

315-PP-MEGA Course Progress Policy and Procedure

Relevant Standards SRTOs 2015: 1.4, 1.7 The National Code 2018: 8.1, 8.2, 8.3, 8.4, 8.5, 8.9, 8.13, 8.14, 8.16, 8.17	Linked Documents Reassessment Policy Course Completion within Expected Duration Policy Students Complaints and Appeals Policy Course Progress Interview Form
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1. Purpose

The purpose of this policy is to ensure that students studying at MEGA maintain satisfactory course progress throughout the duration of their studies. This policy and associated procedure also provide the framework for dealing with unsatisfactory progress and taking remedial actions.

2. Scope

This policy applies to all the enrolled students of MEGA.

3. Definitions

The National Code 2018: The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas students 2018, established pursuant to Part 4 of the ESOS Act 2000, as amended from time to time.

DHA: Department of Home Affairs.

PRISMS: Provider Registration and International Students Management System.

DET: Department of Education and Training.

Unsatisfactory Course Progress: Where the student has failed or is deemed Competency Not Achieved (CNA) in 50% or more of the units attempted in any study period based on evidences from student's assessment tasks and activities.

Units of Competency: means the specification of industry knowledge and skill and the application of that knowledge and skill to the standard of performance expected in the workplace.

Course: means a course of education or training as defined in the ESOS Act 2000.

eCoE: electronic Confirmation of Enrolment.

Study Period: MEGA uses "Term" to define a study period. The term duration, usually a contact period of ten (10) weeks, is considered a study period.

4. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code 2018.

5. Policy

5.1 The National Code 2018 lays out the guidelines for the monitoring students' course progress under Standard 8. As directed by the Department of Education and Training (ESOS Agency), a provider who implements the DET-DHA Course Progress Policy and Procedures for its CRICOS registered courses is not required for ESOS purposes to monitor attendance for those courses. However, MEGA may monitor student attendance for internal purposes, including assessment eligibility and requirements. MEGA will only maintain one (1) term's attendance record.

5.2 MEGA will adopt a proactive approach in monitoring students' course progress and notifying and counselling students who are at risk of failing to meet the accepted course progress requirements. Students who persist in failing to meet course progress requirements - even after attempts by MEGA to notify and counsel them through the intervention strategy - shall be reported to the Department of Education and Training (DET) and DHA in accordance with the ESOS Act 2000.

5.3 MEGA shall ensure that duration of study specified in the eCoE does not exceed the CRICOS registered duration for the respective courses.

5.4 Admissions Manager will generate students' finishers list 1 term in advance for the Academic Manager to monitor the course progress and completion rate of students. Academic Manager will share the students list with Trainers and Assessors for them to monitor and assist students in the successful completion of their course.

5.5 This policy and associated procedures will be made available to the students through student orientation, MEGA website, and Student Handbook.

5.6 MEGA will maintain student records in accordance with its *Documents and Records Management Policy* and use these records to consistently monitor student progress. Individual academic results and academic progress details for each student will be maintained on the student management system.

5.7 MEGA reasons that course progress is closely linked to student's active participation in in-class learning and assessment activities, and timely completion of major assessments. At the beginning of each term and or unit of competency, Trainers and Assessors will provide information on assessment requirements, conditions, assessment due dates and other relevant competency requirements.

Trainers and Assessors will also email to all students reminding them the due date of assessments and also to encourage students who may require guidance and assistance in completion of the assessment.

5.8 An Unsatisfactory Course Progress will be noted when a student has failed or is deemed Competency Not Achieved (CNA), in 50% or more of the units attempted in a study period.

5.9 In the first instance, the student will be informed of the course progress issue by the Trainer and Assessor in the classroom through assessment feedback at the end of each academic term or a study period. Depending on the assessment outcomes, Trainers and Assessors may allow the student to resubmit the work or suggest a reassessment or a re-sit as per MEGA's *Reassessment Policy*.

5.10 As an early detection process, Trainers and Assessors will be required to report to the Academic Manager any student who has been absent for two (2) consecutive weeks in any academic term (or study period) and are likely to be at risk of not meeting the unit requirements through *Trainer Concern Form*.

5.11 At the end of each term or a study period, printed summary results from the student management system will be provided to the Academic Manager for course progress review. Any student with a CNA result in 50% or more units on competency will be deemed "At Risk". Trainers and Assessors will be required to report the same to the Academic Manager through *Trainer Concern Form*.

5.12 Students with “At Risk” status may not be allowed to undertake new units of competency until the course progress matter is resolved or addressed through appropriate procedures.

5.13 Students deemed “At Risk” will be notified in writing and asked to make an appointment with their Academic Manager to discuss their progress.

5.14 MEGA shall not extend the duration of the enrolment for students “At Risk” of not completing their course within the expected duration unless:

1. There are compassionate and compelling circumstances and the student has provided sufficient evidence(s) to make such determination; and
2. The student has attended the required course progress interviews and agreed to the prescribed intervention strategies; and
3. MEGA has approved deferment or suspension of studies under its relevant policy and procedure.

5.15 In the case where a student’s duration of enrolment has been approved and effected, the student will be advised of any potential impact on their student visa, including the need to obtain a new visa.

6. Intervention Strategies and Reporting

Stage of Intervention	Intervention Time
All Courses	
Stage 1: Early detection of, and intervention in, unsatisfactory academic performance or prolonged absence (two consecutive weeks or more)	During first study period (Meeting with Trainer/Assessor - First warning letter)
Monitoring of students with unsatisfactory academic progress during the study period	During first study period
Stage 2: Failure to attend classes (unauthorised continuous absence) or unsatisfactory academic performance (50% or more CNAs of total units) at end of a designated study period	During first study period (Second warning letter and Intervention Meeting)
Stage 3a: Non-commencement of students “At Risk” - or prolonged absence (two consecutive weeks or more)	Beginning of the second study period
Reporting: Letter of Intention to Report	Beginning of the second study period
Stage 3b: Commenced but no improvement noted in student performance midway through the term and or student constantly failing to meet the assessment requirements	Mid second study period (Intervention Meeting with the Student)
Reporting: Letter of Intention to Report	Mid-end second study period
Stage 4: Reporting of student’s breach of visa conditions via PRISMS	20 plus 3 working days after Letter of Intention to Report; and after any appeal process has been exercised and exhausted

Stage 1: Early detection of, and intervention in, unsatisfactory academic performance or prolonged absence of three consecutive weeks

a. *Trainer and Assessor’s notification of likely “At Risk” student:*

This notification consists of the Trainer and Assessor completing the “*Trainer Concern Form*” and submitting this to the Academic Manager. This notification should take place at the time that the event occurs. Trainers and Assessors will notify the Academic Manager whenever a student, undertaking the first study period (term):

- i. Did not perform satisfactorily in the previous study period (term); or
- ii. Fails to achieve a satisfactory result (CNA) in consecutive assessments either through failure to submit work or demonstrate competence that form part of any unit of competency in the current term; or
- iii. Fails to achieve competency in a unit that would normally be completed prior to the end of the study period; or
- iv. Fails to attend class for two or more consecutive calendar weeks; or
- v. Is deemed to have irregular attendance that places satisfactory course progress in jeopardy
- vi. Is deemed to have an identified issue affecting study in the course e.g. language difficulty, unsuitable course, classroom behaviour, other issue.

b. *Informal Meeting with Trainer and Assessor:*

Trainer and Assessor will provide the required information and try to ascertain the reasons for poor performance or non-attendance.

Such outcomes and actions from the meeting may include:

- The Trainer and Assessor providing information and support; and
- The student allowed to resubmit assessment tasks or allowed to undertake assessments missed (not attended)
- The student allowed undertaking extras classes; if needed
- The student will be asked to respond within seven (7) working days.

c. *First Warning Letter:*

Upon receiving the Trainer and Assessor notification, the Academic Manager should submit this information to the Admissions Manager for review and processing. On receiving the finalised list, the Academic Manager shall instruct and delegate the Academic Support staff to send notification of the details and purpose of a course progress intervention meeting and this shall be provided to the student in writing by issuance of a “Course Progress – First Warning Letter”. This letter can be given in person or emailed to the student.

Stage 2: Unsatisfactory academic performance with 50% or more CNAs of total units at end of a designated study period

During a study period Academic Manager will review the academic performance of each student. If as result of the review it is identified that:

- a. A student has failed or is deemed Competency Not Achieved (CNA) in 50% or more of the units attempted in any study period; or
- b. A student has failed to or yet to achieve competency (CNA) in any units of competence undertaken in that study period.

Under delegation from the Academic Manager, the Academic support staff will contact the student by all available means to arrange for a meeting with the student to discuss their academic performance. This should take place in the manner of *Stage 1:c* above. If this is the first contact to the student regarding academic progress, the “Course Progress – First Warning Letter” should be used with details of the specific units where progress is not satisfactory.

Such outcomes and actions from the meeting may include:

MEGA:

- Advising the student on the suitability of the course that they are enrolled in
- Undertaking a review of the student’s results
- Providing support and counselling to the student.

The Student:

- Undertaking reassessment in each of the failed units
- Undertaking a period of study during the scheduled break between study periods
- Repeating failed units during the next study period by:
 - Attending additional classes; and
 - Undertaking a self-paced and or online program.
- Being required to undertake additional English language classes prior to reassessment
- Producing evidence of competence gained in the workplace.

Outcomes, actions and agreements of this meeting are documented on a *Record of Student Interview – Course Progress* form and signed by both the Academic Manager and the student, and a copy will be given to the student and a copy kept on the students file.

Students may be required to pay the designated fees for reassessment as outlined in the *Reassessment Policy* and the Student Agreement.

Students who fail to achieve competence in a majority of units of competence undertaken during a study period will be advised that this lack of academic performance in any study periods could lead to the student being reported to in PRISMS, depending on the outcome of any appeals process.

a. *Second Warning Letter:*

Notification to the student of their unsatisfactory course progress and the failure to respond to the first warning letter, and the details and purpose of a course progress intervention meeting shall be provided to the student in writing by issuance of a “*Course Progress – Second Warning Letter*”. This letter can be given in person, emailed, or posted to the student. If no response to this communication is received from the student, a third warning letter – Intention to Report (ITR) may be issued straight away.

b. *Intervention meeting with student:* the purpose of this meeting will be:

- To inform the student of the consequences of not achieving satisfactory course progress in consecutive study periods and reporting breach of student visa conditions to DHA
- To determine the reasons for the ongoing unsatisfactory performance
- To develop strategies involving student support and student action to assist the student to gain satisfactory competence by the end of the study period.

Outcomes, actions and agreements of that meeting should be documented on a *Record of Student Interview – Course Progress* form and signed by both the Academic Manager and the Student will be given to the Student and a copy kept on the Students file.

Stage 3a: Non-commencement of students “At Risk” - or prolonged absence of two consecutive weeks or more

If a student identified with “At Risk” status and monitored for course progress fails to commence the subsequently term or is absent for a prolonged period after commencing for two or more consecutive weeks, will be monitored according to course progress process initiated in the past term with following letters.

Student who is absent for a prolonged period of two or more consecutive weeks, and failed to submit any assessment(s) on the due date after term commencement, will be notified and issued with the First (1st) Warning letter to meet the Academic Manager for intervention counselling.

If the student does not respond in person within seven (7) working days from the date of the First (1st) warning letter, a Second (2nd) and Final warning letter will be issued.

Failure to respond in person and comply with the Second (2nd) and Final warning within seven (7) working days will result in the student being issued with a letter of Intention to Report (ITR) in PRISMS.

Stage 3b: No improvement noted in student performance midway through the term and/or student constantly failed to meet the assessment requirements

Students who commenced in the subsequent study period (term) but are not making satisfactory academic progress during that period either in their new units or in units being repeated will be contacted by the Academic support staff to attend a meeting, in consultation with Academic Manager and or Admissions Manager to discuss their academic progress. The procedure for the notification of the student and the convening of this meeting is as follows:

a. Intervention meeting with student

The purpose of this meeting will be:

- To inform the student of the consequences of not achieving satisfactory course progress in consecutive study periods
- To advise students that they have **until the start of the next study period** i.e. until the end of the break period between the second and third study periods to be able to demonstrate competency in a majority of units undertaken during the study period otherwise **MEGA will be obliged to report them in PRISMS**
- To remind the students of past strategies identified for achieving satisfactory course progress
- To determine any other reasons for the ongoing unsatisfactory performance.

Outcomes, actions and agreements of that meeting signed by both the Academic Manager and the student will be given to the student and a copy will be uploaded to the student's file in the Student Management System (aXcelerate).

Letter of Intention to Report (ITR)

If a student is unable to demonstrate that they will be able to complete the required assessment or units half way during the second consecutive study period, and who have not fulfilled the necessary actions which were agreed upon at Stage 3b (above), MEGA will notify the student in writing of its intention to report the Student to in PRISMS for unsatisfactory course progress.

This written notice ("Letter of Intention to Report for Unsatisfactory Progress") will be sent by mail and soft copies will be emailed to both the student's personal email and MEGA email accounts. The written notice will inform the student that he or she is able to access MEGA's complaints and appeals process as per ESOS Standard 8 (Complaints and Appeals) and that the student has 20 plus 3 working days in which to do so. A copy of this letter will be uploaded to the student's file in the Student Management System (aXcelerate).

Stage 4: Reporting of student's breach of visa conditions via PRISMS

If the student chooses not to access the complaints and appeals processes within the 20 plus 3 working days period, withdraws from the process, or the process is completed and results in a decision supporting MEGA, MEGA will notify the Secretary of DET through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Copies of all outcomes and notifications related the appeal process is uploaded to the student's file in the Student Management System (aXcelerate) in accordance with MEGA's complaints and appeals policy and procedure.

7. Responsibility

Trainers and Assessors are responsible for providing assessment feedback and an early detection of academic performance issues, and a possible “At Risk” notifications to the Academic Manager.

The Academic Manager is responsible for maintaining records on course progress in the student database.

The Academic Manager is responsible for notifying students of their failure or risk of failure to meet satisfactory course progress and issuing Final Warning letters.

Admissions Manager is responsible for generating students finishers list for Academic Manager for monitoring of students’ progress and successful completion of course.

The Academic Manager is responsible for providing the list of students to the Admissions Manager to review and finalised for CEO to make final decisions.

The final CEO approved list will be given to the Admissions Manager for reporting to the Secretary of DET through PRISMS.

The Academic Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The Chief Executive Officer (CEO) has overall responsibility for the implementation and review of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: ceo@mega.edu.au.

Revision History:

Version No:	Date	Description of modifications	Staff responsible
1	December 2017	First Review and alignment of PP to new National Code 2018 and SRTOs 2015.	CEO
2	January 2018	New PP approved	CEO
3	October 2018	Review of Policy and Procedures and change Academic Manager to Academic Coordinator	CEO
4	November 2018	Amendment to Clause 6 Stage 3a	CEO
5	June 2019	Review of Policy and Procedures and change Academic Coordinator to Academic Manager due to resignation of Academic Coordinator effective June 2019	CEO
6	March 2021	Review of PP	CEO
7	October 2023	Review of PP	CEO
8	July 2024	Review and update policy - change NYC to CNA, Admissions Manager, Stage1 First warning, filing to aXcelerate, responsibility on reporting in PRISMS – CEO's review and approval	CEO
9	March 2025	Review of PP	CEO
10	August 2026	Review of and replace Campus Director with Admissions Manager	CEO