VET Course Progress Monitoring Policy

1.0 Purpose

This policy has been defined as a requirement to meet the DEEWR-DIAC Course Progress Policy and Procedures for CRICOS Providers of VET courses under the Standard 11.2 of the National Code 2007. It will also be available and followed by all QAT (Queensland Academy of Technology) staff members involved on the VET courses training delivery and curriculum development.

All the vocational education and training conducted at QAT is competency-based and QAT will always ensure that students are able to understand in theory and practice the standard level of knowledge and skills required by industry in Australia.

Corresponding to the DEEWR-DIAC Course Progress Policy and Procedures, QAT will record, monitor and apply adequate intervention strategies for students falling below the required level of satisfactory progress. This policy applies to all international students (student visa holders) enrolled in any course offered to international students (all CRICOS registered courses).

2.0 Background

Monitoring Course Progress is referenced in the National Code Standards 9 and 10 and SNR16 from the Standards for National VET Regulator (NVR) Registered Training Organisations, and the DIISRTE/DIBP Course Progress Policy.

SNR16 The NVR RTO adheres to the principles of access and equity and maximises outcome for its clients, as follows:

16.6 Learners have timely access to current and accurate records of their participation and progress

National Code Standard 10 – Monitoring Course Progress
Registered providers systematically monitor learners course progress. Registered providers are proactive in notifying and counselling learners who are at risk of failing to meet course progress requirements. Under section 19 of ESOS ACT, registered providers report learners who have breached the course progress requirements.

National Code Standard 9 – Completion within the expected duration of study
The registered provider must have and implement documented policies and procedures for monitoring the progress of each student to ensure that at all times the student is in a position to complete the course within the expected duration as specified on the student’s CoE. In monitoring this enrolment load, the registered provider must ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.

3.0 Definitions

Study Period – QAT defines a study period as a period of 4 weeks.

Monitoring is the activity taken by the trainer/assessor whilst following up on student performance and progress throughout the course.

Recording is the activity taken by the trainer whilst recording the student’s progress.

Assessments are the activities defined by the Program Coordinator as the methods to be used to assess student performance in all the different units and qualifications.
Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

Intervention is the strategy used by QAT to assist students who are falling under the minimum level of satisfactory progress as defined in this document.

DIBP - Department of Immigration and Border Protection

4.0 Policy

4.1 Context

Monitoring the course progress of students allows the provider to identify and offer support to those at risk of not progressing or completing their studies within the expected duration of study.

After intervention and the appeals process, QAT will report students who are not making satisfactory course progress to DIBP.

4.2 Responsibility

- QAT’s CEO, through the Director of Studies and Program Coordinators, is responsible for the implementation of this strategy, and also ensuring that staff members and students are aware of and following this policy.
- Program Coordinators are responsible for the development of Training and Assessment Strategies for each course. The Training and Assessment Strategy of each qualification will specify the course structure, study period, delivery methods and assessment strategies.
- The trainer and/or assessor will be responsible for determining students’ competency. In conjunction with admin staff, all results will be entered into a central database. This has the purpose of keeping students’ results secure, as well as providing information to the Program Coordinator, who is in charge of monitoring and applying the intervention strategy when required.

5.0 Procedures

Please see work procedure WP001 for full details of the procedure of monitoring student course progress.

5.1 Contacting students

- Attempts to contact students shall be made via:
  - Email address
  - Telephone number
  - Face to face
  - Written letters to home address as per the student file.

All attempted communication with students must be registered and saved against the students file on TEAMS and a hard copy placed on their file.

5.3 Course Assessment Progress

a) It is essential for students to attend Orientation prior to starting classes so that they understand the course structure and assessment requirements.
b) QAT ensures that all assessments meet the requirements and outcomes specified for the nationally accredited courses within the scope of registration.

c) The assessments will take place in class, by self-study and/or in vocational placements.

d) The methodology may vary in regards to group sizes (individuals, pairs and small groups) and theoretical or practical activities.

e) Students will be assessed against set criteria specified in the Training Package.

f) Students will receive either written or verbal feedback for all assessments submitted.

g) In cases when students do not pass, they will be allowed to re-submit the assessment two more times (three attempts in total) following the trainer’s instructions.

5.4 Recording Course Progress

QAT trainers and/or assessors, in conjunction with VET administration staff, will record each student’s final results on the student achievement summary form. Results will also be entered into the student management system.

5.5 Monitoring Course Progress

a) A student’s progress will be monitored throughout the course.

b) All activities and assignments will be checked against the performance required.

c) On completion of each study period, trainers and/or assessors will identify students who have not made satisfactory course progress for that study period.

d) Students will be advised that they have not met the required course progress for the study period.

e) The Program Coordinator will initiate any required intervention process.

f) Following the intervention and warning process and dependent on the appeals process, QAT will notify DIBP of a student’s failure to progress in their course.

5.6 Intervention Strategy

a) At the end of each study period, QAT will automatically monitor each student’s academic progress and identify students requiring intervention.

b) Students will be invited to attend a meeting with the Program Coordinator to discuss their progress.

c) The Program Coordinator will analyse and apply an intervention strategy on a case by case basis, which could include:

- English language support for oral and written comprehension
- Assistance with academic skills such as essay & report writing, meeting assessment requirements and research skills
- Attending a study group
- Counselling with a Student Service Support officer for assistance with personal issues or compelling circumstances
- Opportunity for reassessment
- Mentoring by the trainer and/or Program Coordinator
- A combination of all strategies
- Changing the course if necessary

d) An intervention meeting will be held and a report will be written summarizing the key points and the agreement reached by both parties. This document will be kept on the student file for any required further action.

5.7 Unsatisfactory Course Progress

a) Students are required to perform at a minimum of 50% competency in each study period (i.e. have submitted and been deemed competent in 50% of delivered assessment items).

b) Where a student fails to make satisfactory course progress in two consecutive study periods, QAT will report the student to DEEWR-DIBP for unsatisfactory course progress.
c) A written notification will be sent to the student informing them of QAT’s intention of reporting them to DIBP for unsatisfactory course progress. QAT will advise the student they have 20 working days to lodge an internal appeal prior to being reported.

d) Where a student lodges an appeal, the student will only be reported when the appeals process is completed.

e) For students on a packaged visa (e.g. Certificate II ☞ Certificate III ☞ Certificate IV), entry from one course into the next is provisional. If a student has unsatisfactory progress in one course (for which they do not receive a Certificate), this will make them ineligible for entry into the subsequent courses.

6.0 Forms

- Intervention meeting report template
- T009 Progress Warning Letter 1
- T010 Progress Warning Letter Final

7.0 References

DEEWR-DIAC Course Progress Policy and Procedures for CRICOS Providers of VET Courses

Standards for National VET Regulator (NVR) Registered Training Organisations

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007

QAT Student Handbook

Version history

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<td>R Newman</td>
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