



Policy for Monitoring Course Progress

PURPOSE	Swann College states there is a direct relationship between the successful completion of assessment tasks and competency achievement with attendance and active class participation. Therefore, to ensure satisfactory course progress, the Trainer will record and admin staff will monitor course progress in each study period for which the student is enrolled. Course progress will be assessed at the end of the term (the study period). The term is an average of 10 weeks or 3 months. For a student to be making satisfactory course progress, a student will be required to achieve competency in at least 50% of the units of study attempted in any study period.
SCOPE	This policy applies to all of Swann's students and staff who deal with assessment and monitoring course progress.
POLICY	<p>This Policy establishes principles and processes to ensure compliance with the requirements of the Education Services for Overseas Students Act and Standards 9 and 10 of the National Code. It seeks to ensure overseas students complete their studies within the expected duration specified in their CoE and intervention strategies are implemented for students identified as being at risk of not making satisfactory course progress.</p> <p>The College has attendance and progress rules which are communicated in the Letter of Offer. This policy will also be continuously available to the students on the Swann College Website which is updated regularly.</p>
PROCEDURE	<p>The College has procedures in place to help students meet their course progress requirements. These are as follows:</p> <p>Attendance Overseas students must maintain a minimum attendance rate to meet visa conditions and those of the program noting:</p> <ul style="list-style-type: none"> • It is a requirement for students to arrive and leave classes including returning from breaks according to the scheduled times • All absences without prior approval or evidence of reasonable cause will be marked as absent • students' paid work commitments are not considered to be acceptable proof of absence • students need to provide medical certificates of any absence from class, due to sickness or medical condition/s <p>Assessing Tasks:</p>



- Assessment tasks are undertaken at the end of each unit of competency. Students receive ongoing feedback about their course progress through these assessment tasks.
- In the first instance, it is the responsibility of individual trainers to monitor the ongoing progress of students within their classes and to intervene in a timely and appropriate manner where they feel the student is at risk of not making satisfactory course progress.
- Assessors may provide opportunities for students to undertake further assessment tasks, attend nominated workshops, and/or re-submit and re-sit tasks if they have not completed these tasks successfully within the study period.

Recording of Results:

- Results will be integrated from the Learning management system (LMS) to the student management system (SMS) for each unit of competency delivered in each study period. The Assessor responsible for assessing each unit of competency is given access to the LMS for recording student results at the completion of marking the assessment. However, other assessors may be allocated for assessing the unit of competency.
- At the end of each study period, all results for that period are finalised. The Student Support Officer ensures all students enrolled in the unit of competency have a result on the Student Management System.

Monitoring:

- Swann College monitors and records each student's progress in the course they are enrolled in and monitors this in each study period.
- The college specifies the course requirements for each study period in the Training Plan (timetable) and implements procedures to enable it to identify students who have not demonstrated competency in the unit requirements.
- The college has an intervention strategy for students who are not making satisfactory course progress.

Intervention

- The intervention strategy includes:
 - The process by which the intervention strategy is activated.
 - Procedures for contacting and counseling students.



- Strategies to assist identified students to achieve satisfactory course progress.
- The intervention strategy includes provisions for:
- Where appropriate, advising students on their suitability for the course in which they are enrolled.
- Advising students of opportunities to be reassessed for assessment items in which they did not demonstrate competency.
- Advising students that unsatisfactory course progress in two consecutive study periods could lead to the student being reported to the Department of Home Affairs (DoHA) through PRISMS and the risk of their visa being cancelled.
- If a student is identified as not making satisfactory course progress, a warning Letter is issued for the study period.
- Intention to report for unsatisfactory course progress is issued when it has been identified the student has not made any improvement or course progress remains below 50% in two consecutive study periods.
- However, if a student is identified as at risk of making unsatisfactory course progress before the end of the study period, the Warning Letters and Intervention Strategy are implemented as early as practicable.
- Note: A student's attendance is monitored in conjunction with their course progress. Should the student's attendance fall below 80% of the scheduled contact hours for the course, the student is also subjected to early intervention.
- Swann College monitors and assesses course progress of students by:
 - Reviewing attendance records.
 - Reviewing class participation.
 - Evaluating learning activities.
 - Reviewing the final assessment.
 - Checking overall competency.
- The student is contacted by letter or email /phone call requesting they meet with The Student Support Officer to discuss their progress.
- If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period/stage, the following process is followed:
 - An Intent to Report is drafted with the relevant details of the student's situation. With an opportunity for internal appeal.



- The CEO reviews the letter, approves it, and authorises it to be sent; All correspondence is sent out of the SMS portal and is reflected in the student's file notes.
- The Student Support Officer notes and sets a reminder in a calendar when 20 working days have elapsed and then checks if an Appeal has been lodged.
- If no appeal has been lodged, Swann College will report the student to the Department of Home Affairs (DOHA) through PRISMS.
- If an appeal has been lodged, the appeals process commences as per the Complaints & Appeals policy.

Reporting

- Swann College has procedures for reporting students who are not making satisfactory course progress, and therefore in breach of their visa requirements, to the Department of Home Affairs (DOHA) through PRISMS.
- The following process is followed when reporting a student for breach of their visa requirements due to unsatisfactory course progress:
 - If an appeal is lodged, wait until the appeal is heard and finalised before progressing.
 - If no appeal is lodged or an appeal has been lodged and is not upheld, the college will report the breach via PRISMS.
 - The CEO reviews the case and authorises the report to be entered into PRISMS.
 - The Student Support Officer follows the "PRISMS - User Guide" to report the breach.
- Students who are dissatisfied with the provision of a complaints and appeals process may complain to the International Students Ombudsman.
- The ESOS Act requires Swann College to report the student for unsatisfactory course progress 'as soon as practicable' after the breach occurs. Swann College's best practice is to report the student through PRISMS within 5 days of finalising the decision to report.

Extending Course Duration

- Swann College can only extend the student's enrolment if:
 - Swann College has assessed compassionate or compelling circumstances and evidence supports this assessment.
 - Swann College has implemented, or is in the process of implementing, an intervention strategy for the



	<p>student who is at risk of not meeting course progress requirements; or</p> <ul style="list-style-type: none"> ○ an approved deferral or suspension of the student's enrolment has occurred. <ul style="list-style-type: none"> ▪ If Swann College extends the duration of a student's enrolment and the student's visa expires before completion of the course, the student will need to apply for a new Student visa (subclass 500) to complete their study. <p>Compassionate or compelling circumstances</p> <ul style="list-style-type: none"> ▪ Circumstances beyond the student's control that impact the student's capacity and/or ability to progress through a course. ▪ These could include, but are not limited to: <ul style="list-style-type: none"> ○ serious illness or injury, where a medical certificate states 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 emergency travel and this has impacted the student's studies; or ○ a traumatic experience, which could include: <ul style="list-style-type: none"> ▪ involvement in, or witnessing a serious accident; or ▪ witnessing or being the victim of a serious crime, and this has impacted the student (these cases should be supported by police or psychologists' reports) ▪ Please note the above are only some examples of what may be considered compassionate or compelling circumstances. All staff are asked to use professional judgment and assess each case on its merits. When determining whether compassionate or compelling circumstances exist, all staff should consider documentary evidence provided to support the claim. Swann College will keep copies of these documents, together with a record of why the decision was made, in the student's file.
POLICY DELEGATED AUTHORITY	CEO



**APPROVED BY
AND
RESPONSIBILITY
AUTHORITY**

CEO

APPROVED DATE:

30/06/2023