

AUDIENCE	INTERNAL <input checked="" type="checkbox"/>	EXTERNAL <input checked="" type="checkbox"/>
POLICY ID	EDN-010-POL Monitoring Course Progress Policy and Procedure	
RESPONSIBLE OFFICER	Campus Manager/State Manager	
CONTACT OFFICER	Campus Manager/State Manager	
ENDORSED BY	Continuous Improvement Committee	
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1. Introduction

1.1 Modification History

VERSION	COMMENTS
5	Amendment due to updated Hales Education and MEGT Education Policy and Procedure Template
6	Table of contents edited
8	Updated DIAC - Department of Immigration and Citizenship to DIBP - Department of Immigration and Border Protection
9	Updated DIICCSRTE Acronym to Department of Education Updated DIBP Acronym to Department of Immigration and Border Protection
10	Inclusion of course monitoring processes for domestic students undertaking Online Diploma courses under VET FEE-HELP funding arrangements
12	Removed wording on page 4
13	Updated footer to include updated CRICOS code
14	Updated to include campus, online and workplace delivery
15	Added links into attached forms
16	eLearning Manager title removed

1.2 Purpose

This policy satisfies the requirements of the Standards for Registered Training Organisations (RTOs) 2015 to monitor and record student academic progress for all students enrolled with MEGT. This policy is in place to ensure course progress is regularly monitored to ensure students are progressing satisfactorily towards expected completion.

2. Scope

This policy applies to:

- International students enrolled at Sydney City Campus and Melbourne City Campus
- Domestic students enrolled at Sydney City Campus and Melbourne City Campus
- Domestic students enrolled in online courses offered under VET FEE-HELP funding arrangements
- Domestic students undertaking training via a single or blended mode of delivery
- MEGT Education Marketing, Admissions, Academic, Student Services and Administrative staff.

3. Legislative Context

In compliance with Standard 10 (of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2007)) registered providers systematically monitor students' course progress. Registered providers are proactive in notifying and counseling students who are at risk of failing to meet their course progress requirements. Registered providers report international students, under section 19 of the ESOS Act, who have breached the course progress requirements.

Standard 1 of the Standards for Registered Training Organisations (RTOs) 2015

4. Definitions

- **AQF** is the Australian Qualifications Framework
- **Course** refers to the specific course a student is enrolled in such as a “*Certificate III Children’s Services or a Diploma in Children’s Services*” delivered face-to-face on campus or via online mode of delivery
- **CoE** refers to a Confirmation of Enrolment being issued from PRISMS
- **Course block** consists of a defined number of Units of Competency delivered during a defined period of time to domestic students enrolled in online courses delivered under VET FEE-HELP funding arrangements
- **Census Date** is the last date which you can withdraw from a unit/s without incurring financial liability for the fee.
- **Domestic Student** refers to a student of MEGT Institute who is an Australian Citizen or a permanent resident of Australia
- **International Student** refers to a student of MEGT Institute who is not an Australian Citizen or Permanent Resident
- **ESOS** Education Services for Overseas Students Act (2000)
- **Learning Management System (LMS)** refers to the Online Platform used by MEGT students for the delivery of teaching and learning, alongside assessment / grading feedback records.
- **MEGT Institute** refers to MEGT (Australia) Ltd
- **MEGT Education** refers to the MEGT (Australia) Ltd, trading as MEGT Institute and Ability Education Pty Ltd, trading as ABILITY English
- **National Code** of Practice for Registration Authorities and Providers of Education and Training to Overseas Students
- **PRISMS** The Provider Registration and International Student Management System used to process information for the Department of Immigration and Border Protection provided by registered providers
- **Satisfactory Course Progress** is determined by the satisfactory completion of Units of Competency within a specified timeframe. For students studying on campus this is determined by the satisfactory completion of 50% of assessments in each 10-week term. **Competency – definition from the 2015 standards**
- **Satisfactory Completion** is the academic outcome of “Competent” for VET programs aligned to the AQF
- **Unit** (Unit of Competency) the specification of the standards of performance required in the workplace as defined in a training package **VET** is Vocational Education and Training
- **VET FEE-HELP (VFH)** is a government assistance program available to assist eligible students studying higher level vocational education and training (VET) qualifications to pay their tuition fees. Higher level VET qualifications are at the diploma level and above as well as a limited number of Certificate IV qualifications. VET FEE HELP can be used to pay all or part of an eligible student’s tuition fees, but cannot be used for additional study costs such as accommodation or text books

5. Policy Statement

MEGT Institute provides high quality educational services to students and applies its policy and procedures according to the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (2007), applicable to international students, and the Standards for Registered Training Organisations (RTOs) 2015.

Campus:

Course Progress is monitored on a regular basis and students who are identified as having difficulty are offered a range of support options. For campus based delivery, when a student does not meet course progress requirements for two consecutive terms they may be reported via PRISMS as required under section 19 of the ESOS Act (2000) and this may result in their enrolment at MEGT not being continued and/or their CoE being cancelled.

Online:

For students enrolled in online courses offered under VET FEE-HELP funding arrangements, if a student fails to satisfactorily complete all Units of Competency delivered in their first course block, they will be offered the opportunity to re-enrol in their first course block two more time in order to complete the required units. There will be no additional charge to re-enrol. If the student fails to complete their first course block after the three attempts they will not be allowed to progress to their next course block and will be withdrawn from their course.

Domestic students – Workplace delivery: single or blended mode of delivery

Student progress is monitored monthly. Where students are not progressing in line with the training plan or are not responding to communication from MEGT a formal process will be initiated.

This policy and procedure applies to all MEGT Institute students at Sydney City Campus, Melbourne City Campus, and domestic students enrolled in online courses offered under VET FEE-HELP arrangements, except that reporting to the Department of Immigration and Border Protection only applies to International Students. Domestic students may have their enrolment cancelled, should they not meet course progress requirements as outlined in this policy.

The relevant MEGT Institute Campus Manager/State Manager and Academic Managers are responsible for the implementation of the course progress and intervention strategies.

6. Procedures

Campus

In order to ensure satisfactory course progress in courses delivered at Melbourne City Campus and Sydney City Campus, MEGT Institute will monitor all students' academic performance at the end of each term in which they are enrolled, or earlier if identified as being at academic risk. Students are expected to achieve the following in order to meet the satisfactory course progress requirements and be allowed to continue in the next term without restriction:

- An outcome of Competent in at least 50% or more of the assessments that are required for submission for each unit in which a student is enrolled for that particular term.

The consequences of failure to meet one or more of the requirements for satisfactory progress are as follows:

- Students who fail to achieve a final outcome of Competent in at least 50% or more of the assessments that are required for submission for each unit in which they are enrolled for that particular term will be deemed as not meeting course requirements and placed on an Academic Intervention.
- Students will be required to meet with their relevant Education Manager to establish a program of support for their continuing studies. It is the responsibility of the student to maintain contact with the relevant Education Manager, as agreed within the Academic Intervention.

Online – VFH

For domestic students enrolled in online courses offered under VET FEE-HELP arrangements, students who have been deemed Not Yet Competent in any of the Units of Competencies after resubmission opportunities have been attempted, a “risk at not meeting course requirements” is activated. Students will be advised that they will be provided with final resubmission opportunities prior to the completion of their first course block. Students must be deemed Competent in all Units of Competency delivered in their first course block prior to being allowed to continue to the next course block. Students who fail to satisfactorily complete all Units of Competency delivered in their first course block after three attempts, will not be allowed to progress to their next course block and will be withdrawn from their course.

Domestic students – Workplace delivery: single or blended mode of delivery

Domestic students enrolled in workplace delivery (in a single or blended mode) who are not progressing in line with the training plan, will be offered support, and intervention strategies actioned as appropriate.

Following 2 separate successive attempts to support the student to enable training progress, a formal notification (course progress letter) will be sent to the student outlining the steps required to remain enrolled. Where applicable, a copy will be sent to the employer.

Following no response from the student a formal notification (enrolment cancellation) will be sent to the student (and employer where applicable) notifying them that enrolment will be cancelled in 2 weeks unless MEGT is notified prior to the expiration of the 2 weeks.

7. Support and Intervention Strategies

For students identified as being at risk of not meeting course requirements or who have not met course requirements, the following support / intervention strategies may be implemented to assist the student;

- English language support for oral and written comprehension
- Assistance with academic skills such as essay and report writing, meeting assessment requirements and research skills, time management skills
- Training plan adjustment
- Attending a study group
- Meeting with the Education Manager or member of Student Services Department/ for assistance with personal issues affecting course progress
- Online contact with Learning Support Services for assistance with academic learning
- Opportunity for reassessment/resubmission
- Changing courses
- Mentoring by the teacher or nominated student

- Referral to external organisations for assistance
- Reduction in course load
- Customised electronic learning schedule to suit student time constraints
- Targeted learning coach (trainer) to address specific assessment problems over (up to) 3 sessions
- Any combination of the above.

When an intervention strategy is implemented the student will be required to meet the relevant Education Manager, trainer or support service on a regular basis for follow up. This is to be determined as part of the intervention strategy.

8. Notification to report

When an international student fails to meet the course progress requirements in two consecutive terms they will be sent a letter warning them of MEGT's intention to report them to the Department of Education via PRISMS for unsatisfactory course progress.

The student will be advised in writing that they have 20 working days to make an appeal in accordance with EDN-008-POL - Complaints and Appeals Policy and Procedure.

In the event a student lodges an appeal the student will only be reported when the appeal process is completed.

Students must maintain their enrolment during the appeal process.

9. Related Policies & Procedures

EDN-016-POL – Compassionate and Compelling Circumstances Policy

EDN-006-POL – Student Support Services Policy and Procedure

EDN-036-POL – Assessment and Resit Policy and Procedure

10. Implementation

EDN-010-POL – Monitoring Course Progress Policy and Procedure is made available via MEGT Institute's website externally and on the MEGT Intranet internally.

11. Responsibilities

The Campus Managers/State Managers will review this policy annually in conjunction with Education Managers, or in case of legislative changes requiring amendments.

12. Enclosures and Attachments

1. Academic Intervention – campus/VFH
2. Warning Letter of Unsatisfactory Course Progress campus/VFH
3. [Domestic - course progress student letter](#)

4. [Domestic - enrolment cancellation letter](#)

13. Process Map

N/A

