

Student Course Progress and Completion within Expected Duration Policy

Policy

Sydney Metro College systematically records, monitors and assesses student course progress and takes proactive measures in notifying and counseling students at risk of not meeting course requirements. In addition, the Institute continuously monitors the workload of students to ensure they complete their enrolment within the duration specified in their CoE, and, only allow course duration extensions in certain limited circumstances. Students who do not meet course progress requirements will be reported to the Department of Immigration and Border Protection (DIBP), which may result in the cancellation of their student visa.

1.0 Definitions

- 1.1 **At Risk of Unsatisfactory Course Progress**: When a student has achieved 1 Not Yet Competent out of 2 delivered units or at any point throughout the Term as identified by the students Trainer
- 1.2 **Satisfactory Course Progress**: When a student achieves a Competent result in more than 50% of the enrolled units in a Term. Where a student is in their Final Term, Satisfactory Course Progress refers to the student fulfilling all course requirements by their scheduled end date, as specified in the Student's CoE
- 1.3 **Unsatisfactory Course Progress**: When a student achieves a Not Yet Competent result in 50% or more of the enrolled units in a Term
- 1.4 **Not Meeting Course Requirements**: When a student is deemed as achieving Unsatisfactory Course Progress in two consecutive Terms and who have had an intervention strategy activated, with sufficient time for the strategy to run its course OR when a student does not qualify for point 7.0 of this policy, has failed occasional units throughout the course, has had an intervention strategy activated with sufficient time for the strategy to run its course and has not met course requirements by their scheduled end date, as specified in the Student's CoE
- 1.5 **Academic Probation**: The consequence for a student that is deemed as achieving Unsatisfactory Course Progress in the previous Term
- 1.6 **Intervention Strategy**: Support and guidance that is provided to the student by Sydney Metro College for students deemed At Risk of Not Meeting Course Requirements or achieving Unsatisfactory

Course Progress

- 1.7 **Term:** A duration consisting of 10 study weeks. Where a student commences a Term late, the duration is considered to be the remaining weeks of that Term.
- 1.8 **Competent:** When a student has achieved a Satisfactory Result for all assessment tasks for a unit
- 1.9 **Not Yet Competent:** When a student has achieved a Not Yet Satisfactory Result in one or more assessment tasks for a unit
- 1.10 **Timetable Summary Form:** A document that identifies when all assessments tasks for a program are due

2.0 Recording Course Progress

- 2.1 Trainers record student academic results for each assessment in the Assessment Summary Record Form and provide feedback to students within 5 working days of the submitted assessment
- 2.2 On conclusion of the final assessment for each unit, the Trainer (within 5 working days) will collate all student academic results for the unit into the classes Marking Grid and will provide the complete and signed Marking Grid to the Student Services Department
- 2.3 The Student Services Department will ensure that the Marking Grid is entered into the Student Management System within 10 working days of the classes final assessment task and will sign the Marking Grid as confirmation that all results have been accurately entered into the system
- 2.4 Students are able to access their results by logging into the Student Portal of SMC's Student Management System or by completing a Student Document Request Form, available at Reception

3.0 Monitoring Course Progress

- 3.1 Student Course Progress is monitored on a regular basis by Trainers, the Student Services Department and the Student Services officer
- 3.2 Trainers monitor student course progress on an assessment-by-assessment basis. Where students are identified as At Risk of Unsatisfactory Course Progress, the Trainer will encourage and counsel the student to assist in improving their course progress. The Trainer will also inform the Student Services Department to counsel, devise and activate a formal intervention strategy with the student
- 3.3 The Student Services Department monitors student course progress on the conclusion of each second unit in the Term and in each student's final 5 weeks of study. The Student Services

Department will counsel, devise and activate a formal intervention strategy with the students as instructed by Trainers and the Student Services officer.

3.4 The Manager of Student Services monitors student course progress on the conclusion of each Term of study. The Campus Manager or Course Coordinator will counsel/devise/activate intervention strategies and report students who have not met course requirements in line with this policy.

3.4.1 On the conclusion of each term of study, the Student Services Officer will identify all students who have achieved a NYC and send them an At Risk of Achieving Unsatisfactory Course Progress letter. The letter will advise them of the need to achieve satisfactory course progress and outline student visa condition 8202 (including that Students who have not met course requirements will be reported to the Department of Immigration and Border Protection (DIBP), which may result in the cancellation of their student visa). The letter will also advise the student to contact the Manager of Student Services so that an Intervention Strategy can be devised and activated in line with point 5.0 of this policy

3.5 Where students have been sent an At Risk of Achieving Unsatisfactory Course Progress Letter, the students Trainer will be instructed to send the student to the Student Services Department (by providing a student list to the trainer by Student services Department) prior to being permitted to return to class. This is to ensure activation of the Intervention Strategy. The Student Services Department will provide written notifications to Trainers and update the Weekly Attendance Sheet permitting students to return to classes once the Intervention Strategy has been activated

4.0 Assessing Course Progress

4.1 At the conclusion of each Term, the Student Services Officer will make an assessment on whether or not the student is achieving satisfactory course progress by pulling a report from the Institute's Student Management System

4.2 Students who have achieved 50% or more NYC in their enrolled units will be sent an Unsatisfactory Course Progress Letter, advising the student to make contact with the Campus Manager or Course Coordinator. The Campus Manager or Course Coordinator will counsel the student and will devise and activate an Intervention Strategy for the student for the following Term. Where a student is in their final Term, the Campus Manager or Course

Coordinator will have implemented point 3.4.1 of this policy and will make a determination on whether the student has achieved Satisfactory Course Progress in line with this policy.

- 4.3 Students who have achieved Satisfactory Course Progress, however have outstanding NYC's will be provided with information regarding reassessment
- 4.4 All students identified as achieving Unsatisfactory Course Progress will be placed on academic probation for the following Term which will be specified in the Intervention Strategy and which will remain until the student achieves Satisfactory Course Progress
- 4.5 At the time a student is issued with an Unsatisfactory Course Progress letter, a note is made on the Student Management System. Trainers are instructed to send the student to the Manager of Student Services prior to being permitted to return to class. The Student Services Department will provide written notifications to Trainers and update them, permitting students to return to classes once the Intervention Strategy has been activated

5.0 Intervention Strategies

- 5.1 Where a student is identified as At Risk of Achieving Unsatisfactory Course Progress/Is Achieving Unsatisfactory Course Progress/Deemed as necessary by the students Trainer (in line with point 3.0 and 4.0 of this policy), an Intervention Strategy will be devised and activated
- 5.2 Intervention Strategies may include, but are not limited to the following, with the ultimate purpose being to assist students to meet Satisfactory Course Progress requirements:
 - 5.2.1 Attending Academic Skills Programs
 - 5.2.2 Attending Tutorial or Study Groups
 - 5.2.3 Receiving Individual Case Management
 - 5.2.4 Attending Study Clubs
 - 5.2.5 Attending Counseling
 - 5.2.6 Receiving assistance with personal issues which are influencing progress
 - 5.2.7 Receiving Mentoring
 - 5.2.8 Being placed in a suitable alternative subject within a course or suitable alternative course
 - 5.2.9 English Language support
 - 5.2.10 The need to undertake a Reassessment
 - 5.2.11 A combination of the above and a reduction in course load

5.3 All records of intervention strategies will be recorded in the

Intervention Strategy Record Form and the Student Management System and filed away in the Students file

6.0 Not Meeting Course Requirements

- 6.1 Students that have been assessed as achieving Unsatisfactory Course Progress in two consecutive Terms and who have had an intervention strategy activated, with sufficient time for the strategy to run its course OR who do not meet point 7.0 of this policy, have failed occasional units throughout the course, have had an intervention strategy activated with sufficient time for the strategy to run its course and have not met course requirements by their scheduled end date, will be sent an Intention to Report Letter (e-mail and hand delivered or by registered post), advising of Sydney Metro College's intention to Report them to the Department of Education through PRISMS.
- 6.2 The Student will be advised that they have 20 working days from the date of the Intention to Report letter to appeal the decision
- 6.3 A student may only appeal where one or more of the following circumstances exist:
- 6.3.1 Compassionate or Compelling Circumstances (See Compassionate and Compelling Circumstances Policy)
 - 6.3.2 Academic results were recorded incorrectly
 - 6.3.3 An intervention strategy was not implemented or given enough time to run its course
 - 6.3.4 This policy was not adhered to
- 6.4 In the event that a student lodges an appeal, the student will only be reported when the appeals process (internal, and where necessary, external appeal) has been completed and the decision maintains Sydney Metro College's decision
- 6.5 During the appeals process, the student must continue to attend classes
- 6.6 Where a student has not chosen to access the complaints and appeals process within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting Sydney Metro College, the Institute will notify the Department of Education of the students breach of course progress requirements, through PRISMS, as soon as practicable and no longer than 5 working days from the occurrence

7.0 Extension of Course Duration

- 7.1 Sydney Metro College will monitor the workloads of students (in line with point 3.0, 4.0, 5.0 and 6.0 of this policy) to ensure all students complete their enrolment within their specified durations of their CoE

7.2 Where a student is unable to complete their enrolment within the specified durations of their CoE, Sydney Metro College will only grant an extension in the following limited circumstances:

7.2.1 Compassionate or Compelling Circumstances (See SMC's Compassionate and Compelling Circumstances Policy)

7.2.2 Implementation of an Intervention Strategy

7.2.3 An approved deferment or suspension of studies

7.3 Should an extension be granted, Sydney Metro College will provide a written letter to the student from the Campus Manager, specifying the details of the extension

7.4 The Student Services Department will also ensure the Department of Education is notified as soon as practicable and no longer than 5 working days from the occurrence via PRISMS, and will issue the Student with a new CoE

7.5 All records relating to the extension of a students' course duration will be recorded in the Student Management System, with documentation retained in the students file

8.0 Extension of Course Duration (Other Guidelines)

8.1 Sydney Metro College will not provide any unit by distance or online learning to International Students at any time

8.2 Sydney Metro College will ensure that except in the circumstances specified in point 7.2 of this policy, the expected duration of study specified in the student's CoE will not exceed the CRICOS registered course duration

9.0 Students enrolled in a Package of Courses

9.1 Students enrolled in a package of courses, must first satisfactorily meet the minimum course requirements of their current qualification before progressing to the next qualification

Related Documents

- Assessment Summary Record Form
- Marking Grid
- Intervention Strategy Record Form
- Timetable Summary Form
- At Risk of Unsatisfactory Course Progress Letter
- Unsatisfactory Course Progress Letter
- Intention to Report Letter
- Weekly Attendance Sheet

Related Policies

- Compassionate and Compelling Circumstances Policy
- Complaints and Appeals Policy
- Student Deferral, Suspension and Cancellation Policy
- Student Assessment, Reassessment and Repeating Units of Competency Guidelines