

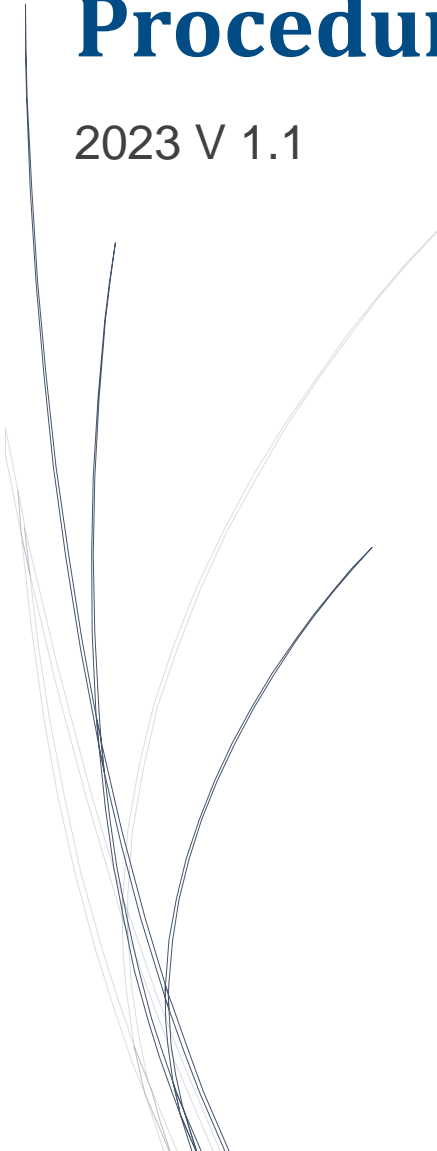


# NEW ERA INSTITUTE

CRICOS No.: 03509B • National Provider no.: 41543

## Monitoring Course Progress Policy and Procedures

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# Monitoring Course Progress Policy and Procedures

## PURPOSE

The primary objective of this policy is to guarantee that New Era Institute closely oversees the course progress of overseas students, ensuring they can finish their course within the specified duration indicated on their Confirmation of Enrolment (CoE). Additionally, this policy aims to implement timely intervention strategies for overseas students who may be at risk of not meeting the course progress requirements.

New Era Institute records, monitors, and assesses student course progress and takes proactive measures in notifying and counselling students at risk of not meeting course requirements.

Overseas Students who do not meet course progress requirements will be reported to the Department of Home Affairs (DHA), which may result in the cancellation of their student visa.

By adhering to this policy, New Era Institute can comply with Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, which is a crucial aspect of providing education to international students.

## POLICY

### Completion within expected duration

New Era Institute monitors overseas student progress to ensure that they complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE).

The duration of the course is specified on the CRICOS register <https://cricos.education.gov.au/>

### Monitoring Course Progress

New Era Institute monitors the course progress of overseas students on a regular basis by Trainers and Student Services (Student Support and Academic team) using the course progress tracking sheets.

Noting, New Era Institute monitors Students' class attendance and maintains students' attendance records. All students are required to attend all their class sessions (for a total of 20 hours per week). Attendance must be not less than 80% of their total study hours per term. This is to identify students who are at risk of unsatisfactorily Course progress. The intervention is to be implemented at the stage of being absent with no previous approval/permission/excuse and not progressing their course by sending intervention letters, arranging meetings and activating the intervention strategy.

The Intervention starts when a student is assessed as Not Yet Competent a third time in any one unit of competency and/or failed to submit unit(s) assessment (s) in a term. An email will be sent to the student requesting him/her to act by attending a meeting to discuss other options to achieve satisfactory course progress. See Intervention Strategy.

New Era Institute 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 a Term (10 weeks of study).

Satisfactory course progress is continuously achieved when a student successfully completes all the assessment requirements for each unit within the timeframes specified in the assessment's due dates on the academic timetables.

**Satisfactory Course Progress:** This refers to the student fulfilling all course requirements by their scheduled course end date, as specified in the Student's Confirmation of Enrolment (CoE)

**Competent:** When a student has achieved a Satisfactory Result for all assessment tasks for a unit. The overall result is deemed Competent.

**At risk of not progressing:** When a student has achieved a not satisfactory result (Not Yet Satisfactory NYS) for all assessment tasks for a unit after 3 attempts in a study period.

**Unsatisfactory Course Progress:** When a student achieves a Not Yet Competent (NYC) results in one or more of the enrolled units in a Term.

### **Intervention Strategy:**

The intention is to avoid a student becoming at risk and not meeting satisfactory course progress. The intervention is described below to support the student to meet satisfactory course progress. All records of intervention strategies will be recorded in the intervention strategy tracking sheet and entered on the student diary on the Student Management System (RTOm).

For overseas students who are identified at risk of not meeting course progress requirements, will be offered an individual intervention plan. This will be developed to include:

- providing extra time to complete tasks;
- providing access to additional learning materials and resources;
- providing English Language Support;
- attending extra sessions;
- attending counselling and mentoring;

- receiving assistance with personal issues which are influencing progress;
- referral to external organisations where New Era Institute is unable to address the identified learning or academic issues;
- being placed in a suitable alternative subject within a course or a suitable alternative course; and
- A combination of the above

All students identified as 'AT RISK' will be required to meet with Student Support Officer/academic coordinator to complete a Support/Intervention Form, outlining their current academic situation with the intention of designing an individual study Plan.

New Era Institute has a step by step guide (Monitoring course progress process) for course progress and intervention and reporting that it is made available to staff and student.

a) After the intervention meeting, the individual study plan is developed and emailed to the student outlining the required assessments to be submitted and due dates and any additional requirements in consultation with the student. (Fees apply – refer to fees and charges on

b) If the student does not agree with the Intervention plan or process, s/he shall have 20 days to access the New Era Institute Complaints and appeals process.

Individual Learning Plan may include any of the following:

- Attending a 'catch up' session with their trainer and assessor;
- Offering additional sessions of one-to-one support;
- Receiving individual case management;
- Receiving a reduction in course load; and
- A combination of the above

### **Recording Course Progress**

Trainers record student academic results for each assessment in the Assessment coversheet and provide feedback to students within 14 working days of the submitted assessment.

On conclusion of the final assessment for each unit, the trainer (within 14 working days) will record all students' academic results for a unit into the Result Tracking Sheet in collaboration with the Student Services Department.

The Student Services will ensure that the Results Sheet is entered into the Student Management System before the end of each term.

### **Reporting a student for not meeting satisfactory course progress**

Where a student is assessed as having not met satisfactory course progress for a study period (as stated above) even after implementation of the support/intervention strategy and before reporting the “non-course progress” to the Department of Home Affairs through PRISMS, New Era Institute will notify the student in writing by email of the intention to report for non-course progress and advise the student of having 20 working days to access New Era Institute appeals process prior to being reported.

New Era Institute will attempt to inform the student verbally of the written notice to report. During any such period, the student’s enrolment is kept current.

In the written notice, the student will be advised that “you have 20 working days being from (date of the written notice sent) in which you may access the New Era Institute complaints and appeals process”.

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 20-day period.

New Era Institute will report a student not achieving satisfactory course progress to the Department of Home Affairs through PRISMS.

### **Reporting Unsatisfactory Course Progress procedure**

The Student Services department send emails notifying the students of being placed on Intervention. If no action/response from students, they will be sent an intention to report (ITR) for non-course progress.

Intention to report is sent to:

- students who have been assessed as achieving Unsatisfactory Course Progress in specified term and who have had an intervention strategy activated; OR
- Students who have not met course requirements by their Scheduled date; OR
- Students whose course duration cannot be extended, have failed units throughout the course, have had an intervention strategy activated with sufficient time for the strategy to run its course and have not met course requirements by their scheduled end date.

An e-mail is sent to the student via the student Management System advising them of NEI’s intention to report them for Unsatisfactory Course Progress and Not Meeting Course Requirements to the Department of Home Affairs through PRISMS.

The content of the Intention to Report (ITR) E-mail includes information about:

- Student obligations towards the Institute;
- The reason for the Intention to Report (ITR) being issued;
- Reminder to students of their obligations as per their visa conditions;
- Refer them for about help and support, further information or clarification;
- Their rights to appeal.

**Extension to a course duration on CoE (Variation of CoE):**

New Era Institute grants extensions to the course duration specified on the CoE for the following cases:

1. A student is complying with an intervention strategy implemented for overseas students identified at risk of not making satisfactory course progress, or
2. An approved deferral or suspension of studies has been granted in accordance with the Institute's *Deferral, Suspension and Cancellation Policy and Procedure*.
3. Compassionate or compelling circumstances apply, (suitable evidence must be provided), which may include but is not limited to:
  - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
  - death of close family members such as parents or grandparents;
  - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
  - a traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime.

Evidence is required.

**The Variation of COE** is reported via PRISMS and recorded on the student's file.

New Era Institute will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.