Learner Progress Policy and Procedure

Contents

1. Purpose and Scope

This policy outlines how AIE governs and monitors learner progression through an enrolled course. This policy also explains how AIE is proactive in identifying, notifying and supporting learners who are at risk of not achieving satisfactory course progress or completing their course within the scheduled timeframe.

This policy and procedure applies to all domestic and international learners, all faculty, Campus Administration, Heads and Deputy Heads of School, and Compliance.

2. The Policy

AIE monitors the progress of all learners throughout their studies. Learner progress is recorded and assessed at the end of each study period to ensure they are maintaining satisfactory academic course progress. Every effort is made to assist learners to achieve satisfactory course progress and complete the course within the expected duration.

The **expected duration of study** specified on an international learner's confirmation of enrolment (COE) will not exceed the registered duration for the course, as listed on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

International learners who have breached course progress and visa requirements are reported in line with Standard 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)*.

3. Implementation

Party	Responsibility
Board of Directors:	Approval of policy.
Compliance Officer:	Drafting and review of policy and related documents.
Head/Deputy Head of School:	Informing campus staff of policy and procedure updates; monitoring course progress; undertaking Learning Support Meetings.
Trainers:	Monitoring course progress; undertaking Learning Support Meetings.
Administration	Monitoring course progress.
Senior Web Developer:	Uploading new versions of this policy on the Australian AIE website.
Intranet Content Coordinator:	Uploading versions of this policy to the AIE intranet and sending an email notification of any updates. Sending Marketing the approved copy to be published on the Australian AIE website.

4. Procedure/s

4.1. Responsibilities

4.1.1. AIE

Course progress is monitored by the course trainer, the Head of School (HOS), the Deputy Head of School (DHOS), and Administration.

Trainers must maintain accurate and appropriate records (such as attendance rolls and communication records) and complete assessments in a timely fashion to enable effective monitoring of learner progress and the implementation of all procedures.

4.1.2. Learners

Learners must take responsibility for their own learning and behaviour. Every learner must adhere to the Code of Conduct as found in the *Learner Handbook* and maintain satisfactory course progress.

All domestic and international learners are required to:

a. Maintain at least 80% attendance for the course they are studying
b. Submit all assessments for the course they are studying on or before the due date
c. Complete all assessment and evidence required of the course within the prescribed study period
d. Notify their trainer if they are having any difficulties meeting course requirements
e. Negotiate support needs with their DHOS or trainer, as required
f. Negotiate changes to their training and assessment if eligible for reasonable adjustments.

Learners are made aware of their responsibilities through the enrolment process, orientations and the *Learner Handbook*. Learners are provided with *Subject and Assessment Guides* (SAGs) via Canvas which detail the course requirements for each assessment.

> Satisfactory course progress is a visa condition for international learners.

4.2. Overview

The course progress of all learners is assessed at the end of each study period and a record of each learner's course progress is maintained on aXcelerate, AIE's student management system (SMS).

To achieve satisfactory course progress, learners need to achieve competency in 50% or more of the course requirements for the study period.

AIE implements an intervention strategy for any learners who are identified for the first time as not making satisfactory course progress.

4.3. Unsatisfactory Course Progress

Learners must meet course progress requirements for any course(s) they are enrolled into. Signs of unsatisfactory course progress include:

   a. Course attendance of 80% or less

      I. **NOTE:** Online Campus (certificate or evening course) learners may choose to watch recordings of classes rather than join the live classes, provided that they have notified their trainer of their intent, and show no other signs of unsatisfactory course progress.

   b. Failing to submit assessment items
   c. Consistently requesting extensions to assessment submission dates
   d. Regularly receiving 'Competency Not Achieved' (CNA) results for submitted assessments
   e. Achieving less than 50% of the course requirements for a study period
   f. Lack of interaction with their trainer
   g. Failure to make tuition fee payments by the due date
   h. **For international learners**, being at risk of not completing their course within the duration specified on their COE.

If a student shows signs of unsatisfactory course progress, the course trainer must notify the HOS by completing a *Learning Support Request Form*.

4.4. Monitoring Course Progress

4.4.1. Certificate

Campus Administration monitors the course progress of all Certificate learners each month by running the **'Learner Progress Report – Cert'** report saved in aXcelerate, and running an attendance report. The results should be verified by course trainers to ensure results received are accurate and up to date.

Any learners who meet the criteria listed in Section 4.3 are referred to the campus' HOS and/or delegate.

See the Appendix for flowcharts on monitoring and following up course progress and attendance.

4.4.2. Diploma/Advanced Diploma

Campus Administration monitors the course progress of all Diploma and Advanced Diploma learners each month by running the **'Learner Progress Report – Dip/Adv Dip'** report saved in aXcelerate, and running an attendance report. The results should be verified by course trainers to ensure results received are accurate and up to date.

Any learners who meet the criteria listed in Section 4.3 are referred to the campus' HOS and/or delegate.

See the Appendix for flowcharts on monitoring and following up course progress and attendance.

4.5. Learning Support Meeting

The Learning Support Meeting should be organised as soon as possible to prevent further unsatisfactory course progress.

The Learning Support Meeting is held between the learner, the HOS/delegate, and/or the trainer. The learner may choose to have a support person accompany them, who may or may not be one of the people included in the meeting invitation.

4.5.1. Organising the Meeting

Learners identified as having unsatisfactory course progress are contacted in writing via aXcelerate using the **'AIE Learning Support Meeting Invitation'** template and invited to a Learning Support Meeting to set up an intervention strategy. The meeting invitation should be sent within 14 days of the learner's unsatisfactory course progress being identified and verified by the course trainer.

The following parties must be included in the learning support meeting invitation email:

    a. If the learner is a trainee or apprentice, their employer
    b. If the learner is a VETiS/VETDSS learner, their school VET Coordinator
    c. For all learners under 18 years of age, their parent or guardian

4.5.2. During the Meeting

As part of the Learning Support Meeting, the HOS/delegate may choose to utilise the *Learning Support Plan* resource available on MyAIE.

During the Learning Support Meeting, the learner and AIE agree on:

    a. Actions to be undertaken by the learner
    b. Any additional support required by the learner to meet course requirements
    c. Any support strategies AIE can provide to support the learner's training
    d. Any consequences if the learner fails to meet their obligations and does not complete the agreed actions
    e. Implications for international learners regarding their student visa
    f. Whether or not the enrolled course is the most suitable training for the learner.

Learning Support Meeting outcomes, and any *Learning Support Plan*s, must be retained and documented on the learner's aXcelerate contact record.

The Learning Support Meeting may include any of the following courses of action, at the HOS/delegate's discretion:

    g. Completion of a *Learning Support Plan*
    h. Referral to learning support services
    i. LLN evaluation to determine if additional LLN support is required
    j. IT support
    k. Recommendations for English language tuition
    l. Re-enrolment in units of study

m. Non-progression to next stage of study
n. Resubmission of assessments
o. Reasonable adjustments to assessments, if the learner has a disability or medical condition
p. Regular periodic check-ins with DHOS or trainer
q. For Online Campus learners, attending classes live rather than watching recordings
r. Reviewing study skills/techniques.

4.5.3. Non-Responsive Learner

Learners should respond to a Learning Support Meeting request within 7 days. If the learner has not responded to a meeting request within 7 days, the learner is contacted again via phone and email by the HOS or delegate.

If the learner cannot be reached via phone or email for a total of 28 business days, the learner may be considered non-genuine and the HOS/delegate may proceed with cancelling the learner's enrolment. See *Cancellation of Learner Enrolment Policy and Procedure*.

4.6. International Learners

See the Appendix for flowcharts on monitoring and following up course progress and attendance.

When an international learner is first identified as failing to achieve course progress or attendance requirements, AIE issues the learner with the **'AIE Course Attendance Warning'** or **'AIE Course Progress Warning'** templates via aXcelerate within 7 days of the learner being identified.

As above, AIE sets up a Learning Support Meeting and an intervention strategy within 14 days of the learner being identified and verified by the course trainer.

If the learner fails to achieve course progress requirements for 2 consecutive study periods, or their attendance rate falls below 80%, AIE gives the learner a written notification of its intention to report the learner to the Department of Home Affairs via **'AIE Notice of Intent to Report – International Student – Unsatisfactory Course Progress/Attendance'** template in aXcelerate.

AIE reports the learner's breach of course progress or attendance requirements via PRISMS if:

a. The complaints and appeals processes has been completed and the breach has been upheld
b. The international learner has chosen not to access the complaints and appeals process within the 20-working-day period
c. The international learner withdraws from the complaints and appeals process by notifying AIE in writing.

4.6.1. Complaints

The learner is advised of their right to access AIE's complaints and appeals process within 20 working days. See *International Student Complaints and Appeals Policy and Procedure*.

AIE maintains the learner's enrolment while any complaint or appeal is being processed. The learner must continue to meet any course progress or attendance requirements while their complaint or appeal is being considered.

4.6.2. Extending Course Duration

An international learner's enrolment duration may be extended if **BOTH** the following apply:

    a.   The learner is identified as at risk of not achieving their course requirements within the expected duration of study specified on their COE

    b.   An intervention strategy has been implemented or is in the process of being implemented.

If the learner's existing visa will expire prior to the new expected completion date, the learner needs to be issued with an updated COE, and must apply for a new student visa to complete their study.

5. Definitions

The following definitions apply to this policy:

Term	Definition
Confirmation of Enrolment (COE)	The document issued by AIE to verify an international learner's enrolment in a specified course.
Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)	The Australian Government register listing all Australian education providers that are approved to teach overseas students and the courses that they offer.
International Learner or Intended International Learner	An individual who is a resident or citizen of any country other than Australia, or holds temporary resident (visa status) of Australia, or permanent resident (visa status) of New Zealand, and who intends to study in Australia.
Provider Registration and International Student Management System (PRISMS)	An Australian government (Department of Education, Skills and Employment) system that education providers must complete reports in.
Study Period	A Unit of Study for VET Student Loans approved courses, or a Term for non-VET Student Loan approved courses.
Unsatisfactory Course Progress	Defined as not successfully completing or demonstrating competency in 50% or more of the course requirements within the study period.
VET Student Loans (VETSL)	The Australian government program that assists eligible students pay tuition fees for approved higher-level (diploma and above) vocational education and training (VET) courses, when studying at VET Student Loans approved course providers.

6. Related Documents

The following internal documents are related to this policy:

    a.   AIE Course Attendance Warning (aXcelerate template)

    b.   AIE Course Progress Warning (aXcelerate template)

    c.   AIE Learning Support Meeting Invitation (aXcelerate template)

    d.   AIE Notice of Intent to Report – International Student – Unsatisfactory Course Progress/Attendance (aXcelerate template)

    e.   Cancellation of Learner Enrolment Policy and Procedure

f.   International Student Complaints and Appeals Policy and Procedure

g.   Learner Access, Equity and Equality Policy and Procedure

h.   Learner Handbook

i.   Learner Support Services Reference Guide

j.   Learning Support Plan

k.   Learning Support Request Form.

The following legislation and standards are related to this policy:

l.   National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018), Standard 8

m. Standards for Registered Training Organisations (RTOs) 2015, Clause 1.7.

7. Review

This policy will be reviewed annually by the Compliance Officer.

8. Revision History

This policy has undergone the following revisions:

Version No.	Version Description	Contributor(s)	Approval Authority	Date Revised/ Approved
1.0	First version of document, listed as *Monitoring Course Progress for International Students Policy and Procedure*.	-	-	1 April 2015
1.1	This version blends old *Monitoring Course Progress for International Students Policy and Procedure* and *International Student Completion Within the Expected Duration of Study Policy and Procedure* and encompasses major updates and expansion to include domestic learners. Policy now reflects the updated *National Code 2018*, *ESOS Act 2000* and *Standards for RTOs 2015*.	**Linda Burrows** (National Compliance Officer) **Charlotte Pichelmann** (National Compliance Administration Support)	BOD	10 February 2023

Appendix A: International Learner Course Attendance Process

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┌─────────────────────────────────┐
│ INTERNATIONAL LEARNER'S          │
│ ATTENDANCE FALLS BELOW 90%.      │
└─────────────────────────────────┘
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┌─────────────────────────────────┐     ┌──────────────────────┐     ┌──────────────────────┐
│ Admin sends 'AIE Course         │     │ HOS or delegate may  │     │ If requesting a      │
│ Attendance Warning 1 –          │────▶│ choose to request a  │────▶│ meeting, use 'AIE    │
│ International Students'          │     │ Learning Support     │     │ Course Attendance    │
│ aXcelerate template to learner. │     │ Meeting with the     │     │ Warning 2 –          │
│                                 │     │ learner at this      │     │ International        │
│                                 │     │ point to address     │     │ Students'.           │
│                                 │     │ attendance concerns. │     │                      │
└─────────────────────────────────┘     └──────────────────────┘     └──────────────────────┘
                │
                ▼
┌─────────────────────────────────┐
│ INTERNATIONAL LEARNER'S          │
│ ATTENDANCE FALLS BELOW 85%.      │
└─────────────────────────────────┘
                │
                ▼
┌─────────────────────────────────┐     ┌──────────────────────┐
│ Admin sends 'AIE Course         │     │ The learner is       │
│ Attendance Warning 2 –          │     │ required to attend   │
│ International Students'          │────▶│ this meeting.        │
│ aXcelerate template to learner. │     │ Failure to attend    │
│                                 │     │ may result in        │
│                                 │     │ enrolment being      │
│                                 │     │ cancelled.           │
└─────────────────────────────────┘     └──────────────────────┘
                │
                ▼
┌─────────────────────────────────┐
│ INTERNATIONAL LEARNER'S          │
│ ATTENDANCE FALLS BELOW 80%.      │
└─────────────────────────────────┘
                │
                ▼
┌─────────────────────────────────┐
│ Admin sends 'AIE Notice of      │
│ Intent to Report –              │
│ International Student –         │
│ Unsatisfactory Course          │
│ Progress/Attendance' aXcelerate │
│ template to learner.            │
└─────────────────────────────────┘
                │
                ▼
┌─────────────────────────────────┐     ┌──────────────────────┐     ┌──────────────────────┐
│ Wait 20 business days to give   │     │ If the learner lodges│     │ While the appeal is  │
│ learner opportunity to lodge    │────▶│ an appeal, their     │────▶│ being considered,    │
│ appeal.                         │     │ enrolment must be    │     │ the learner must     │
│                                 │     │ maintained until the │     │ maintain course      │
│                                 │     │ appeal decision is   │     │ progress and         │
│                                 │     │ made and parties     │     │ attendance           │
│                                 │     │ notified.            │     │ requirements.        │
└─────────────────────────────────┘     └──────────────────────┘     └──────────────────────┘
                │                                                               ┊
                ▼                                                               ┊
┌─────────────────────────────────┐                                            ┊
│ If appeal is unsuccessful,      │◀┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┄┘
│ learner is reported to the      │
│ Department of Home Affairs via  │
│ PRISMS.                         │
└─────────────────────────────────┘
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Appendix B: International Learner Course Progress Process

Admin runs **'Learner Progress Report'** in aXcelerate

↓

INTERNATIONAL LEARNER HAS COMPLETED LESS THAN 50% OF UOS

↓

Admin sends **'AIE Course Progress Warning'** aXcelerate template to learner. → The learner is required to attend a Learning Support Meeting. Failure to attend may result in enrolment being cancelled.

↓

INTERNATIONAL LEARNER HAS COMPLETED LESS THAN 50% OF SECOND UOS IN A ROW

↓

Admin sends **'AIE Notice of Intent to Report – International Student – Unsatisfactory Course Progress/Attendance'** aXcelerate template to learner.

↓

Wait 20 business days to give learner opportunity to lodge appeal. → If the learner lodges an appeal, their enrolment must be maintained until the appeal decision is made and parties notified. → While the appeal is being considered, the learner must maintain course progress and attendance requirements.

↓

If appeal is unsuccessful, learner is reported to the Department of Home Affairs via PRISMS.

Appendix C: Domestic Learner Course Attendance Process

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┌─────────────────────────────────┐
│ DOMESTIC LEARNER'S ATTENDANCE   │
│ FALLS BELOW 80%.                │
└─────────────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐      ┌──────────────────────────┐
│ Admin sends 'AIE Course         │      │ HOS or delegate may      │
│ Attendance Warning' aXcelerate  │─────▶│ choose to request a      │
│ template to learner.            │      │ Learning Support Meeting │
│                                 │      │ with the learner at this │
│                                 │      │ point to address         │
│                                 │      │ attendance concerns.     │
└─────────────────────────────────┘      └──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│ DOMESTIC LEARNER'S ATTENDANCE   │
│ FALLS BELOW 75%.                │
└─────────────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐   ┌──────────────────────┐   ┌──────────────────────────┐
│ Admin sends 'AIE Learning       │   │ The learner is       │   │ Record of the Learning   │
│ Support Meeting Invitation'     │──▶│ required to attend   │──▶│ Support Meeting, or the  │
│ aXcelerate template to learner. │   │ this meeting.        │   │ completed 'Learning      │
│                                 │   │ Failure to attend    │   │ Support Plan', must be   │
│                                 │   │ may result in        │   │ uploaded to learner      │
│                                 │   │ enrolment being      │   │ profile in aXcelerate.   │
│                                 │   │ cancelled.           │   │                          │
└─────────────────────────────────┘   └──────────────────────┘   └──────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│ DOMESTIC LEARNER'S ATTENDANCE   │
│ FALLS BELOW 70%.                │
└─────────────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│ Admin sends 'AIE Notice of      │
│ Intent to Withdraw' aXcelerate  │
│ template to learner.            │
└─────────────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│ Wait 20 business days to give   │
│ learner opportunity to respond. │
└─────────────────────────────────┘
              │
              ▼
┌─────────────────────────────────┐
│ After 20 business days, HOS or  │
│ delegate must approve           │
│ cancellation of enrolment prior │
│ to admin actioning the          │
│ withdrawal.                     │
└─────────────────────────────────┘
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Appendix D: Domestic Learner Course Progress Process

```
Admin runs 'Learner Progress Report'
in aXcelerate
        ↓
DOMESTIC LEARNER HAS
COMPLETED LESS THAN
50% OF UOS
        ↓
Admin sends 'AIE Learning Support
Meeting Invitation' aXcelerate template
to learner.
        ↓
Learner attends Learning Support     →    The learner is required to     →    Record of the Learning Support
Meeting with HOS or delegate.             attend this meeting.                 Meeting, or the completed
'Learning Support Plan' template is       Failure to attend may               'Learning Support Plan', must
available on intranet, which HOS or       result in enrolment being           be uploaded to learner profile in
delegate may choose to utilise.           cancelled.                          aXcelerate.
        ↓
Following the Learning Support Meeting,
the HOS or delegate may choose to
cancel the learners enrolment based on
that meetings discussion.
```

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