ESOS 9: Completion within the expected duration of study

ESOS 10: Monitoring Course Progress Policy

Purpose

- The purpose of this policy is to ensure that Pax Institute has a structured process in place to track the performance of each student throughout the course.
- The policy also documents how Pax Institute monitors the progress of each student to ensure that the student is in position to complete the course within the expected duration as specified on the student CoE and in what circumstance the CoE will be extended.

Scope

- Pax Institute has implemented the DEEWR-DIBP Course Progress Policy and Procedures (the Policy). As a result Pax Institute is not required to monitor the attendance of students. Pax Institute is required to monitor record and assess the course progress of each student.
- This policy and procedure articulates how Pax Institute practices apply to International Students in compliance with the ESOS Act 2000 and Standard 9 and 10 of the National Code 2007.

Early Intervention strategy

- At the end of each unit the Trainer will provide the detailed competency report to the Course Coordinator. If a student has been assessed as Not Yet Competent in any unit, the Trainer will inform the Course Coordinator. Such a student is considered to be at potential risk of progress in the course. The Course Coordinator will attempt to ascertain the reasons for the student not being assessed as Competent, and implement procedures to assist the student.
- Those students will be required to attend an Early Intervention Strategy meeting with the Course Coordinator and fill out the Early Intervention Strategy form. Any student who fails to attend the meeting will be contacted to arrange another Early Intervention Strategy Meeting.

Procedure to monitor course progress

- Students who have unsatisfactory course progress in two consecutive study periods will be reported to DIBP. Unsatisfactory course performance is defined as failing to achieve competency in at least 50% of units required to be undertaken in a study period. A failure to achieve competency in at least 50% of the units required to be undertaken in a single study period will trigger a review of course progress and implementation of an intervention strategy by the Institute. A study period is ten weeks of study.
- At the completion of a study period the Course Coordinator will review the course progress of all students and identify those students who have failed to achieve competency in at least 50% of the units required to be undertaken in the study period.
- Within 21 days of the completion of a study period all students identified as having failed to achieve competency in at least 50% of the units required to be undertaken will be sent a letter (Generated manually) requiring them to attend an Intervention Strategy meeting (ISM) with the Course Coordinator.
At the ISM the Course Coordinator will consider, and implement if applicable, the following intervention strategies:

- Identify the problems that are impeding the course progress of the student.
- Arrange with the student for additional work to be undertaken within an agreed timeframe using the study timetable.
- The completion of all outstanding assessments according to an agreed timeframe.
- Assessing whether the course is still suitable for the student.
- Whether the reassessing of any tasks is appropriate.
- Arranging for the review of any agreed additional work.
- Reinforcing to the student that unsatisfactory course progress in two consecutive study periods may lead to the student being reported to DIBP and cancellation of his or her visa, depending on the outcome of any appeals process.

- Place a copy of any warning letter and all other relevant documents in the student file and log it on the Course Progress Register.
- If a student fails to achieve competency in at least 50% of the units required to be undertaken in two consecutive study periods; then Pax Institute must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The student must be informed they have 20 working days from the (date after 2 days of issue) to appeal to the Institute and the grounds available for any appeal. If the appeal is not upheld, or the student withdraws from the appeal process, then the Institute must report the student to DIBP.
- The student may appeal on the following grounds:
  i. Pax Institute has failed to record or calculate a student's marks satisfactorily,
  ii. Compassionate or compelling circumstances,
  iii. Pax Institute has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

Note: The appeals process includes both the informal and formal process as set out in the Institute's Policies and Procedures Manual. If the student is successful in the appeal then the student will not be reported to DIBP for unsatisfactory course progress. If the appeal is unsuccessful; then the student will be reported to DIBP, and DEEWR will be notified, through PRISMS.

**Standard 9 Completion within the expected duration of study**

1. Whilst monitoring progress against the course duration is a separate requirement to monitoring course progress. In general, there may be some overlap in procedures. For example, at Pax Institute the progress procedure requires that at the end of each study period, each student’s result is checked to determine course progress for that study period. In order to avoid duplication of effort, Pax Institute will also check the student’s progress towards the completion of the course within the specified duration at the same time.

2. Pax Institute will extend the duration of the student’s study only where it is clear that the student will not complete the course within the expected duration, as specified on the student’s COE, as the result of:
   i. Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
   ii. The registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
   iii. An approved deferment or suspension of study has been granted under Standard 13.

- Pax Institute will report the student change in enrolment through PRISMS.
- Records of variation must be maintained in the student file.
- Except in the circumstances specified in clause 2 above, the expected duration of study specified in the student’s CoE must not exceed the CRICOS registered course duration.
Definitions

Compassionate and compelling circumstances are generally those beyond the control of the student and which have an impact upon the student’s course progress or wellbeing. These could include, but are not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents;
- Major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student’s studies; or
- A traumatic experience which could include:
  - Involvement in, or witnessing of a serious accident;
  - Witnessing or being the victim of a serious crime.

When this has impacted on the student. (These cases should be supported by police or psychologists’ reports)

- Where the registered provider was unable to offer a pre-requisite unit; or
- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

The following additional situations would be considered ‘compelling’ circumstances and could support the granting of an extension of the duration of a student’s study:

- If the student had failed occasional units throughout the course, but had not done so poorly as to be picked up by the provider’s intervention strategy for course progress. (In this case, the provider would need to document the findings of the monitoring process and the decision to extend the student’s duration of study in order to complete the course.
  ; or
- If a student’s course progress or provider-approved study load prior to 1 July 2007 would lead to the student being unable to complete within the expected duration. (The provider will need to have evidence that the student was following the provider’s course advice.)

Related Documents

- Monitoring Course progress procedures
- Early Intervention meeting letter
- Early Intervention Meeting Form
- Intervention meeting letter
- Intervention Meeting Form
- Intention to report letter