

# Monitoring International Student Academic Progress Policy & Procedure

## 1. Policy

This policy/procedure supports ‘Standard 8 – Overseas Student Visa Requirements’ of the ‘National Code of Practice for Providers of Education & Training to Overseas Students 2018’.

The following procedures will ensure that all students’ academic performance is monitored and students are given every opportunity to achieve the required academic progress for each course they are enrolled in. This required academic progress is identified by the number of units assessed as ‘Competent’ within one term – that is, a student must be deemed ‘Competent’ in at least 50% of the total number of units assessed throughout a term.

A student who does not achieve this 50% competency rate for two consecutive terms shall be considered in breach of this academic progress requirement. The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:

- Notified when close to falling below the required academic performance for a single term
- 1<sup>st</sup> Warning when falling below the required academic performance for single term
- 2<sup>nd</sup> Warning when close to not achieving the required academic performance for a consecutive term

Where students have been identified as at risk of non-compliance of this requirement, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to the appropriate government agencies.

The following procedures ensure academic progress records are accurately kept and monitored for all students enrolled within each course. It allows for early detection of poor academic results and enables Australian Institute of Engineering and the students an opportunity to rectify the situation before reporting the breach of the academic performance requirement to the appropriate government agencies.

All staff are to be made aware of the requirements of this policy through induction, regular meetings and updates and continuous improvement practices. Students are made aware of the academic progress requirements through enrolment processes and throughout the program.

## 2. Procedure

### *2.1 Recording Student Academic performance*

The student’s academic results shall be recorded using the Student Records Management System (Wisenet). All students shall be deemed ‘Competent (C)’ or ‘Not Yet Competent (NYC)’ after completion of all assessment activities relating to each unit within the qualification they are enrolled. All assessment activities shall be conducted by a qualified trainer / assessor using the RTO’s assessment tools/methods and recording processes as required.

It is the responsibility of each individual trainer / assessor to ensure that all assessment decisions are reported to Student Administration through the submission of all assessment records as each assessment is undertaken. As each assessment decision is recorded, the student file is to be submitted to Student Administration for data entry. All academic results are entered in to the Students Records Management System (Wisenet) by Student Administration.

The Students Records Management System (Wisenet) will then calculate the projected academic progress for the term, based on the total number of units that are required to be assessed and the outcome of these assessments.

It is the Student Administration's responsibility to ensure the Students Records Management System remains up to date and is monitored as described below.

These records are checked regularly by the CEO for currency and accuracy.

## ***2.2 Monitoring Student Academic Performance***

The Student Administration will monitor student academic performance via the 'Student Academic Performance Record Sheet' Course progress monitoring sheet (Excel spreadsheet) and report any student whose academic progress is at risk of falling below the required level, as outlined below, to the CEO.

In addition, every two (2) weeks the CEO will review the academic progress of all students and monitor the following points:

- ***Any student that falls below 60% academic progress for a single term***
  - The CEO shall issue a Notification Letter (See Appendix A) indicating to the student that they have fallen below 60% academic performance for the term to date, and failure to achieve Competency in further units undertaken within the current term may result in a risk of failing to achieve academic progress for the term. The letter shall remind the student that failing to achieve this academic progression in two consecutive terms will be deemed to be in breach of Student Visa requirements and will be reported to the appropriate government agency(s). The student is to be given the opportunity to be counselled to improve their academic progress.
  - PLEASE NOTE: Where a course has 2 or less units delivered in a term the Notification Letter will be issued when a student has failed a single unit or reaches 50%.
  
- ***When a student's projected academic progress falls below 50% for a completed single term***
  - When a student's academic progress falls below 50% for a completed single term the CEO shall issue a '1<sup>st</sup> Warning Letter' ( See Appendix B). This will indicate that the student must contact Australian Institute of Engineering and organise an appointment with the CEO to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following Term.
  - At this meeting the student is to be informed of their progress requirements and an individualised intervention plan for support is to be set in place for the student. Refer to the 'Intervention & Extending Course Duration Policy & Procedure'.
  
- ***Any student who is below 75% academic progress in their current term after falling below 50% in their previous term***
  - The CEO shall issue a '2<sup>nd</sup> Warning Letter' (See Appendix C) notifying the student that they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled. They are to be informed that they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous term. They are also to be informed that if they fall below the required academic progression in two consecutive terms they will be reported to the appropriate government agency(s).

They are also informed that are required to organise an appointment with the CEO to discuss their poor academic progress and strategies to ensure they stay above the 50% Academic requirement for the remainder of the term.

- ***When a student's projected academic progress falls below 50% for 2 consecutive terms***

- The CEO shall issue a 'Breach Recorded' (Appendix D) letter indicating that they have failed to be deemed Competent in more than 50% of units undertaken for two consecutive terms. The student is to be informed that as a result of their unsatisfactory course progress they are going to be reported to Department of Education and Training (DET) and the Department of Home Affairs (DHA) for unsatisfactory academic progress in their course of study. The student must also be informed of their ability to access the complaints and appeals process to appeal this decision and have 20 business days to do so.
- The student will then be added to the Student's to Report Register that will be maintained to clearly identify when the student has been notified of their breach and when the appeal period expires and the report of the breach is to go ahead.
- If the student does not go through any appeal or complaint process within 20 days, the report shall be submitted via PRISMS as indicated below.

In all cases where the student does not respond to written communication within 5 business days, the CEO will attempt to contact the student via telephone. If contact is still not made the CEO is to follow up the student's enrolment status and take appropriate action where contact cannot be made.

All letters, records, and notes on any communications surrounding the student's academic performance shall be maintained on the student file.

### ***2.3 Reporting Breach of Student Academic Progress***

All students who fall below the 50% academic progress requirement and have been notified of this breach via no supporting reasons shall be reported via PRISMS to the appropriate government agency(s) for a breach of their Visa condition.

This process of reporting any breaches of the Academic Progress requirements is the responsibility of the CEO.

Students will have 20 business days from the date the 'Breach Recorded' letter is processed to appeal the decision by accessing the Complaints and Appeals Policy and Procedure. If they do not choose to use this option then they shall be reported as indicated. It is the responsibility of the CEO to report the student's breach within 5 business days of the student's appeal period expiring.

Where a student accesses the appeals process (by following the processes outlined in the Complaints and Appeals Policy and Procedure) and is able to provide evidence of extenuating circumstances that prevented them from maintaining academic progress, the supporting evidence must be maintained on the student's file and the projected academic records adjusted accordingly. Where a student is able to provide evidence that the academic progress records are incorrect they will also be adjusted accordingly and action taken to prevent such errors re-occurring.

The student's projected academic progress will be adjusted and re-calculated so that it can be determined whether any further warning letters or action needs to be implemented in line with this policy and procedure. The student shall be notified in writing of the outcome of the appeal and their revised academic progress, along with any warning letters corresponding to their academic progress rate.

Where a student's appeal is not successful they will be notified in writing of the outcome and informed that the breach of academic progress requirements will be reported.

A copy of all letters, details of phone calls made, any reports from meetings with the student in relation to the appeal are to be maintained in the individual student file.

## *2.4 Ensuring Integrity of the Data*

To ensure the integrity of the academic progress data and records the CEO shall regularly review a sample of the academic progress records to verify the data included in the 'Projected Course Progress Spreadsheet' is accurate.

The CEO shall use the 'Student Data (Academic Progress) Integrity Checklist' (Appendix E) and review the following documents to ensure the data is consistent and accurately recorded between each document:

- The student file and assessment records from the Student Records Management System
- Student Academic Performance reports
- List of reported students

The review of this data shall occur for a sample of 10% of currently enrolled students and will occur at the end of each academic term.

The completed 'Student Data (Academic Progress) Integrity Checklists' will be maintained by the CEO.

## APPENDIX A: Poor Academic Performance in a single term Warning Letter

### POOR ACADEMIC PROGRESS NOTIFICATION LETTER

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear Student,

As part of your Visa requirements you are required to achieve satisfactory academic progress in the courses enrolled. This progress is defined as achieving Competency in at least 50% of units that a student is assessed in a term.

Our records indicate that your current academic progress may be at risk of falling below the required progression for the term. ***Your current academic progress is below 60% of the total units being undertaken in the current term.***

Please be advised that as soon as your projected academic progress is recorded as unsatisfactory for two consecutive terms **Australian Institute of Engineering is obliged to notify the Department of Education and Training (DET) and the Department of Home Affairs (DHA)** via PRISMS that you have breached your student requirements.

If you have any questions or wish to discuss strategies to ensure a satisfactory academic record is achieved, you can contact Australian Institute of Engineering and arrange a meeting with the CEO to discuss how we can improve this situation.

At Australian Institute of Engineering our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any academic progression issues and attempt to reach satisfactory solutions.

Yours sincerely,

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CEO

Australian Institute of Engineering

## APPENDIX B: Below 50% Academic Performance 1<sup>st</sup> Warning Letter

### POOR ACADEMIC PROGRESS 1<sup>st</sup> WARNING LETTER

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear Student,

As part of your Visa requirements you are required to achieve satisfactory academic progress in the courses enrolled. This progress is defined as achieving Competency in at least 50% of units that a student is assessed in a term.

*Your academic progress is below 50% of assessed units for the current term.*

This has resulted as you have been unable to achieve Competency in more than 50% of the units undertaken for the term.

You **must** contact Australian Institute of Engineering **in person immediately** and arrange a meeting with the CEO to discuss how we can improve this situation for the next term.

Please be advised that as soon as your projected academic progress falls below 50% for two consecutive terms, Australian Institute of Engineering **is obliged to notify the Department of Education and Training (DET) and the Department of Home Affairs (DHA)** via PRISMS that you have breached your student requirements.

At Australian Institute of Engineering our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any academic progress problems and attempt to reach satisfactory solutions.

Yours sincerely,

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CEO  
Australian Institute of Engineering

## APPENDIX C: Below 75% Academic Performance in subsequent term 2nd Warning Letter

### POOR ACADEMIC PROGRESS 2<sup>nd</sup> WARNING LETTER

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear Student,

As part of your Visa requirements you are required to achieve satisfactory academic progress in the courses enrolled. This progress is defined as achieving Competency in at least 50% of units that a student is assessed in a term.

***Your current academic progress is below 75% of assessed units for the current term. This combined with your unsatisfactory progress last term places you at risk of breaching this Visa requirement.***

Please be advised that as soon as your projected academic progress falls below 50% for two consecutive terms, **the RTO is required to notify the Department of Education and Training (DET) and the Department of Home Affairs (DHA)** via PRISMS that you have breached your student requirements.

You **must** contact the RTO **in person immediately** and arrange a meeting with the CEO to discuss how we can improve this situation promptly. Failure to make contact with the RTO may result in your enrolment being cancelled or a breach of Academic Progress requirements being reported.

At the RTO our aim is to assist your satisfactory progression through your chosen course of study. We are very pleased to discuss any academic problems and attempt to reach satisfactory solutions.

Yours sincerely,

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CEO

Australian Institute of Engineering

*APPENDIX D: Academic Performance Breach Recorded Letter*

**STUDENT ACADEMIC PROGRESS BREACH RECORDED LETTER**

Date: (insert date)

Student Name: (insert details)

Student Number: (insert details)

Student Address: (insert details)

Dear Student,

Subsequent to our issuing to you two (2) ‘Academic Progress Warning’ Letters and our attempts to counsel you through this issue, our records indicate your projected academic progress has fallen below the required 50% for two consecutive terms.

***This is in Breach of your Visa conditions.***

Please be advised that you are in breach of your Student Visa academic requirements and Australian Institute of Engineering **is now required to notify the Department of Education and Training (DET) and the Department of Home Affairs (DHA)** via the PRISMS reporting system.

If you feel you have reasonable grounds for your poor academic progress in your course and wish to appeal this reporting of the breach of academic performance requirement, you **must** contact Australian Institute of Engineering **in writing** within 20 business days outlining your circumstances. This process is outlined in the attached ‘Complaints & Appeals Policy and Procedure’ and further information on this process / decision can be gained from CEO.

If no response is received within 20 business days of the date of this letter Australian Institute of Engineering will proceed with the reporting process.

Please be advised that you are still required to attend Australian Institute of Engineering until notified by the Department of Home Affairs (DHA).

Yours sincerely,

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CEO  
Australian Institute of Engineering



# Australian Institute of Engineering

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## APPENDIX E: Student Data (Academic Data) Integrity Checklist

### Student Data (Academic Progress) Integrity Checklist

The following checklist is to be used to verify International Student academic progress data

The CEO is to gather the following data to complete this checklist:

- The student file and assessment records from the Student Records Management System
- Student Academic Performance Record reports
- List of reported students

<b>Date of Data Integrity Check:</b>	
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#### Attendance data check:

<b>Student Name:</b>					
<b>Student DOB:</b>					
<b>Student ID:</b>					
<b>Course:</b>					
<b>Course Start Date:</b>					
<b>Course Finish Date:</b>					
Identify the number of units that the Student Management System (Wisenet) is indicating that an assessment outcome has been entered - either as Competent (C) or Not Yet Competent (NYC)	<b>Comp =</b>  <b>NYC =</b>	<b>Comp =</b>  <b>NYC =</b>	<b>Comp =</b>  <b>NYC =</b>	<b>Comp =</b>  <b>NYC =</b>	<b>Comp =</b>  <b>NYC =</b>

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Identify the number of units that wisenet is indicating an assessment outcome has been attained?	Comp = NYC =	Comp = NYC =	Comp = NYC =	Comp = NYC =	Comp = NYC =
Is the number of units with an assessment outcome in Student Records Management System (Wisenet) consistent with the student file?  <i>If 'No' then identify the discrepancy in the data and indicate the action to be taken.</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>	Yes <input type="checkbox"/> No <input type="checkbox"/>

## Verification of reported students:

Do all students that appear on the Australian Institute of Engineering Projected Course Progress Spreadsheet with a course progress rate of less than 50% in a 2 <sup>nd</sup> term appear on the List of reported students?  <i>If 'No' identify any discrepancies in the data and indicate the action to be taken</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>
Are there any students that have been sent an intention to report letter more than 20 business days ago and not yet reported via PRISMS?  <i>If 'Yes' what is the reason the student has not yet been reported.</i>	Yes <input type="checkbox"/> No <input type="checkbox"/>

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CEO Signature: \_\_\_\_\_

Date: \_\_\_\_\_