

<b>Policy Name:</b>	Monitoring Course Progress
<b>Policy Number:</b>	10-CRICOS-2011
<b>Current Version:</b>	04 – 01/07/2014
<b>Next Revision Date:</b>	June 2015
<b>Purpose:</b>	To ensure the PGA IGI systematically monitors student course progress, and is proactive in notifying and counselling students who are at risk of failing to meet course progress requirements.
<b>Scope:</b>	All Staff and International Students
<b>Exceptions:</b>	Domestic Students
<b>Policy Owner:</b>	Programs Development Manager
<b>Related policies and legislation:</b>	<ul style="list-style-type: none"> <li>• Education Services for Overseas Students (ESOS) Act 2000 (<a href="https://www.aei.gov.au/ESOS">https://www.aei.gov.au/ESOS</a>)</li> <li>• The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007 (<a href="https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Documents/National_Code_2007_pdf.pdf">https://www.aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Documents/National_Code_2007_pdf.pdf</a>)</li> <li>• For further detailed information on the legislative requirements in the National Code 2007, see National Code Explanatory Guide ( <a href="https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx">https://aei.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/Pages/default.aspx</a>)</li> </ul>
<b>Internal procedures guided by this policy:</b>	N/A
<b>Published Location</b>	Y:\Administration - Compliance/Policy & Procedure - Master File/CRICOS

### Revision History

<b>Revision Date:</b>	<b>Status: (Draft/Final)</b>	<b>Summary of Changes</b>	<b>Prepared/Approved By:</b>	<b>Revision #:</b>
03/02/2011	Draft	Formatting	Institute Coordinator	01
07/04/2011	Final	Review	Institute Coordinator	02
24/05/2011	Final	Audit review	Institute Coordinator	03
01/07/2014	Final	Updated staff titles and government departments, added trimester for new campus	Systems Administrator/Dean and Executive Officer	04

## Glossary of Terms/Definitions

<b>'At Risk' Academic Attendance</b>	An attendance average below 85% but above 80 % for each scheduled class will be deemed as placing a student at risk of breaching our academic attendance requirements.
<b>Course</b>	A course of education or training as defined in the ESOS Act.
<b>Course progress</b>	The measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill based competencies.
<b>Course requirements</b>	Nominated learning outcomes and competencies to be met for a course within a specified duration.
<b>CRICOS</b>	Commonwealth Register of Institutions and Courses for Overseas Students.
<b>DeptEd</b>	Department of Education (former Department of Education, Employment and Workplace Relations).
<b>ESOS</b>	Education Service for Overseas Students.
<b>PGA IGI</b>	PGA International Golf Institute.
<b>PRISMS</b>	Provider Registration and International Students Management System (PRISMS). This site provides Australian education providers with the Confirmation-of-Enrolment (CoE) facilities required for compliance with the Education Services for Overseas Students (ESOS) Legislation.
<b>Study period</b>	A discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the registered provider, as long as that period does not exceed six months.
<b>Unit</b>	A discrete component of study within a course; the term includes 'subject' and 'module'.

## Procedure Measures

<b>Procedure Measures</b>	<b>Target</b>
Accurate and systematic records of student progress.	100%

## Distribution

All Directors  
 All Staff  
 All International Students

## INTRODUCTION

The PGA IGI systematically monitors student course progress. We are proactive in notifying and counselling students who are at risk of failing to meet our course progress requirements. The PGA IGI will report a student to DeptEd through PRISMS when the student is in breach of our course progress policy.

Students are advised in writing and verbally of their responsibility to attend class and our course progress requirements prior to enrolment and as part of our Orientation Program. The PGA IGI will maintain accurate and systematic records of student course progress electronically and in hard copy format.

Students undertake a number of assessments for each course/unit; students are given a subject outline that includes an assessment schedule. All assessment items must be completed and submitted by the due date, unless the student has applied for and been granted an extension. The PGA IGI has a two semester or two trimester academic year depending on campus, each of thirteen weeks plus orientation, review and resubmission weeks. An academic transcript of results is issued to each student within 21 days after the end of each study period.

### 1.0 ACADEMIC PERFORMANCE REQUIREMENTS

#### 1.1 Satisfactory Academic Progress

A student who has been deemed as 'Competent' 'C' (pass) in all subjects (unit of study) at the end of an academic study period is considered to be meeting our academic performance requirements.

#### 1.2 Unsatisfactory Academic Progress

A student who has been deemed as 'Not Yet Competent' 'NYC' (fail) in 2 or more subjects at the end of an academic semester is in breach of our academic performance policy.

#### 1.3 'At Risk' Academic Progress

A student who in any study period:

- fails a unit assessment twice (includes quizzes, assignments, major assessment, practical assessments);
- exceeds the maximum time limit for completion of a course assignment without a genuine reason;
- fails to submit an assessment item or attend a scheduled assessment is considered to be at risk of not achieving satisfactory academic progress.

### 2.0 RECORDING, MONITORING & REPORTING

#### 2.1 Recording Course Progress

Within seven (7) days of completion of each assessment item an Assessor will mark the assessment item and record the assessment outcome on the assessment item. Assessment outcomes will be either 'Satisfactory' or 'Not Yet Satisfactory'. Non submission of an assessment item will be recorded on the unit assessment sheet as 'Not Submitted' (NS), late assessment submissions will be entered as Late (L) next to the result. Students are allowed two assessment re-submission attempts. The assessment item will be returned to the Programs Development Manager within fourteen days (14) of the Assessor receiving the assessment item. The Programs Development Manager will record the assessment result on the unit assessment sheet and file a hard copy in the Assessment & Assignment Register and file a soft copy on the server. The assessment item will be forwarded to the Student Services and Administration Coordinator who will file the assessment item in the student file.

## 2.2 Monitoring Process

The process is managed by the Programs Development Manager in conjunction with the Student Services and Administration Coordinator and in consultation with PGA IGI Trainers and Assessors. Student performance monitoring will focus on class attendance reports and assessment result records. A student identified as “at risk” will be sent a letter via email attachment to inform them that they are required to attend a formal counseling session. The student is required to sign the letter and return this to the PGA IGI within 7 days. The intervention process is student focused and aimed at raising student awareness of their current academic performance level and to assist the student in maintaining the required academic standard. The student will also be made aware of generally available services such as professional counselling and study skills support, including referral to specific PGA IGI Trainers and Assessors. Formal and informal counselling session will be file noted and a hard copy placed on the student file.

## 2.3 Intervention Strategy

To assist a student deemed to be at risk the Programs Development Manger in conjunction with the Dean and Executive Officer will implement an intervention strategy. To assist an ‘at risk’ student to meet our course progress requirements, we will provide the following assistance and resources:

- notified the student in writing that they are at risk in relation to their academic progress;
- hold formal and informal counselling session/s as required;
- provided academic assistance from both teaching staff and the Programs Development Manger;
- modify assessment items to make reasonable adjustment;
- arrange peer assistance
- refer the student to professional a counselling service.

## 2.4 Reporting Unsatisfactory Academic Performance

### 2.4.1. Student deemed ‘At Risk’

The Student Services and Administration Coordinator will inform ‘At Risk’ students by email with an attached Academic Warning letter advising them that they are failing to meet our academic requirements. The student is required to sign the letter and return this to the PGA IGI within 7 days. The signed letter and a copy of the email will be placed on the student’s file. We will then implement our early intervention strategy.

### 2.4.2. Student ‘In Breach’

Intention to Report: When a student has been assessed as not meeting the academic progress requirements the PGA IGI will send a registered letter to the student informing them of the breach and the intention to report the student to DeptEd through PRISMS. The letter will show how their grade/s were calculated and the current grade average, the letter will inform the student that if they do not agree with the information that has been supplied they have the right to access our Complaint & Appeal Process and have twenty (20) days to do so from the date they received the letter. A hard copy of the letter and the registration letter number will be placed in the student file.

### 2.4.3. Reporting a Breach

Where the student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, withdraws from the process, or the process is completed and results in a decision supporting the PGA IGI, we will notify DeptEd through PRISMS that the student is not achieving satisfactory academic progress as soon as practicable. A registered letter will be sent to the student to inform them that the PGA IGI has reported them to DeptEd through PRISMS that they have not achieved satisfactory academic progress. A hard copy of the letter and the registration letter number will be placed in the student file.

**This policy will be reviewed annually and revision history updated.**