



COURSE PROGRESS POLICY AND PROCEDURE - CRICOS

ADMINISTERED BY: Principle Executive Officer, Director of Studies

APPLICABILITY: All Trainers, Administrators and Students

PURPOSE

The purpose of this policy is to ensure Federation Academy's compliance with the National Code 2018, Standard 8 Overseas student visa requirements. Federation Academy has implemented a Progress Policy and Procedures for CRICOS Providers of VET Courses.

POLICY

1. Federation Academy will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.
2. Federation Academy will assess each student's progress at the end of each compulsory study period.
3. A Federation Academy study period is one term, a term is generally 10 weeks long and this is used to make an assessment of a student's course progress.
4. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements over two consecutive study periods (2 terms).
5. When a student has not passed or demonstrated competency in 50% (competent in at least 1 term) or more of the course requirements Federation Academy will initiate -
6. The intervention strategy for any student who is not making satisfactory course progress at the end of every term, or sooner if deemed appropriate, as recorded in the student's results each term.
7. The Academic Progress policy is made available to staff and students via Student handbook and specifies:
 - a. procedures for contacting and counselling students;
 - b. strategies to assist identified students to achieve satisfactory course progress; and
 - c. the process which the intervention strategy is activated.

PROCEDURES FOR MONITORING ACADEMIC PROGRESS & MANAGING STUDENT INTERVENTION

- Students will have to maintain a minimum 50% pass rate throughout each term.
- The student pass rate / competency will be demonstrated at the end of every term, once the trainers have submitted the results of the term to the administration department.
- The Student Services Officer will review all students results and identify and contact students via letter/phone / email who have been marked Not Yet Competent (NYC) to make an appointment to discuss their academic progress
- However, if Federation Academy identifies that a student is at risk of making unsatisfactory course progress before the end of the term, the Student Services Officer will implement Federation Academy's intervention strategy as early as practicable.
- The Director of Studies/Operations Manager will invite the student to a personal interview / counselling session by SMS, email or personal contact after receiving assessment results or after consultation with a trainer to understand the reasons causing low academic progress. The Director of Studies/Operations Manager will make recommendation / propose solutions to the students to improve their performance.
- The Director of Studies/Operations Manager will make notes of the meeting in the



learning management system (LMS) for future reference and complete a “Student Counselling” & “Student Intervention” forms.

- Students failing to maintain the minimum course progress standard will be issued with a letter of concern, which is warning letter -1. The student will be initially given an opportunity to discuss their reasons / problems with the Manager Student Services for their failure to achieve the minimum academic progress. This letter provides an opportunity to the student to discuss his/her situation with the Director of Studies/Operations Manager. The Operations Manager will counsel the student and seek clarity on the issues and address any of their concerns. This is an intervention strategy, where the Director of Studies/Operations Manager discusses the issues revolving around student’s failure to meet minimum academic progress requirements
- The Director of Studies/Operations Manager acts as a point of contact and offers initial and basic support to students on matters and issues that fall within his/her capacity. However, if the Director of Studies/Operations Manager considers the needs of professional counselling or support services for the student are not offered by Federation Academy, then Federation Academy will seek or recommend professional counselling agency to the student.
- The Director of Studies/Operations Manager will execute measures to rectify the issues to the best of his/her ability and monitor student’s progress in the following term. This will be recorded in “Student Support / Counselling Form”, which will be completed by the Director of Studies/Operations Manager after meeting with the student.
- However, if the student continues to under achieve in a second consecutive term and is deemed Not Yet Competent, despite attempts by the institution to assist him/her in his/her learning, following confirmation of assessment results, the Director of Studies/Operations Manager will issue the student an “Intent to Cancel (Domestic)” or an “Intent to report (International)” letter via email, post or personal contact. This letter will state that the student’s pass rate is lower than the minimum 50% in the current term and he/she does not meet the minimum requirement as prescribed by the Academic course progress policy.
- Students will have the opportunity to access Federation Academy’s complaints and appeal process within the next 20 working days of the “Intent to report” letter being issued to explain the reason why this decision should not be imposed by Federation Academy.
- If an international student does not appeal within 20 working days of the “warning letter” issue date, he / she will be reported to DHA via PRISMS. The PEO will sign off enrolment cancellation decision.
- If a domestic Student does not appeal within 20 working days of the “warning letter” issue date, their enrolment will be cancelled and a statement of attainment will be issued for any completed units if no fees are outstanding.
- Federation Academy will maintain the student’s enrolment throughout the internal appeals process and one external appeal process.

FEDERATION ACADEMY’S INTERVENTION STRATEGY

If an International Student is identified as being ‘at risk’ of unsatisfactory course progression the Director of Studies/ Operations Manager will, in consultation with the Students Trainer, create a custom Academic Progression Plan. The purpose of this plan is to create a structured timeline that the ‘at risk’ student must follow in order to allow them to complete their qualification as per their original completion date. In creating the Academic Progression Plan the Trainer and/or Academic Manager will consider compassionate or compelling circumstances. The Academic Progression Plan must be signed by all parties involved. Students placed on monthly review meetings must attend all meetings.



EARLY INTERVENTION

Early intervention may be implemented anytime during the qualification based on Trainer Feedback to the Director of Studies. If the student has not successfully completed all assessment tasks based on their study schedule, they may be deemed as being 'at risk'.

At any point during the qualification, if a Trainer believes a student is struggling and may not achieve satisfactory progress, an early intervention may be activated. The early intervention requires a course progress interview where strategies will be implemented to assist the student to successfully complete the unit. A record of all intervention strategies implemented, and all associated documentation will be kept in the student's file.

APPEALS

A student may appeal Federation Academy's decision to report on the following grounds:

- If there was an error in recording or calculating the student's assessment accurately and that the student actually made satisfactory progress.
- If there were compassionate or compelling reasons for the lack of progress. Ongoing support will be given to the student via the Intervention Strategy Agreement;

COMPASSIONATE OR COMPELLING CIRCUMSTANCES

Compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's ability to progress through the course. These could include:

- Serious illness or injury where a medical certificate states that the student was unable to attend class
- Bereavement of close family members such as parents, siblings or grandparents (where possible, a death certificate should be provided)
- Major political upheaval or natural disaster in their home country requiring their emergency travel and this has impacted their studies.
- A traumatic experience, including:
 - Involvement in or witnessing a serious crime or accident
 - A serious crime committed against the student.

These cases should be supported by police, qualified counsellor or psychologist report and copies of the documents should be kept in the student's file.