



Course Progress Policy and Procedure

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1.1 PURPOSE

1.2 This document specifies Laneway Education's (the College) course progress policy and procedure. It sets out guidance to staff and learners to assist them understanding the rights and responsibilities of the College and its learners with regards to monitoring learner course progress.

The purpose of monitoring is to identify learners that:

1.2.1 may be at risk of not completing the course within the expected duration, and/or

1.2.2 are not achieving satisfactory course progress.

2. SCOPE

2.1 This document applies to all staff and learners in the College.

3. DEFINITIONS

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

3.1.1 serious illness or injury, where a medical certificate states that the learner was unable to attend classes for a stated period of time;

3.1.2 bereavement of close family members such as parents or grandparents;

3.1.3 major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the learner's studies;
or

3.1.4 a traumatic experience which could include:

a) involvement in, or witnessing of a serious accident; and

b) witnessing or being the victim of a serious crime.

and this has impacted on the learner for a (these cases should be supported by police or psychologists' reports)

3.2 *Course progress*: the measure of advancement within a course towards the completion of that course, within the nominated course duration, irrespective of whether course completion is identified through academic merit or skill-based competencies.

3.3 *Intervention strategy* may include actions such as:

3.3.1 advising the learner of available study skills workshops, academic counselling, English language support or other support the College may offer;

3.3.2 requiring the learner to meet regularly with a College staff member/s to review their progress, before the end of the next study period;

3.3.3 reducing the learner's study load temporarily or changing their enrolment to another subject area if this is agreed between the learner and College;

3.3.4 requiring the learner to submit assignments or complete assessments within a certain timeframe;

3.3.5 requiring the learner to attend a minimum percentage of classes or attend make-up classes;

3.3.6 referring the learner to other support services that may be relevant, e.g. counselling for personal issues, appropriate medical services, housing services, or financial counselling services;

3.3.7 considering a period of deferment or temporary suspension of studies;

- 3.3.8 putting a written intervention plan in place with the learner to confirm the steps they are
- 3.3.9 required to take, which may include participating in some of the above actions.
- 3.4 *Satisfactory course progress*: is defined as the learner progressing so they are expected to complete their course within the nominated course duration, including completion of all assessments up to the point in time the course progress is reviewed.
- 3.5 *Scheduled course contact hours*: the hours for which learners enrolled in the course are scheduled to attend classes, course-related information sessions, supervised study sessions, mandatory and supervised work-based training and examinations.
- 3.6 *Study period*: is a discrete 10-week period of study within a course.

4. POLICY STATEMENT

- 4.1 As a provider of education and training courses to international learners studying in Australia, the College must monitor the course progress of international learners.
- 4.2 The progress of each learner is monitored, recorded and assessed by the College.
- 4.3 The College must have documented course progress policies and procedures.
- 4.4 The College assesses the course progress of each learner throughout and at the end of each study period.
- 4.5 Where the College has assessed a learner as being *at risk* of not meeting satisfactory course progress, the College will develop and initiate an intervention strategy with the learner.
- 4.6 Where the College has assessed a learner as not meeting satisfactory course progress *for the first time*, the College will develop and initiate an intervention strategy with the learner.
- 4.7 Where the College has assessed a learner as not meeting satisfactory course progress *for the second consecutive time*, the College will inform the learner in writing of its intention to report the learner, and that he or she is able to access the College's complaints and appeals process within 20 working days.
- 4.8 Reporting a learner for unsatisfactory course progress occurs only when the learner has been identified as not making satisfactory course progress in two consecutive compulsory study periods, and the learner has not made a successful appeal against this assessment.
- 4.9 The College will notify the Secretary of the Department of Education through PRISMS of the learner not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the College's decision to report.
- 4.10 If a learner is identified for a second, but not consecutive, study period as not making satisfactory course progress, the College is not required to report the learner for unsatisfactory course progress but will develop and initiate an intervention strategy with the learner.

5. PROCEDURE

Monitoring And Recording Course Progress

- 5.1 Trainers and assessors are responsible for:
 - 5.1.1 Ensuring learners are aware of the requirements for achieving satisfactory course progress;
 - 5.1.2 Ensuring each learner has participated in the training as set out in the associated training and assessment strategy and has completed all required assessment up until that point in time;
 - 5.1.3 Ensuring learners are attending scheduled classes;

- 5.1.4 Recording learner's attendance in scheduled classes;
 - 5.1.5 Identifying any learner who may be in need of support or intervention;
 - 5.1.6 Working with learners and relevant staff to provide appropriate intervention when required;
 - 5.1.7 Recording any agreed intervention strategy and its result in the learner file; and
 - 5.1.8 Referring any issues pertaining to a learner who is not making satisfactory progress to the Head of Product.
- 5.2 For any given unit of competency, the trainer and assessor is responsible for recording the assessment outcomes of each learner after each assessment activity, and is responsible for entering that data in to the learner management system as soon as practicable.
- 5.3 Each trainer and assessor must ensure that all assessment results are entered in the learner management system as soon as practicable following each assessment.

Assessing Course Progress

- 5.4 If, when recording learner results, a trainer and assessor identifies a learner as being at risk of not achieving satisfactory course progress, the trainer and assessor will inform the Head of Product.
- 5.5 When dealing with a learner who is at risk of not achieving satisfactory course progress, the College will:
- 5.5.1 Ensure the learner is treated fairly and openly;
 - 5.5.2 Maintain learner confidentiality and privacy except as required by law;
 - 5.5.3 Ensure appropriate information will be made available to the learner identified at risk of not achieving satisfactory course progress;
 - 5.5.4 Ensure the learner has access to learning and other support services as appropriate; and
 - 5.5.5 Ensure equity, consistency, transparency and natural justice principles are observed.
- 5.6 The Head of Product will confirm the learner's course progress using the learner management system.
- 5.7 If the Head of Product confirms the learner is at risk of not achieving satisfactory course progress, they will inform the learner in writing that they will be reported to the Department of Home Affairs if they do not maintain satisfactory course progress.
- 5.8 The Head of Product will invite the learner to discuss an appropriate intervention strategy to assist them in maintaining satisfactory course progress.
- 5.9 Copies of all communication with the learner are maintained on the learner's file.

Unsatisfactory Course Progress

- 5.10 Once a learner is assessed as not achieving satisfactory course progress in a study period *for the first time*, they will be notified in writing. The Head of Product will require the learner to attend a meeting to identify the reasons for the unsatisfactory course progress and to agree upon an appropriate intervention strategy. A support person, if required, may accompany the learner at the meeting.
- 5.11 Once agreed upon, the learner will be required to confirm their acceptance of the intervention strategy in writing.
- 5.12 The Head of Product will inform all relevant stakeholders of the intervention strategy and ensure that it is implemented.

- 5.13 Once a learner is assessed as not achieving satisfactory course progress in a study period *for the second consecutive time*, they will be notified in writing. This notification will specify the reasons for the intention to report. The Head of Product will inform the learner of its intention to report the learner to the Department of Home Affairs for unsatisfactory course progress. The learner is also informed that that he or she is able to access the College's complaints and appeals process within 20 working days. The learner may appeal on the grounds of:
- 5.13.1 The College has failed to record or calculate their course progress accurately,
 - 5.13.2 Compassionate or compelling circumstances, or
 - 5.13.3 The College has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the learner.
- 5.14 The learner's enrolment is maintained until any appeal process is finalised.
- 5.15 Where the learner's appeal is successful, the outcomes may vary according to the findings of the appeals process.
- 5.15.1 If the appeal shows that there was an error in calculation, and the learner actually made satisfactory course progress, the College will not report the learner, and there is no requirement for intervention.
 - 5.15.2 If the appeals process shows that the learner has not made satisfactory course progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the learner through an intervention strategy as agreed upon with the Head of Product, and the College will not report the learner.
- 5.16 Where the learner's appeal is unsuccessful, the Head of Product will inform the learner in writing of the outcome and the associated reasons for the decision. The Head of Product will also inform the learner in writing that they have the right to make an external appeal to an independent complaints and appeals body (Commonwealth Ombudsman) within 7 working days. The learner's enrolment is maintained until the 7 working days deadline expires or the external appeal process is completed.
- 5.17 Once all appeal options have been exhausted and have found in favour of the College, the Head of Product, or delegated college representative, will notify the Department of Education through PRISMS as soon as practicable of the learner not achieving satisfactory course progress. The notification will include the following information:
- 5.17.1 The day the learner's studies are terminated (whether or not the termination takes effect on that day); and
 - 5.17.2 The last day of the learner's studies; and
 - 5.17.3 The learner's residential address (in Australia and also overseas), phone number and email address.
- 5.18 Copies of all communication with the learner are maintained on the learner's file.

6. RESPONSIBILITIES

- 6.1 Laneway Education implements a RASCI Responsibility Matrix to assign and display responsibilities of individuals to carry out a process within the organisation.

	CEO	Head of Growth	Head of Product	Administration and Enrolment Coordinator	Administration and Enrolment Team Members	Trainers and Assessors	Student Experience Team Members	Growth Team Members	Head of Compliance
R			X						
A	X								
S						X			
C									X
I		X					X	X	

'R' Responsible – the person who is responsible for carrying out the entrusted task, monitoring compliance and maintaining records.

'A' Accountable (also Approver) – the person who is responsible for the whole task and who is responsible for what has been done.

'S' Support – the person who provides support during the implementation of the process.

'C' Consulted – the person who can provide valuable advice or consultation for the process.

'I' Informed – the person who should be informed about the process.

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Revision History			
Date	Version	Description of Modifications	Approved By
12/06/2017	1.0	Original	Dan Wortley
14/06/2017	1.1	Document style and content edits	Dan Wortley
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19/03/2019	2.0	Change to company name. Update to reference the Department of Home Affairs (formerly the Department of Immigration and Border Protection). Replacement of repealed National Code of Practice for Providers of Education and Training to Overseas Students 2017 to the current National Code of Practice for Providers of Education and Training to Overseas Students 2018.	Dan Wortley
04/06/2019	2.1	Minor document format and content edits	Stuart Hicks
26/08/2019	2.2	Edits to definition of satisfactory course progress. Additional content added to Clause 5.1.	Stuart Hicks
18/09/2019	2.2	Addition of Clauses 5.13.1 to 5.13.3 to comply with the newly released ESOS Regulations 2019.	Stuart Hicks