



Course Progress Policy and Procedure

Purpose

The purpose of this policy is to ensure that Merage Global institute of Technology (MGIT) systematically monitors students' course progress and notifies and counsels students who are at risk of failing to meet the course progress requirements.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

Definitions

Unsatisfactory Course Progress – is made up of three criteria:

- A finding of Not Yet Competent (NYC) IN 50% of units in the course load at the end of the study period.
- Student is identified by a trainer or assessor as requiring intervention
- Student has an attendance pattern considered to be placing the student at risk of not achieving satisfactory course progress

(Thus any of these three criteria if met by a student will constitute a finding of unsatisfactory course progress)

Confirmation of Enrolment (COE) – provides details of the student's course, duration of the course and the details of the education provider. The COE is required by the Department of Immigration and Border Protection (DIBP) before the department can issue the student visa. The COE is issued by the education provider.

Registered Training Provider/Organization (RTO) – a training provider that offers nationally accredited training qualification and is registered by the Australian Skills Quality Authority (ASQA) or other state regulator to deliver vocational education and training services.

Intervention Strategy – a form of training and assessment support strategy extended to students who are identified as being at risk of not meeting course progress requirements.

Scope

This policy applies to all international students currently enrolled with MGIT.

Policy

Guide to this policy

Stage A: is the student performing satisfactorily?

- Covers what are the requirements for satisfactory course progress and how these requirements are assessed.

Stage B: when a student is found to NOT perform satisfactorily

- Stage B outlines what happens in the event of a student unsatisfactory course progress. Simply, MGIT will issue a warning letter advising the student attend an intervention meeting to target factors affecting satisfactory course progress.

Stage C: MGIT's response to a student failing to implement intervention strategy

- Where a student fails to achieve satisfactory course progress for two consecutive terms MGIT is required under law to report the student to DIBP which may lead to the cancellation of a student's visa.

Stage A: Satisfactory Course Progress

1.1 A student is at risk of not achieving Satisfactory Course Progress if the following apply to the student

- The student is considered by the trainer/assessor of being at risk of failing to meet course progress requirements in the following circumstances:
 - (a) The student is judged as NYC in 50% of units included in the course load at the end of a study period. For instance a student who is enrolled for 4 units of study must pass at least 2 units in order to achieve satisfactory course progress. In failing to pass 2 units the student is liable for Unsatisfactory Course Progress;
 - or
 - (b) The student has an attendance pattern (please also refer to MGIT Attendance Policy) that is considered to be placing the student at risk of not achieving satisfactory course progress – this includes erratic attendance as well as missing 5 consecutive days of the course.

If the above apply the student is at risk of Unsatisfactory Course Progress and the assessor may recommend intervention strategy.

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- 1.2 If the student achieves Unsatisfactory Course Progress in **two consecutive terms for a course and do not respond to warning letters by MGIT (see Stage B 'Intervention')** could lead to the student being reported to the Department of Immigration and Border Protection which may result in the cancellation of a student visa.
- 1.3 Course progress is monitored at the end of every term.
- 1.4 Course progress is monitored using MGIT's Student Records Management System, RTO Manager, and trainer/assessor feedback.
- 1.5 students at risk of not meeting course progress requirements are identified by the trainer/assessor as soon as all submitted assessment are marked and recorded. The trainer/assessor will then notify the Student Support Officer in the event that a student is identified of being a risk of not meeting the course progress within the study period.

Stage B Intervention

- 2.1 in order to assist students at risk of Unsatisfactory Course Progress MGIT has numerous intervention strategies (see 2.2) that target certain factors that may contribute to a student's unsatisfactory progress. The aim of the intervention is to provide a method for the student to satisfy course progress.
- 2.2 upon a student being assessed at being of risk of unsatisfactory course progress a warning letter (the first warning letter) is sent to the student that provides:
 - (a) Information notifying the student of unsatisfactory course progress; and
 - (b) Set of instructions as to steps required of the student in order to meet course progress obligations; and
 - (c) An invitation for the student to attend an intervention meeting where an intervention strategy will be discussed and negotiated with the student.
- 2.3 The warning letter will be sent to the student nominated email address to inform the student of a NYC finding within 3 weeks of a student assessment result recorded in MGIT Student Record Management System (SRMS).
- 2.4 The meeting referred to in 2.2 (c) or intervention meeting may involve a negotiation as to learning strategies or reassessment in order for a student to meet course progress requirements. An Intervention Meeting Strategy Form will be completed in this meeting, both the Trainer/Assessor and Operations Manager and Student will sign this document. This form will be kept on student file and the student will be sent a copy.

- 2.5** MGIT has numerous interventions to assist the student at risk of unsatisfactory course progress. Note that this list is not exhaustive and MGIT may provide a strategy that contain more than one intervention. Possible intervention includes:
- Advising students on the suitability of the course in which they are enrolled and possible alternatives;
 - Advising student of reassessment opportunities (also see 2.4 (ii)) ;
 - Advising students of other support such as:
 - Receiving English language support;
 - Reviewing learning materials with the student and providing information to students and in a context that they can understand;
 - Providing extra time to complete tasks;
 - Providing access to supplementary or modified materials;
 - Providing supplementary exercises to assist understanding
 - Attending academic skills programs;
 - Attending tutorial or study programs;
 - Receiving individual case management
 - Attending study clubs;
 - Attending counselling;
 - Receiving assistance with personal issues which are influencing progress;
 - Receive mentoring;
 - Being placed in a suitable alternative subject within a course or a suitable alternative course;
 - Reduction of course load.
- 2.6 During intervention phase-** an intervention phase is when there is an agreement in place between student and MGIT that directs the student to participate, commit or agree to an intervention plan that will assist the student to be in the position of achieving a satisfactory course progress status.
- (i) trainer/assessor will ensure that the intervention strategy is in place, Negotiated task or meeting are met and monitored by the Operations Manager.
 - (ii) Where reassessment has been organized (see 2.3), a student may request for a review with the trainer/assessor.
 - (iii) if and when a student during the intervention phase fails to meet the negotiated agreement e.g. failing to show up on negotiated days or meetings or failing to sit a re-assessment on an agreed date. The trainer/assessor will notify the Operations Manager.

- (iv) The Operations Manager will send an email to notify the student about the consequence of not complying with the agreed intervention plan.
 - (v) If a student has not supplied compassionate or compelling reasons as explaining continued inability to implement the intervention plan, a second warning letter or Third and Final Intention to report may be sent to the student whichever is applicable. (See 2.7).
- 2.7 If the student has learning or academic issues that MGIT is unable to address, the student may be referred to an external organization- for example, a English or English for Academic Purposes.
- 2.8 The intervention strategy will be discussed by the trainer/assessor and student every two weeks and the outcomes of each meeting will be documented. The intervention strategy will last for as long as necessary and may be adjusted according to student needs.
- 2.9 Where applicable, a student's CoE may be amended as a result of the intervention strategy and the reasons for the amendments recorded in PRISMS
- 2.10 following the first intervention strategy and where a student continues to be found Unsatisfactory Course Progress (see 1.1) after the intervention strategy has been implemented for a second consecutive term, the student will receive a second warning letter inviting the student to another intervention meeting to discuss course progress. Please also refer to Stage C 3.2 regarding the timelines a student must respond to a warning letter in order to avoid being reported to DIBP.

Stage C Reporting the student to DIBP

- 3.1 MGIT is required under law to report a student who has achieved Unsatisfactory Course Progress **for two consecutive terms and has failed to implement the intervention strategy to the Department of Immigration and Border Protection.**
- 3.2 a student may be reported to DIBP in the following circumstances:
- (a) Where the student has shown unsatisfactory Course Progress for two consecutive terms despite intervention; or
 - (b) Where a student fails to contact the college regarding a letter warning the student of unsatisfactory course progress (more on this in 3.2)

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- 3.3** a student may be reported to DIBP for failing to respond to warning letters indicating unsatisfactory course progress within these designated timelines:
- (a)** The student has **20 days** from the receipt of the first warning letter to contact MGIT – in failing to do so will trigger the second warning letter being sent to the student
 - (b)** The student, upon receipt of the second warning letter, has **10 days** to contact MGIT.
- In failing to respond to both letters the student will receive from MGIT a letter indicating the intention to report the student to DIBP
- 3.4** The letter informing the student as to MGIT’s intention to report will be sent by post and email.
- 3.5** The written notice referred to in 3.2 will include information regarding rights to appeal against the decision to report by MGIT. **The student has 20 working days to access MGIT complaints process.** If the student chooses to access this process, the student will not be reported until that process is complete.
- 3.6** An appeal to MGIT will only be considered if MGIT has not:
- (i)** Recorded or calculated the student’s marks correctly;
 - (ii)** provided appropriate support as set out in this policy;
 - (iii)** Implemented other policies such as assessment and feedback which could impact a student’s results
 - (iv)** Considered a student’s compelling or compassionate circumstance that have contributed to unsatisfactory course progress (for elaboration see 3.6)
- 3.7** Circumstances relevant for 3.5 (iv) as compassionate or compelling circumstances include (but are not limited to):
- (i)** Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - (ii)** Bereavement of close family members such as parents or grandparents;
 - (iii)** Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student’s studies;
 - (iv)** A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of, a serious accident; witnessing or being victim of a serious crime. These cases should be supported by police or psychologist report;
 - (v)** Where MGIT is unable to offer a pre-requisite unit
 - (vi)** Where the student is unable to begin studying on the commence date due to delays in receiving a student visa.



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For further information on appeals and complaints please see MGIT Policy and Procedure.

- 3.8** MGIT will send a notice to a student even if the student is no longer an accepted student of MGIT.

- 3.9** All records will be kept on a student's file.