Policy objective
This policy provides guidelines for monitoring international student’s course progress in line with National Code standard 10 and 11 and DIBP-DE approved course progress policy to monitor the course progress for each international student.

Responsibility
Principal Executive Officer (PEO) will be responsible for the implementation and monitoring of the policy and to ensure that staff and students are aware of its application and procedures.

Scope
This policy applies to international students enrolled in courses offered by the Institute.

Policy and procedure
1. FL will monitor record and assess the course progress of each student for the course in which the student is currently enrolled.
2. FL will assess each student’s progress at the end of each compulsory study period.
3. FL study periods are usually 10 week terms 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 in a study period and such student will be defined at risk of not meeting satisfactory progress requirement those who are not successfully completing or demonstrating competency in at least 50% of units in any study period.
5. When a student has not passed in 50% units of the course requirements in one term FL will initiate 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.
6. The Academic Progress policy is made available to staff and students via Student / Staff handbook and specifies:
   a. procedures for contacting and counseling students;
   b. strategies to assist identified students to achieve satisfactory course progress; and the process which the intervention strategy is activated.
   c.
7. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, FL will notify the student of its intention to report the student to DIBP for unsatisfactory progress. FL does this through the written notice to student and also student have an option to take complaints and appeals procedures.
FL will maintain and monitor student’s academic progress throughout the duration of the qualification. FL will put in place all required student support services to assist them in achieving the desired results. Students are expected to achieve a minimum of 50% pass rate in every term.

An intervention strategy could be activated by:
• a letter to the student;
• personal contact with the student by FL’s authorized staff member;

**Intervention Strategy**

The intervention strategy will specify what additional support will be provided to students at risk of not meeting satisfactory course progress requirements. Strategies for assisting students at risk could include, but are not limited to, the student: attending academic skills programmers;
• attending tutorial or study groups;
• receiving individual case management;
• attending counselling;
• receiving assistance with personal issues which are influencing progress;
• receiving mentoring;
• being placed in a suitable alternative subject within a course or a suitable alternative course;
or
• a combination of the above and a reduction in course load.

1. The intervention strategy will include provisions for:
   a. where appropriate, advising students on the suitability of the course in which they are enrolled;
   b. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and

2. Advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student reporting to DIBP via PRISMS.

3. At the end of each compulsory study period, students will be assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy will be activated no later than the first four weeks of the following study period.

4. However, if FL identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, FL will implement its intervention strategy as early as practicable.

5. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

6. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, FL will notify the student of its intention to report the student to DIBP for unsatisfactory progress. FL does this through the written notice.

7. The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access FL’s complaints and appeals process and that the student has 20 working days in which to do so. A student may appeal on the following grounds:
   a. FL’s failure to record or calculate a student’s marks accurately,
   b. compassionate or compelling circumstances, or
   c. FL has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

8. Where the student’s appeal is successful, the outcomes may vary according to the
findings of the appeals process.

a. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), and there is no requirement for intervention.

b. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider’s intervention strategy.

9. Where:

a. the student has chosen not to access the complaints and appeals processes within the 20 working day period,

b. the student withdraws from the process, or

c. the process is completed and results in a decision supporting FL (i.e. the student's appeal was unsuccessful) then FL will notify the student of not achieving satisfactory course progress.

Procedures for monitoring Academic Progress & managing student Intervention

- Students will have to maintain a 50% pass rate throughout each term and progress will be monitored for each unit of study period.
- The student pass rate / competency will be demonstrated at the end of the every term, once the trainers have submitted the results of the term to the administration department.
- The Student services officer (SSO) 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 (Ph: 1800 337 600, email; study@foundationcollegeaustralia.com.au)
- However if FL identifies that a student is at risk of making unsatisfactory course progress before the end of the term, the SSO will implement FL's intervention strategy as early as practicable.
- The SSO 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 SSO will make recommendation / propose solutions to the students to improve their performance.
- The SSO will make notes of the meeting in the student management (RTO Manager) system 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, the student will be initially given an opportunity to discuss their reasons / problems with the SSO for their failure to achieve the minimum academic progress. This letter provides an opportunity to the student to discuss his/her situation with the Student Services office. The SSO will counsel the student and seek clarity on the issues and address any of their concerns. This is an intervention strategy, where the SSO discusses the issues revolving around student’s failure to meet minimum academic progress requirements. The SSO also informs the student that he/she will run a risk of his/her failing the course.

• The SSO 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 SSO considers the needs of professional counselling or support services for the student, then FL will seek or recommend professional counselling agency to the student.

• The SSO 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 SSO 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 Student Services office will issue the student an "Intent to report letter" letter via email, post or personal contact. This letter will state that the student’s pass rate is lower than 50% for two consecutive study periods (terms) and he/she does not meet the minimum requirement as prescribed by course progress policy.

• Students will have the opportunity to access FL’s complaints and appeal process within the next 20 working days of the “Intent to report letter” letter being issued to explain the reason why this decision should not be imposed by FL.

• If the student does not appeal within 20 working days of the “Intent to report letter” issue date, he / she will be re-enrolled into the units which have been marked “NYC”.

• Please refer complaints and appeals policy for internal and external appeals held with student administration or Frontier Website www.frontierleadership.edu.au