



## **Australian Computer Society Policies and Procedures: Monitoring Course Progress**

### **National Code Standard 10**

#### **Purpose and Scope**

These Policies and Procedures will apply to all ACS ICT50115 Diploma of Information Technology (DIT) courses.

The monitoring of and awareness of student progress plays an essential role in ensuring that international students experiencing academic difficulties and who are at risk of failing can be identified in sufficient time and provided with appropriate academic support and counselling and access to appropriate student services.

Monitoring also enables vocational training providers to terminate (after appeal) the enrolment of students not making academic progress.

The Australian computer Society (ACS) is committed to ensuring that these requirements and standards are maintained, and that its policy and procedures comply with all legislative and regulatory requirements established under the:

- ESOS ACT;
- ESOS Regulations;
- National Code;
- NVETR Act
- Standards for Continuing Registration (SNR's)
- Migration Act; and
- Migration Regulations.

The specific requirements are summarised under *Standard 10, Monitoring Course Progress* of the **National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students**, which states the requirements as:

***Registered providers systematically monitor students' course progress.  
Registered providers are proactive in notifying and counselling students  
who are at risk of failing to meet their course progress requirements.  
Registered providers report students, under section 19 of the ESOS Act,  
who have breached the course progress requirements.***

This Policies and Procedures statement has been developed to reflect the Australian Computer Society's commitment to meeting this requirement by ensuring that the academic progress of all of its international students is monitored and that appropriate intervention strategies and procedures are in place and implemented.

The statement should be read in relation to policies and procedures relating to:



- **National Code Standard 6**, Student Support Services;
- **National Standard Code 8**, Complaints and Appeals;
- **National Standard Code 9**, Completion within the Expected Duration;
- **National Code Standard 11**, Monitoring Attendance; and
- **National Code Standard 13**, Deferment, Suspension or Cancellation of Study During Enrolment

## Monitoring and Recording Course Progress

The National Code states:

**10.1** *The registered provider must monitor, record and assess the course progress of each student for each unit of the course for which the student is enrolled in accordance with the registered provider's documented course progress policies and procedures.*

All students are required to undergo examination and other forms of formal assessment consistent with the assessment processes and procedures included in each unit of study, and in accordance with the Australian Computer Society's Moderation procedures as set out in *Appendix 2* of the *ACS Diploma of Information Technology Staff Handbook*.

**10.2** *The registered provider must have and implement appropriate documented course progress policies and procedures for each course, which must be provided to staff and students, that specify the:*

- requirements for achieving satisfactory course progress*
- process for assessing satisfactory course progress*
- procedure for intervention for students at risk of failing to achieve satisfactory course progress*
- process for determining the point at which the student has failed to meet satisfactory course progress; and*
- procedure for notifying students that they have failed to meet satisfactory course progress requirements.*

**10.3** *The registered provider must assess the course progress of the student in accordance with the registered provider's course progress policies and procedures at the end point of every study period.*

The ICT50115 Diploma of Information Technology is an integrated Training Package incorporating the Competency Standards, Assessment Guidelines and Qualifications Framework developed by Innovation and Business Skills Australia (IBSA) and nationally endorsed by the National Quality Council (NQC). One of the Industry Skills Councils, IBSA has a strong organisational base membership of national employer, union and professional organisations, and is committed to stakeholder engagement, quality vocational training, innovation and continuous improvement.



The IBSA Training Packages and Training Package support materials provide the quality foundation for the Australian Computer Society's development of teaching and learning strategies and appropriate assessment procedures, thus ensuring the integrity and quality of its course Units of Competency and their competency based teaching and assessment.

The Units of Competency of the ICT50115 Diploma of Information Technology are grouped in a structured sequence designed to create discrete 'Study Periods' of 11-13 weeks' duration, with the course being constituted by three study periods in the year.

Unit assessments are recorded and entered by trainers and overall course academic progress is monitored by trainers, coordinators and managers, with specific interventions designed to maximise students' opportunities to complete their course within the expected duration.

On the completion of each Unit of Competency trainers are required to document the students' results (Competent or Not Yet Competent). The trainer should also enter comments relating to the possible explanation of the result. For example, a Not Yet Competent result could have comments such as "Failure to Submit" assessment task; "poor attendance", "difficulty with basic understanding of concepts", etc.

When students are identified as being 'at risk', the academic intervention strategy shall apply. The academic intervention strategy is applied in three stages, which are documented below.

The trainers are responsible for implementing the *Level 1 (Completion of Unit) Academic Intervention Strategy*, details of which are provided below, and in the Australian Computer Society's **Completion within Expected Duration Policies and Procedures**.

When completed, the trainer signs and dates the results document and enters the unit results into the student management system. At this point results are **not** released to students.

On the completion of each unit the ACS Education Program Manager and DIT ACS Partner's Academic Coordinator or Manager has responsibility for checking that all trainers have completely and correctly entered the results.

On completion of this check, the results will be sent to the ACS for moderation and submission to the Examiner's Committee. Once these processes have been completed, the results will be recorded both in the Partner's student management system, and in the ACS's (VETtrak) and then released to the students. The students' assessments will be filed in the individual student files.

The ACS/Partner's Academic Manager or Coordinator is also responsible for identifying students for the *Level 2 (Study Plan) Academic Intervention Strategy* (See below and Australian Computer Society's **Completion within Expected Duration Policies and Procedures**).



The ACS/Partner's Academic Manager or Coordinator is also responsible for implementing the *Level 3 (Unsatisfactory Academic Progress) Academic Intervention* strategy with students who identified as 'not making sufficient academic progress' (See below and Australian Computer Society's **Completion within Expected Duration Policies and Procedures**).

All stages of this process are to be carried out in conjunction with the ACS, and in addition to this, the ACS/Partner's RTO Manager will be ultimately responsible for ensuring the compilation and maintenance of aggregate academic progress data relating to overall course enrolment and completion data and individual Unit enrolment and completion data on a semester and an annual basis for reporting to the ACS.

The ACS/Partner's student management system should generate reports on course completion rates, and the completion/pass rates for individual units and courses, and this data can in turn be used as an effective tool for the Australian Computer Society's continuous improvement process. This information will also be used to assist in the ACS's AVETMISS reporting.

### **Academic Progress Intervention Strategy**

The National Code states:

- 10.4** *The registered provider must have a documented intervention strategy, which must be made available to staff and students, that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy must specify:*
- a. procedures for contacting and counselling identified students*
  - b. strategies to assist identified students to achieve satisfactory course progress; and*
  - c. the process by which the intervention strategy is activated.*
- 10.5** *The registered provider must implement the intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the intervention strategy must be activated where the student has failed or is deemed not yet competent in 50 per cent or more of the units attempted in any study period.*

### **Level 1 (Completion of Unit) Academic Intervention Strategy**

In situations where a student has failed to meet the necessary level of competence in any specific Unit of Competency, the trainers are responsible for implementing the *Level 1 (Completion of Unit) Academic Intervention Strategy* which entails:

- individually meeting students who failed to secure a Competent assessment;



- discussing options and strategies for ensuring that they address any issues interfering with their academic progress

This is done in order to maximise the student's opportunity to complete their course within the expected duration as defined on their CoE.

Specific interventions begin with identifying the probable reason(s) for a student's failure to attain the required competency and, depending on a student's attendance, reasons for their failure and possible personal problems, could then include:

- If a student has attended a minimum of 70% of Unit class hours, encouragement to resubmit Unit assessment tasks assessed as 'Not Yet Competent' within two weeks of the Units completion.
- If a student has attended a minimum of 70% of Unit class hours but failed to resubmit for assessment within the required two (or three) weeks, referral to the ACS/Partner's Academic Coordinator to negotiate a study plan including participation in an end of study period Reassessment Workshop (at no cost for the student) and undertaking reassessment.
- If a student has attended under 70% but over 50% of Unit class hours, referral to the Academic Coordinator to negotiate a study plan including participation in an end of study period Reassessment Workshop (at no cost for the student) and undertaking reassessment.
- If a student has attended under 50% of the Unit class hours, they will be required to re-enroll for that Unit and organise a corresponding extension of their CoE.
- If a student has attended less than 50% of the Unit class hours as a result of Compassionate and Compelling Circumstances or other approved Leave of Absence and that student has no more than two Units left to complete their course, the Academic Coordinator may permit them to participate in the end of term Reassessment Workshop and submit for assessment. If they are then assessed as 'not yet competent' they will then be required to re-enroll for the Unit/s and organise a corresponding extension of their CoE.
- If a student's attendance is either 'at risk' or unsatisfactory for the study period, referral to the Attendance Coordinator who will negotiate an Attendance Plan.
- If the student appears to be in need of professional assistance and academic and personal counselling, referral to the Student Welfare Officer.

When completed, the Academic Coordinator is responsible for entering the Level 1 Intervention details in the student management system.

Trainers are responsible for ensuring that within two weeks of the completion of each Unit of Competency all:

- students have received feedback on their assessments;
- assessments have been submitted to the Academic Coordinator with completed, signed and dated results documentation;
- assessment results have been entered in the student management system; and



- all student Interventions and referrals have been implemented.

Upon completion of each Unit the Academic Coordinator will check that all trainers have completely and correctly entered the results, and completed and signed all appropriate documentation of any Level 1 Interventions that have taken place. On completion of this check, the class's assessments are filed in the individual student files.

### **Level 2 (Study Plan) Academic Intervention Strategy**

On verification of the student management system results entry the Academic Coordinator is responsible for identifying students who are:

- making satisfactory progress but failing a number of units of competency;
- at risk of not making satisfactory academic and therefore at risk of not completing their course within the expected duration; and those
- not making sufficient academic progress (those failing more than 50 per cent of the Course Units of Competency taken over two study periods) and therefore unable to complete their course within the expected time.

The names of these students will be forwarded to the Student Services Officer who will formally inform the students concerned that they are 'at academic risk' and require students to organise a meeting with the Academic Coordinator within five working days to discuss this. The ACS will also be sent a list of the students' names.

At the intervention meeting the Academic Coordinator will discuss the student's academic progress, identify the reasons for their academic problems, and negotiate a Study Plan designed to redress those problems.

Such Study Plans are individually developed to address the specific difficulties and causes, and may include one or a number of specific elements, including:

- individual counselling on study habits;
- acceptance of referral for professional counselling;
- referral for remedial English language training;
- if eligible, participation in end of term Reassessment Workshops and submitting for reassessment;
- entering an Attendance Agreement; and/or
- re-enrolling in Units and extending their CoE.

If on referral to professional assistance the student is advised that they are unfit to attend classes for a significant period of time on medical/psychological grounds, the ACS will be informed and the student will be provided Leave of Absence for the identified period of time, and the consequential extension of course duration and CoE will be implemented.



If a need is identified to refer a student to extensive remedial English language training the desirability of approving a temporary suspension of enrolment will be considered, with any consequential extension of the Course duration and CoE being implemented if required.

If it is possible for a student to complete their course without an extension of their CoE, the Study Plan will include the *compulsory enrolment* and participation by eligible students in designated Reassessment Workshops, and submitting for reassessment in all units in which the student has failed to be assessed as competent, and within a defined timeframe designed, where possible, to enable the student to complete their course within the expected duration.

In cases where a student's failing of units is associated with:

- unsatisfactory attendance of from 70 to 80 per cent for the study period;
- where there exist compassionate or compelling circumstances which justify the absences; and
- where the absences have resulted in a student being unable to attend at least 50% of a particular unit's class hours

that student will have to re-enroll in the missed unit/s at a time when it/they is/are next scheduled in the course timetable.

Where Leave of Absence is approved, a possible Suspension of Enrolment and an extension of the course duration will be organised.

In cases where a student's failing of Units is associated with:

- the student attending less than 50% of the Unit class hours as a result of Compassionate and Compelling Circumstances or other approved leave; and
- that student has no more than two Units left to complete their course

the student will be referred to the Academic Coordinator who may permit them to participate in the end of term Reassessment Workshop and submit work for assessment. If they are then assessed as 'not yet competent' they will then be required to re-enrol for the Unit/s and organise a corresponding extension of their CoE. All such decisions regarding student progress must be made in consultation with the ACS.

Reflecting its interdependence with students' academic progress, the Student Attendance Intervention Strategy is designed to identify and address academic progress problems frequently associated with 'at risk' or 'unacceptable' attendance.

Some of these interventions involving term break tutorials and re-submission for assessments are able to be implemented without any extension to the overall course duration; but others may require students to repeat units and extend the period taken to complete their course.



Student Study Plans do not and cannot involve any reduction to student load. The ICT50115 Diploma of Information Technology units are grouped on a semester basis of eleven to thirteen weeks of 20 hours of class time per week. This arrangement cannot be modified to reduce the number of units an individual student may take on any one semester.

Students will be assisted through the procedures to extend their CoEs and, where necessary suspend their enrolment for their present courses, and defer the commencement date for subsequent courses if they are enrolled in a sequence.

All Study Plans negotiated and agreed by the Academic Coordinator, the ACS and an 'at risk' student have to be signed and dated by both parties and a copy of the Study Plan is to be given to the student. The requirement to maintain satisfactory academic progress and the consequences of not meeting that requirement will be clearly explained to the student.

In all cases, students will be required to remain in regular contact with the Academic Coordinator who is responsible for monitoring the student's progression through the Plan's stepped assistance and requirements.

Students who have completed their formal classes for the course and who, despite the above interventions, fail to be assessed as Competent in up to 50% of their course units will, on application to the Academic Coordinator, be eligible for an extension to their course duration to enable them of re-enrol in those Units assessed as Not Yet Competent, provided they have:

- maintained their attendance rates;
- made satisfactory academic progress; and
- complied with all requirements of the Academic Intervention Strategy.

Details of the application, the granting of the extension and the reasons for the granting will be entered in the student management system and reported to the ACS for entry in PRISMS. All documentation will also be placed in the student's file.

### **Level 3 (Unsatisfactory Academic Progress) Academic Intervention**

A student will be deemed to have unsatisfactory academic progress if they:

- have failed to achieve Competent assessments in more than 50% of their Units in a period greater than one study period; and/or who
- are at risk of not making satisfactory academic progress and have failed to meet the requirements of their Study Plan.

Those students identified as 'not making sufficient academic progress' will be informed of this in writing by Student Services, and of the intention to report them as a result.

The student will be provided with 20 working days within which to appeal against being reported and will be advised that the grounds of successful complaint or appeal are that they believe, and have supporting documentation and evidence to demonstrate, that:



- The ACS/Partner has not made the Academic Progress Policy and Procedure, Completion within Expected Duration Policy and Procedure and Complaints and Appeals Policies and Procedures available to them; and/or
- The ACS DIT ACS/Partner has not recorded or calculated their academic performance correctly or accurately; and/or
- The ACS DIT ACS/Partner has not implemented its Academic Progress intervention and support strategies in accordance with its documented policies and procedures; and/or
- There are compassionate and/or compelling reasons which have contributed to your unsatisfactory attendance.

They will be informed that the procedure for making an appeal is published on the website [www.acs.org.au](http://www.acs.org.au), and that if they decide to appeal they must continue to attend classes and work towards completing course requirements during the time their appeal is being considered.

Management of the internal and external appeals processes and their outcomes will follow the procedures set down in the Australian Computer Society **Complaints and Appeals Policies and Procedures**.

Students are expected to maintain their enrolment, academic progress and attendance throughout any internal and external appeals procedures.

### **Reporting Unsatisfactory Academic Progress**

The National Code states:

- 10.6** *Where the registered provider has assessed the student as not achieving satisfactory course progress, the registered provider must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she is able to access the registered provider's complaints and appeals process as per Standard 8 (complaints and appeals) and that the student has 20 working days in which to do so.*
- 10.7** *Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the registered provider must notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable.*

Those students informed by Student Services of their 'not making satisfactory academic progress' will have 20 working days within which to appeal against being reported and will



be advised that the grounds of successful complaint or appeal are that they believe, and have supporting documentation and evidence to demonstrate, that:

- The ACS/Partner has not made the Monitoring Course Progress Policy and Procedure, Completion within Expected Duration Policy and Procedure and Complaints and Appeals Policies and Procedures available to them; and/or
- The ACS/Partner has not recorded or calculated their academic performance correctly or accurately; and/or
- The ACS DIT ACS/Partner has not implemented its Academic Progress intervention and support strategies in accordance with its documented policies and procedures; and/or
- There are compassionate and/or compelling reasons which have contributed to their unsatisfactory attendance.

They will be informed that the procedure for making an appeal is published on the website [www.acs.org.au](http://www.acs.org.au), and that if they decide to appeal they must continue to attend classes and work towards completing course requirements during the time your appeal is being considered.

Management of the internal and external appeals processes and their outcomes will follow the procedures set down in the Australian Computer Society **Complaints and Appeals Policies and Procedures**.

Students are expected to maintain their enrolment, academic progress and attendance throughout any internal and external appeals procedures.

Where the student chooses not to access the complaints and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the ACS Partner will inform the ACS, and the ACS will enter the information into PRISMS as soon as practicable.



**End of Document**

**Monitoring Course Progress Policies and Procedures**

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**Version History**

Date	Version	Revision History	Author /Reviser
September 2014	1	Original draft	DS
September 2014	2	Minor changes resulting from editing by AJ	DS
November 2014	3	Clarification of roles of ACS and Delivery Partner incorporated	DS
March 2015	4	Addition of CRICOS Code to header	DS
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**Approvals**

This document requires the following approvals.

Date of issue and version details must be entered upon approval.

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