intervention strategy, which was then implemented following the meeting or which you did not attend.

Despite these interventions you have failed to achieve satisfactory course progress or Despite the warning letter sent to you you have failed to attend meetings with us and achieve satisfactory course progress, therefore we intend to report you to the Department of Education and Training via PRISMS for unsatisfactory progress. This action automatically alerts the Department of Home Affairs and may lead to your visa being cancelled.

If you believe there are reasons why you should not be reported, you may appeal against this decision as per MITP07 Complaints and Appeals Policy and Procedure.

If you need any assistance in this matter, please make an appointment with **Student support Officer (Name and Contact Details)**. You can bring a family member or friend with you if you wish.

If you wish to appeal this decision you have **20** working days in which to do so as MITP07 Complaints and Appeals Policy and Procedure. If you appeal this decision, your enrolment will be maintained during the period of the appeals process and you will not be reported to the Department of Education and Training until the appeal process is at an end.

Yours sincerely

Compliance Manager

Appendix 4 - Notice of Intention to Report/Withdrawal for Unsatisfactory Course Progress – Domestic Student

MFLxx Notice of Intention to Report for Unsatisfactory Course Progress_DOM [Ver 1]

<FirstName LastName>

<Address>

<Suburb> <STATE> <PostalCode>

<Day, Date Month, Year>

Dear <FirstName>,

Re: WARNING OF MENZIES INSTITUTE OF TECHNOLOGY'S INTENTION TO CANCEL ENROLMENT FOR UNSATISFACTORY COURSE PROGRESS

Your enrolment in <Course> at Menzies Institute of Technology began on <course commencement date>. Prior to enrolment and during the orientation program, you were informed of the requirement to maintain satisfactory course progress.

You were first identified as <not achieving course progress> on <date of first warning letter>. We sent you a first warning letter in which you were invited to attend a meeting to discuss an appropriate intervention strategy, which was then implemented following the meeting or which you did not attend.

Despite these interventions you have failed to achieve satisfactory course progress or Despite the warning letter sent to you you have failed to attend meetings with us and achieve satisfactory course progress, therefore we intend to cancel your enrolment for unsatisfactory progress.

If you believe there are reasons why you should not be cancelled, you may appeal against this decision as per MITP07 Complaints and Appeals Policy and Procedure.

If you need any assistance in this matter, please make an appointment with Student Support Officer (Name and Contact Details). You can bring a family member or friend with you if you wish.

If you wish to appeal this decision you have 20 working days in which to do so as MITP07 Complaints and Appeals Policy and Procedure. If you appeal this decision, your enrolment will be maintained during the period of the appeals process until the appeal process is at an end.

Yours sincerely

Compliance Manager