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# **Course Progress Monitoring Policy & Procedures**

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## Policy

### Introduction:

This policy assures that the Australian Technical College Western Australia (ATCWA) has a structured system established in to monitor and report the course progress of international students who enrolled to study in its CRICOS registered courses.

This policy aligns with the standard 8 of the National Code 2018 which states that “The registered provider must monitor overseas students’ course progress and, where applicable, attendance for each course in which the overseas student is enrolled.”

### Rationale:

Course progress impacts on international students in a number of ways including their ability to comply with their student visa conditions and with the requirements of the course that they are enrolled in. It is vital that international students are provided with this information when they commence a new CRICOS registered course at ATCWA. Any breach of a student visa condition by an international student could lead to the student's visa being cancelled by the Department of Home Affairs. Therefore, the students of ATCWA must be informed and explained of this Course Progress Policy and Procedure during the compulsory orientation program conducted at the commencement of each CRICOS registered course.

**Alignment:** Standard 8 - Part B (National Code 2018)

### Purpose:

The purpose of this policy is to outline the procedures for monitoring and reporting course progress of international students enrolled at ATCWA. It also focuses on meeting the above regulatory requirements whilst supporting its learners achieve their expected learning goals.

### Scope:

This course progress policy and procedures apply to students enrolled to study any CRICOS registered courses offered by ATCWA. It directly integrates with the ATCWA's Attendance policy and procedures and the academic misconducts policy and procedure.

## Staff Responsible:

The following staff members are responsible for implementing and monitoring of this policy and its procedures:

- Academic Coordinator
- Student Support Officer
- Director of Studies & Compliance

## Definitions

**International student:** This refers to an international student or an intending international student on a student visa under the Migration Act 1958.

**Active participation:** This means meeting the minimum student attendance requirements at ATCWA, completing all the required assessment tasks in accordance with the assessment criteria and conditions, and participation in learning activities, tutorials, excursions or other structured learning activities that form part of the enrolled course.

**Compassionate and compelling circumstances:** These circumstances are generally those beyond the control of the student and affect a student's course progress, health 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 (where possible a death certificate should be provided);
- major political upheaval or natural disaster in the home country requiring emergency travel and thus impacted the student's studies;
- a traumatic experience which could include:
  - involvement in, or witnessing of a serious accident; or
  - witnessing or being the victim of a serious crime, which has impacted 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
- being unable to begin studying on the course commencement date due to delays in receiving a student visa.

**Extenuating circumstances:** This refers to the circumstances relating to student's welfare which may include, but is not limited to the following: The student:

- Is missing;
- Has medical concerns, severe depression or psychological issues which may lead the provider fearing for the student's wellbeing;
- Has engaged or threatened to engage in behaviour that is reasonably believed to endanger the student or others; or
- Is at risk of committing a criminal offence.
- Any claim of extenuating circumstances will need to be supported by appropriate evidence.

**Unsatisfactory participation / attendance:**

- ATCWA regularly monitors overseas students at risk of not maintaining minimum attendance requirements. Accordingly, each enrolled student receives 'Attendance Warning Notification 1' when their overall attendance falls below 90%.
- 'Warning Notification 2' will be sent when the attendance falls below 85%, and the 'Warning Notification 3' when the total % of attendance falls below 80%.
- 'Warning Notification 3' refers to the notice of intention to report (NIR) that will be sent as the final notice of the unsatisfactory attendance/participation.

**Misbehaviour:** This refers to any conduct that is a breach of ATCWA's policies and procedures, including the ATCWA Code of Conduct and Student Misconduct Policy, the Australian law, erratic course behaviour, behaviour that is not consistent with the international student's principal purpose of enrolment at ATCWA or where student's behaviour is so grave and it compromises health, safety and/or wellbeing of any stakeholder of ATCWA.

It is important to note that misbehaviour also refers to academic misconduct which includes (but is not limited to cheating, plagiarism and collusion. Misbehaviour also includes any visa condition that the international student may have breached that ATCWA is required by law to report on (for example, non-payment of tuition fees).

**Unsatisfactory academic progress:** This means if a student is Not Yet Competent (NYC) in 50% or more of the units studied in a study period and/or has not maintained attendance minimum of 80% and has not actively participated in their CRICOS registered course.

**Erratic course progress:** This means students' participation/attendance does not meet the minimum attendance requirement of ATCWA and is not regular. Attendance is usually considered erratic when it is sporadic and interspersed. ATCWA also considers erratic course progress when an international

student only attends specific occasions such as their mandatory orientation session, assessment days or attends for the purpose of getting their attendance marked and leaves soon after marking attendance.

Erratic course progress is closely linked to unsatisfactory course progress and is managed in the following way.

- If a student is deemed competent (Co) in 50% or more of the units in the study period but is deemed Not Yet Competent (NYC) in a unit(s) in the week following the study period (except for 26-week duration courses) as stated above, ATCWA will offer appropriate intervention which may include but is not limited to, reassessment (s) opportunity if attendance is sufficient or catch up classes in the following term break.
- This process will not follow the official course progress procedure as the student has achieved satisfactory course progress but the intervention will be documented using applicable forms and templates.

**Intervention strategy:** This refers to the identification and implementation of support strategies to support students maintain their course progress and achieve learning goals. The intervention strategies could include provision of English language support, formal counselling, tutorial assistance, catch-up classes, and/or reassessment etc.

**Study period:** This means one (1) term; generally, 10 weeks except for qualifications scheduled for more than 10 weeks per study period.

**Timeline:** This means that the student is deemed competent (CO) in more than 50% of the units attempted in a study period. Accordingly, the course progress will be reviewed during week 11 of each Term. Satisfactory course progress also refers to a minimum 80% attendance and active participation in all scheduled classes.

## Procedures

The following procedures should be followed by all ATCWA staff for monitoring its international students' course progress.

### ATCWA Course Progress Monitoring Policy & Procedure

Students will be provided with a copy of the policy and procedure and a detailed explanation at their orientation. It is intended that students will be aware of the procedure that ATCWA will follow to monitor their course progress. The policy and procedure document is also included in the ATCWA student handbook and is available to access online on the college website. Thus, ATCWA expects students who study at ATCWA should be aware of this policy and procedure from the date of their orientation.

### Monitoring Attendance/Class Participation:

By following the following steps, ATCWA regularly monitors students' class participation regardless of whether students attend face to face or online classes.

1. Trainer reminds students via email to attend class. These reminders are sent through the college administrative portal called 'RTO Manager'.
2. Trainer updates attendance in the system and submits completed hard copies to the Admin staff at the end of each week. Weekly submitted attendance records include 2 days face to face class attendance and the attendance for the Supervised Self-Paced learning hours of the week.
3. If a student continues to be absent for scheduled classes for 2 consecutive weeks, trainer informs the Admin team in week 3. Admin team will proceed with the non-commencement procedures for applicable students, and for others, follow the attendance warning procedure.
4. Admin staff verify attendance records, identify the students whose attendance is below satisfactory, and implement the following attendance warnings procedure.
  - Warning Notification 1 - When the overall attendance is below 90%
  - Warning Notification 2 - When the overall attendance is below 80%
  - Warning Notification 3 - When the overall attendance is below 70%
  - The Warning Notification 3 refers to the Notice of Intention to Report (NIR).

### Monitoring academic progress:

Training and assessment will be conducted according to the schedule of each term. Students who will be needing extra learning support due to LLN difficulty, lack of underpinning knowledge and or medical reasons, will be directed to the Student Support Officer for immediate actions. Such students

will be placed in an individual study plan and will be supported by arranging additional sessions/catch up classes and where possible LLN and IT support sessions.

Based on the practical and written assessments assessed by the assessor, students receive assessment feedback for each assessment completed either face to face or electronically via the RTO Manager. The following steps are followed for monitoring academic course progress of each student.

1. Assessor assesses the submitted assessments within two weeks from the date of the assessment submission. Within these two weeks, students will receive assessment feedback from the assessor sent via RTO Manager.
2. Students who do not achieve competency in a unit of competency but their overall class participation is satisfactory, will receive a reassessment opportunity which is free of charge. Students whose overall class participation is below satisfactory; they will go “under intervention”.
3. Assessor submits completed unit outcome/result sheet for each unit to the Academic Assistance at the beginning of the following week.
4. Academic Assistant verifies the LMS grading, accuracy of the results, and submits the verified results to Director of Studies for verification of assessment evidence and approval.
5. Director of Studies randomly checks and verifies the accuracy of the assessment evidence being archived as per the record keeping policy and procedure of ATCWA.
6. Unless specified, at the end of each term\*, Academic Coordinator generates course progress reports and identifies students at risk in terms of academic progress. (If the course progress is below 50% in their enrolled course)
7. Academic Coordinator invites the identified students at risk to attend intervention, and follow the following intervention procedure for assisting the students to meet their course progress.

## Intervention Procedure:

Students who identify as **“at risk”** due to unsatisfactory participation/attendance or unsatisfactory academic progress will go under the following ATCWA's Intervention Strategy.

1. Academic Coordinator (AC) invites the student via email to attend the scheduled intervention meeting. The students will receive 2 meeting schedules to choose with. Students who will not take this opportunity to meet with the AC will undergo on NIR procedure.
2. AC meets and discusses with the student and completes an intervention plan for the student to meet and maintain the required level of course progress.
3. Depending on the circumstances of each student's case and the evidence available in the system and provided by the student, AC to decide whether the student should go on

reassessment, attend catch up classes/additional sessions or to be re-enrolled in applicable units. In making such decisions, AC will consider the compassionate and compelling ground and consult with the trainer/assessor and the Director of Studies/Compliance before finalising the intervention plan and applicable fees. Where applicable, a customised individual study plan which aligns the intervention plan should be prepared.

4. Once the intervention plan and the individual study plan (if applicable) are agreed and signed, the student will be provided with hard copies of them and the respective trainer/assessor (s) will be informed via email for follow up action. The course progress of the intervened students will be conducted according to the timelines indicate in the plan(s).

## Reporting unsatisfactory course progress:

Despite the support and opportunities provided through the above intervention procedure, if an intervened student fails to meet the minimum course progress requirements, they will undergo the following NIR procedure.

## NIR Procedure:

1. Applicable students must be notified of ATCWA's intention to report to the Department of Education and Training (DET) and Department of Home Affairs (DHA) for unsatisfactory course progress.
2. The intention to report notice will be sent via email informing the student that they are able to access the *ATCWA Complaints & Appeals Policy & Procedure (CRICOS)*. This Policy allows the student twenty (20) working days to appeal against the decision. In the appeal, they must outline the reasons for unsatisfactory course progress together with the evidence any compassionate or compelling circumstances or extenuating circumstances applicable. Appeals are to be submitted either electronically via email to: [compliance@atc.wa.edu.au](mailto:compliance@atc.wa.edu.au) or in person at the ATCWA reception on or before the due date mentioned in the letter.
3. During this period of twenty (20) working days, the students must continue to attend classes, consistent with ATCWA's *Deferral, Suspension and Cancellation Policy and Procedure* unless they are advised in writing. ATCWA will continue to provide learning opportunities for them during this twenty (20) working day period to avoid further issues of non-attending and missing classes. Thus, it is expected that the international student continues to attend classes and participate as normal. Their attendance will be monitored accordingly and included in their standard attendance calculation recording.
4. Once an appeal is lodged, the student will be sent an acknowledgement of receipt of the appeal within 10 working days from the date of appeal lodgement.

5. At risk students who decide not to appeal within the twenty (20) working day period, will be removed from the appeal process, and will be reported to DHA for unsatisfactory course progress.
6. Appeals submitted within 20 working days will be reviewed and assessed by the following panel and each case will be assessed on its merits.
  - Director of studies/compliance
  - Academic Coordinator
  - Student support officer

In determining whether compassionate or compelling circumstances or extenuating circumstances exist, all documentary evidence provided to support the claim will be assessed and considered. Copies of the relevant evidence together with a record of the reason of the decision must be retained in the student's file.

The outcome of the appeal should be sent to the student via email within 10 business days.

- a. If the appeal was accepted, the student will go under the above-mentioned intervention procedure and the applicable actions will be taken accordingly.
- b. If a student's appeal is rejected ACTWA will proceed to cancel the student's current and future enrolments with ATCWA, and the student will be informed of the decision via email.

Reporting a student for unsatisfactory course progress occurs only when:

- *the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods;*
- *an intervention strategy was implemented after the student was assessed as not making satisfactory progress at the end of the first compulsory study period, and after which the student was again assessed as not making satisfactory progress at the end of the second compulsory study period; and*
- *the student has not made a successful appeal against this assessment, has not lodged an appeal against this assessment, or has withdrawn from the process.*

If an international student is identified for as not making satisfactory course progress for the second time, but not consecutive, ATCWA will not report the international student for unsatisfactory course progress. In such cases, ATCWA must implement an intensive support and counselling strategy with close monitoring in accordance with this policy. This intensive counselling and support strategy may include (but is not limited to) for example:

- *One-on-one support by trainers and assessors;*
- *Mandatory attendance at tutorials;*
- *Academic support; and/or*

- *Referral to relevant welfare or other support agencies as appropriate.*

When an international student is reported for unsatisfactory course progress, DoHA will usually cancel the student's visa unless there are exceptional circumstances. DoHA will rely on the ATCWA's records as evidence of unsatisfactory progress and with an assurance that ATCWA has followed its course progress monitoring procedure.

If a student is dissatisfied with the ATCWA's appeal process or with the decision, the student may lodge a complaint with the Overseas Students Ombudsman in accordance with National Code, Part B, standard 10. The student will be informed of the contact details the Overseas Students Ombudsman in the NIR outcome letter.

## Supporting Documents:

- Attendance records
- Complaints and appeals policy & procedure
- Enrolment policy and procedure
- Deferment, suspension and cancellation policy & procedure
- Intervention register
- Attendance policy and procedure
- Notice of Intention to Report (NIR) register
- Student support policy and procedure

# Course Progress Monitoring Policy & Procedures

Document Version Control			
Version	Date	Author	Change Description
1.0	6 June 2019	ATCWA	Creation of policy
2.0	8 August 2019	ATCWA	Updated
3.0	23 October 2019	ATCWA	Updated
4.0	9 January 2020	ATCWA	Updated
5.0	1 July 2020	ATCWA	Updated
6.0	08/07/2021	DOS/Compliance	Content of the policy and the procedures
7.0	11/11/2023	DOS/Compliance	Annual Review
8.0	24/06/2024	DOS/Compliance	Minor changes to the procedures including the designated staff and their involvement
9.0	20/07/2025	DOS/Compliance	Annual Review: Minor changes to the supporting documents, staff responsible and some wordings in the procedures section.
10.0	08/06/2026	DOS/Compliance	Annual Review: Changes to the timeline of course progress monitoring.