



## Course Progress Policy

### Purpose

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Royal Gateway in accordance with Standard 10 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Student 2007 as outlined in the Royal Gateway Student Handbook.

The course progress policy establishes:

- the requirements, definitions and procedures to be used in determining the standards of acceptable course progress
- the roles and responsibilities of College staff and students with regard to course progress
- descriptions of the resources and options available to assist students at risk of not achieving course progress standards

### Definitions

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Word/Term	Definition
Course Progress	Assessed advancement within a course toward the completion of that course
Compassionate and compelling circumstances	<p>As defined in National Code of Practice for Providers of Education and Training to Overseas Students 2007 and the accompanying Explanatory Guide, Standard 11, compassionate and compelling circumstances generally are circumstances beyond the control of the student and have had an impact upon the student's course progress or wellbeing. These may include, but are not limited to:</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 (death certificate must be provided);</li><li>• major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the student's studies;</li><li>• a traumatic experience, such as involvement in or witnessing of a serious accident or witnessing or being the victim of a serious crime, which has impacted on the student (these cases should be supported by police or psychologists' reports where possible);</li><li>• where the registered provider was unable to offer a pre-requisite unit</li></ul>
Approved leave	<p>As defined in National Code of Practice for Providers of Education and Training to Overseas Students 2007 and the accompanying Explanatory Guide, Standard 13, the registered provider can only defer or temporarily suspend the enrolment of the student on the grounds of:</p>



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	<p>a. compassionate or compelling circumstances; or b. Misbehaviour by the student.</p> <p>Approved Leave is a period of approved absence from the college based on the above.</p>
Intervention strategy	Systematic plan of action, adapted to assist students in meeting satisfactory course progress
Unsatisfactory Course Progress	Failure to meet 50% academic progress in two consecutive study period
Study period	<p>A study period is a period of study and can vary as per the course but it will meet the following two minimum requirements</p> <ol style="list-style-type: none"><li>1) the study period will be a minimum of 10 weeks and can be maximum of 26 weeks; and</li><li>2) A student will be given an opportunity to attend at least two units of competency in a study period.</li></ol> <p>The trainer/assessor will advise students at the commencement of the course, the study period and number of units scheduled in the study period.</p>
DIBP	Department of Immigration and Border Protection

### Policy Principles

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Royal Gateway endeavours to assist students to maintain their academic progress at an appropriate level, throughout their enrolment period. The principles guiding this policy are:

- all students shall be treated fairly and openly
- all students are responsible for their own course progress
- appropriate learning support shall be offered to students identified as at risk of not achieving satisfactory course progress

### Academic Course Progress

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Student course progress is regularly monitored and assessed at the end of each study period. Students are required to successfully complete various tests, assessments, examinations, projects and practical demonstrations.

The assessment tasks and dates are shared by Trainers at the commencement of their course. If academic performance is unsatisfactory, students will be counselled through a series of support and intervention strategies as set out in the course progress procedures. Royal Gateway will support students wherever possible to help to achieve their best academic standard.



## Academic Results Publication

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Student results will be notified within the allocated classes where practical. Results will be made available within two (2) weeks after the final unit's assessment has been submitted.

## Unsatisfactory Course Progress

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The college will follow the intervention strategy to assist students with poor academic performance and who are at risk of failing to achieve satisfactory course progress

- i. Notification to student:
  - a. Verbal feedback and instruction by trainer/assessor
  - b. Notification either by e-mail or SMS and letter requesting that an appointment be made with the Trainer at the earliest possible time
  
- ii. An initial meeting will be held between the student and Trainer/Course Progress Coordinator to address issues related to course progress and to discuss strategies for achieving satisfactory course progress. Strategies may include:
  - a. Extra tuition and support to be organized
  - b. Opportunity to re-sit for a unit
  - c. Extension in duration of course
  - d. Providing individual student support
  - e. Providing assistance with personal issues which are influencing academic progress
  - f. Access to catch-up classes
  
- iii. Outcomes of the meeting shall be recorded in the student's file using the Course Progress Intervention Record Sheet. This record sheet will acknowledge the following:
  - a. Proposed and agreed strategy for achieving satisfactory course progress
  - b. Information on failing to achieve satisfactory course progress and its implications on student visa

## Course progress monitoring Chart

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Study Period 1		Study Period 2		Notice	Intervention Required
75% Below	or			Notification letter, SMS, E-mail	
50% Below	or			1 <sup>st</sup> Warning Letter	Yes
50% Below	or	75% Below	or	2 <sup>nd</sup> Warning Letter	Yes



50% Below	or	50% Below	or	Intent to report	Yes
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**Course Progress Monitoring and Reporting**

- It is the responsibility of the Trainer to ensure that the ‘Student Academic Record Sheet’ is also updated after each assessment is completed and recorded.
- At the end of the study period, all the Trainers will review the student’s academic progress, and record all results in the ‘Student Academic Record Sheet’. The results recorded are forwarded to the Course Progress Coordinator and Administration Officer for reporting and monitoring purposes. The Trainer conducts a sample audit of all student records to ensure that Royal Gateway robust monitoring policies are strictly enforced.
- Any student identified as being at risk of not achieving satisfactory course progress, is contacted by the Administration Officer to enact Royal Gateway intervention policy within 7 days of becoming aware of the issue through Royal Gateway robust monitoring processes.
  - Eg. [BSB50215- Diploma of Business] if there were 4 units in total assessed in any one study period (13 weeks) and a student has been assessed as ‘C’ in 2 units and ‘NYC’ in 2 units for the study period, the student’s academic progress would look like:

Study Period 1				
Student Name	Student No.	Number of Units Assessed <i>'Competent'</i>	Number of Units Assessed <i>'Not Yet Competent'</i>	Academic Performance Percentage (%)
John	001234	2	2	50%

- At the end of each study period, the Trainer and the Administration Officer jointly assess the results for each student against the course progress policy and identify any student who falls below 75% of the academic progress for the first study period. Students identified will be sent a Notification via e-mail or sms and letter indicating that they have fallen below 75% academic performance for the study period, and failure to achieve competency in further units undertaken in the current study period may result in failing to achieve satisfactory academic progress for the study period.
- Students who falls below 50% of the academic progress for the first study period identified will be sent a “Warning Letter” advising that they are at risk of not achieving satisfactory course progress



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and has to contact the College and meet the specified person on the specified date if not earlier to discuss their poor academic progress and support available to assist them to achieve satisfactory academic progress. Students who do not respond within 14 days will be issued a letter detailing the intervention strategy as determined by Royal Gateway.

- Student who is below 75% academic progress in their current study period after falling below 50% in their previous study period will be sent a second warning letter notifying them that they are at risk of breaching their requirement to maintain academic progression for each study period they are enrolled. They will be informed about the number and name of the units they haven't achieved the competencies in. They are informed that if they fall below the required academic progress in two consecutive study period, they will be reported to the Secretary of Department of Education via PRISMS. They are also informed that they are required to organise an appointment with the Director to discuss their poor academic progress and strategies to ensure they stay above the 50% academic requirement for the study period.
- The Trainer notifies Training Officer within 7 days or as soon as practicable after the completion of the study period, of any student who has been identified as (8d), (8e) or (8f).
- The Academic Progress Intervention Strategy is commenced within 14 days of identifying any affected students.
- If a student is identified as not making satisfactory course progress in a second consecutive study period in a course, Royal Gateway will notify the student of its Intention to Report the student to the Secretary of Department of Education via PRISMS for unsatisfactory course progress.
- Students shall be issued a Notice of Intention to Report for unsatisfactory course progress. The student has 20 working days to appeal to Royal Gateway under Standard 8 on its decision by accessing the complaints and appeals process available on [www.royalgateway.edu.au](http://www.royalgateway.edu.au)
- However, the College may decide not to report a student on the following grounds:
  - Royal Gateway's failure to record or calculate a student's marks accurately;
  - The student can provide documentary evidence of compassionate and compelling circumstances;
  - Royal Gateway has failed to implement its intervention strategy and other policies according to its documented Academic Progress Intervention Strategies that have been made available to the student;
  - Where the student has chosen not to access the complaints and appeals process within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the College, the College will notify the Secretary of Department of Education through PRISMS that the student is not achieving satisfactory course progress; Please note if you are reported to the Department of Home Affairs, it will affect the status of your student visa. Please seek advice from the Department of Home Affairs.



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- Students, who are dissatisfied with the outcome or conduct of an appeal within the College, may appeal to an external agency;
- Students who choose to appeal to an external agency must notify the College of their decision and provide details of the external agency within 7 working days of being notified of the outcome of the last stage of their internal appeal;

### Roles and Responsibilities

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#### **It is the responsibilities of the Principal to:**

- Identify and recommend appropriate support
- Liaise with Director for decision making in regard to students with exceptional circumstances
- Keep records of consultations and recommendations for support
- Check the Student Assessment Record sheet for Currency and accuracy.
- Interview with referred student.
- Review all available evidence.

#### **It is the responsibilities of the Trainer to:**

- Give instructions and verbal feedback to students about their academic progress.
- Update the Student Assessment Record Sheet after each assessment is completed.
- Notify students who are at risk of achieving satisfactory attendance.
- Participate in staff discussion regarding student progress.
- Contact the student at the earliest possible time in the study period to give feedback on their academic progress

#### **It is the responsibilities of all students to:**

- Attend all scheduled classes and assessment days;
- Submit projects/assignments by the due date;
- Meet with visa attendance requirements, and
- Advise Royal gateway of any matters that may impede successful course progress within five (5) working days.