



## COURSE PROGRESS POLICY

### 1.0 PURPOSE

The purpose of this policy is to ensure that Global College Australasia (RTO ID: 45088 CRICOS ID: 03564F), herein known as “GCA”, monitors the course progress of its students, which allows GCA to identify and offer support to those at risk of not progressing through their studies. Students who do not make satisfactory course progress will be at risk of being reported to the Department of Home Affairs (DoHA) through PRISMS. Global College Australasia will apply intervention strategies when students at risk of unsatisfactory course progression are identified during and at the end of any study period (term). Students who do not submit assessments and maintain course progression are in breach of their visa conditions.

### 2.0 SCOPE

This policy and procedure, including guidelines, pertain to every enrolled international student at GCA.

This policy & procedure relates to the following RTO Standards: 1.1, 1.2, and 1.7.

This policy & procedure aligns with Standards 6, 8, and 9 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

### 3.0 POLICY STATEMENT

Global College Australasia is committed to providing quality training and assessment products and services in compliance with the Standards for Registered Training Organisations (RTOs) 2015, National Code, and all other relevant legislation. Overseas students must make satisfactory course progress and, where applicable, attendance as a condition of their student visa.

GCA will ensure that it will:

- 3.1 Monitor the overseas student’s course progress and attendance according to the requirements of their sector.
- 3.2 Identify and offer support to those at risk of not meeting course progress or attendance requirements.
- 3.3 Extend the duration of an overseas student’s enrolment in certain circumstances and advise them of potential impacts on their student visa.

### 4.0 DEFINITIONS

- A. **GCA** means Global College Australasia (RTO ID: 45088 CRICOS ID: 03564F).
- B. **Study period** – One term of 10 weeks is defined as a study period in GCA.
- C. **PRISMS** means the Provider Registration and International Student Management System.
- D. **National Code** means National Code of Practice for Providers of Education and Training to Overseas Students 2018.
- E. **Compassionate or compelling circumstances**



- Serious illness or injury, where a medical certificate states that the student was unable to attend class. The medical certificate must be from an Australian registered medical practitioner or translated into English from an overseas registered medical practitioner.
- Bereavement of close family members, such as spouse, child, parents, or grandparents (where possible, a death certificate should be provided).
- Major political upheaval or a natural disaster in the home country requires emergency travel, and this has impacted their studies.
- A traumatic experience, which could include but is not limited to:
  - Involvement in or witnessing an accident; or
  - A crime committed against the student; or
  - The student has been a witness to a crime, and this has impacted the student (these cases should be supported by police or psychologist reports).

## 5.0 MONITORING OF STUDENT COURSE PROGRESS PROCESS

**5.1** GCA is required to manage a student's course progress and workload to ensure they complete within, as practicable, the specified time frame as outlined in the Confirmation of Enrolment (COE) and in accordance with the CRICOS registered course curriculum.

**5.2** There are 4 terms in a GCA's calendar year. A calendar year contains 40 study weeks and 12 weeks of study breaks. GCA conducts 2 course progress reviews each term as per below:

**A.** 1<sup>st</sup> course progress is conducted on week 6 of each term.

**AND**

**B.** 2<sup>nd</sup> course progress is conducted on week 10 of each term.

*GCA may elect to conduct more than 2 course progress reviews in a term and may decide to conduct the course progress reviews earlier than week 6 and week 10 if it is in the interest of the course progress review itself.*

**5.3** Global College Australasia monitors course attendance alongside progression. Requirements for achieving satisfactory attendance for the course, which at a minimum must be 80 per cent, Global College Australasia acknowledges that alongside progression, course attendance is a primary factor in ensuring student success within the international education sector. As such, we monitor student attendance to maximise the chance of student success and to identify early intervention.

## 6.0 RECORDING COURSE PROGRESSION

The course progress of each student of GCA is monitored for each unit of competency in a student management system, VETtrak, where results are recorded as per a student's respective course timetable. Students are deemed Competent (CO) or Not Yet Competent (NYC) in a VET course and deemed Satisfactory (S) or Not Satisfactory (NS) in ELICOS. Attendance is also entered and recorded and monitored in VETtrak daily.

## 7.0 INTERVENTION WITH STUDENTS WITH UNSATISFACTORY COURSE PROGRESS/ATTENDANCE



A few steps at this stage undertaken at GCA include:

| Unsatisfactory course progress  | Unsatisfactory attendance   |
|---|---|
| <p><b>A.</b> Notify the unit NYC student via email.</p> <p><b>then</b></p> <p><b>B.</b> During week 6 monitoring, the student will be sent a warning message via email outlining the consequences of poor academic achievement.</p> <p>Send the first warning towards the student who has study progress lower than 60%.</p> <p><b>then</b></p> <p><b>C.</b> During week 10 monitoring, the student will be sent a warning message via email outlining the consequences of poor academic achievement.</p> <p>Send the second warning to the student who has no progress after the first warning or to a student with study progress lower than 50%.</p> <p><b>then</b></p> <p><b>D.</b> Course intervention, which the student is required to attend with management to discuss their current course progress. Provides the course intervention strategy.</p> <p>Records of all meetings will be documented in the student's folder.</p> <p><b>then</b></p> <p><b>E.</b> A Notice Of Intention to Cancel (NOIC) Confirmation of Enrolment (COE) for violation of the course progress policy. (This generally occurs when the student has no study progress after intervention and/or the student's term performance is lower than 50%.)</p> | <p><b>A.</b> Notify the absent student daily via email.</p> <p><b>then</b></p> <p><b>B.</b> During week 6 monitoring, send the first warning towards the student with an attendance rate lower than 90%.</p> <p><b>then</b></p> <p><b>C.</b> During week 10 monitoring, send the second warning to the student who has an attendance rate lower than 80%.</p> <p><b>then</b></p> <p><b>D.</b> Course intervention, which the student is required to attend with management to discuss their attendance issues. Provides the course intervention strategy.</p> <p><b>then</b></p> <p><b>E.</b> A Notice Of Intention to Cancel (NOIC) Confirmation of Enrolment (COE) for violation of the course progress policy. (This generally occurs when the student's attendance does not improve after the course intervention or the student has an attendance rate lower than 80% per term.)</p> <p><b>then</b></p> <p>Where a student has been issued a NOIC, the student has 20 working days to access the GCA complaints and appeals policy and make an appeal.</p> |





**then**

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## 8.0 SUPPORT STRATEGIES

In addition to the specific support negotiated in an intervention policy, GCA also offers the following support:

- 8.1** Guidance concerning the appropriateness and suitability of the course/s undertaken by the student.
- 8.2** One-on-one support/mentoring/retraining from the trainer & assessor.
- 8.3** Access to a trainer and assessor during the holiday break.
- 8.4** Access to a student counsellor and counselling on their current course progress.
- 8.5** Guidance concerning the appropriateness and suitability of the course/s undertaken by the student.
  
- 8.6** Referral to external support services. External support mechanisms are to be determined based on an individual student's needs. Such external support can be in the form of finding a suitable workplace venue (non-paid) relevant to the field of study of the student to aid the latter in improving their skills and knowledge in their current course. (The workplace venue shift/s, if accepted by the student, will be conducted outside of the scheduled class contact hours.)
- 8.7** A Study Reassessment Plan (SRP) to catch up in their course as soon as possible, generally during term breaks. Students are advised that where there are not enough days available/remaining in term breaks to reassess their (NYC) unit/s of competency or (NS) ELICOS topics prior to the expiry date of their course Confirmation of Enrolment (COE):
  - A study reassessment plan may be issued. Fees apply as per the GCA reassessment fee policy.

**AND**

- The student may be required to re-enrol in the course for a revised duration as per the VET unit/s of competency or ELICOS topic/s duration, inclusive of term break duration.

## 9.0 NOTICE OF INTENTION TO REPORT



## GLOBAL COLLEGE AUSTRALASIA

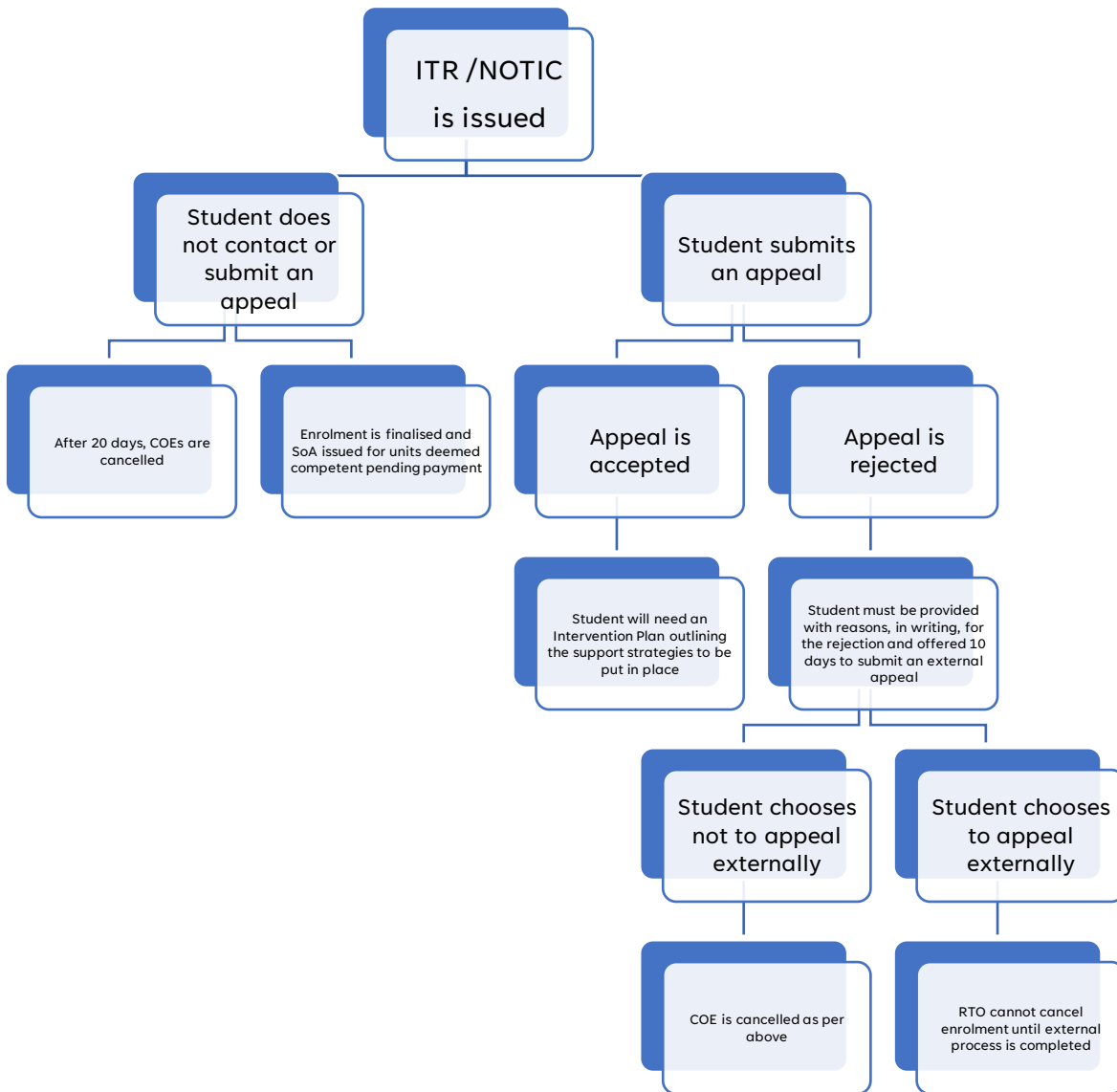
RTO No. 45088 CRICOS CODE: 03564F

**Moore St Campus**  
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**Wellington St Campus**  
176 Wellington Street, East Perth, WA 6004  
**General Enquiry:** 1300 886 340  
**Marketing & Enrolment:** 0448 465 445  
**E-mail:** [admissions@globalcollege.edu.au](mailto:admissions@globalcollege.edu.au)  
**Website:** [www.globalcollege.edu.au](http://www.globalcollege.edu.au)

- a) If a student does not achieve competency in 50% or more of the subjects studied during their study period, the student will be advised in writing of its intention to report the student to the Department of Home Affairs (DoHA) through PRISMS for not meeting satisfactory course progress.
- b) The student will have 20 working days (from the date of the written notice) to access GCA's complaints and appeals process (refer to the Complaints and Appeals Policy available from GCA's website, [www.globalcollege.edu.au](http://www.globalcollege.edu.au)).
- c) If the student chooses to access GCA's Complaints and Appeals process, the student will be allowed to remain enrolled in his or her course and continue to attend classes whilst this process is being conducted.
- d) On completion of the Complaints and Appeals process and if the process still confirms the student's unsatisfactory academic progress, the student will be formally advised of the student's course/s being cancelled.
- e) The student will then be reported to the Department of Home Affairs (DoHA) via PRISMS for unsatisfactory academic progress, and attendance the student will be formally notified that they have been reported to the Department of Home Affairs (DoHA).

### 10.0 INTENT TO REPORT PROCESS AND OUTCOMES

The following are possible outcomes of the Notice of Intention to Cancel and Intention to Report in GCA:



*NOTE: Where the student chooses the appeal process, the student must continue to attend and meet course progress requirements during the appeals process; this is the same for the external appeals process. Please note that with the Overseas Student Ombudsman, this process can be quite lengthy.*



## 11.0 EXTENSION OF COE FOR POOR COURSE PROGRESS

GCA does not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration unless:

**11.1** There are Compassionate or Compelling Circumstances as assessed by GCA based on demonstrable evidence.

**11.2** GCA has implemented an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements or an approved deferral or suspension of the overseas student's enrolment has occurred.

## 12.0 NON-COMMENCEMENT OF COURSE

Furthermore, with non-commencement of course, GCA reserves the right to immediately cancel the COE in PRISMS (without the issuance of a NOIC) of any student who did not attend their course for at least 5 consecutive days of scheduled classes since the commencement of their course (0% attendance rate in the 1<sup>st</sup> 2 weeks since the commencement of course). GCA refers to such a situation as non-commencement of studies and will report to PRISMS such a student as non-commencement of course.

## 13.0 QUALITY ASSURANCE

- A.** The Quality Advisor will provide an annual review of the marketing materials and provide any outstanding issues in a report to the CEO for action.
- B.** The Director and CEO are ultimately responsible for ensuring compliance is maintained.

## 14.0 RELATED DOCUMENTS

Related documents include the marketing checklist, Prospectus, GCA website, along with the Student Handbook. Other related policies are the Complaints and Appeals Policy and Financial Management Policy.

## 15.0 POLICY REVIEW

This policy will be reviewed each year and, as a standing item, include details of the date it was reviewed and any changes.