

Course Progress and Completion Policy

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Responsible Officer	Director of Studies – Operations and Compliance Manager		
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Related Documents	<i>Assessment Policy</i> <i>National Code 2018</i> <i>Legislative and Regulatory Compliance</i>		
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2.0	Chief Executive Officer	04/06/2024	04/06/2024

1. Context

The Australian College of Business Intelligence (ACBI) acknowledges there is a direct relationship between the successful completion of assessments, competency achievements with attendance, and active class participation. Therefore, the College monitors student progression as well as their undertaking in all in-class tasks as a group.

This Policy outlines the College’s method for monitoring VET students’ course progress, identifying those students who may be failing to meet course requirements, and managing and/or reporting those students who fail to meet course progress requirements.

ACBI will monitor the academic performance of each student and will intervene where that performance is not satisfactory. Monitoring occurs every study period, however, both the unsatisfactory progression percentage and the intervention strategy can cross over into subsequent study periods.

Regarding course completion in expected duration, Standard 8 of the National Code 2018 outlines that the expected duration of study that is indicated in the overseas student’s CoE should not exceed the CRICOS registered duration and ACBI will monitor the progress of the student to ensure that the student will complete the course within the time.

2. Definitions

Registered Training Organization (RTO): A training provider registered by the Australian Skills Quality Authority (ASQA) or its equivalent state or territory regulatory body to deliver vocational education and training (VET) services and issue nationally recognized qualifications and statements of attainment.

International Student: A student who is not an Australian citizen, Australian permanent resident, or New Zealand citizen, and who holds a student visa or other relevant visa subclass permitting study in Australia.

Course: A structured program of study leading to the attainment of a qualification or statement of attainment as outlined in the training package or accredited course.

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Phone: 1300 237 741 **Email:** info@acbi.edu.au **Website:** www.acbi.edu.au

Course Progress: The ongoing assessment of a student's performance and attendance throughout their enrolled course, including their academic achievements and compliance with attendance requirements.

Satisfactory Progress: Progress deemed acceptable according to the criteria outlined in this policy, including meeting attendance requirements and achieving competency in academic assessments.

Intervention Measures: Strategies implemented by the RTO to support students who are at risk of not meeting progress requirements, including academic support services, counselling, and Intervention Plans.

Competency: The consistent application of knowledge and skills to the standard of performance required in the workplace, as specified in the training package or accredited course.

Qualification: A formal recognition of the skills and knowledge acquired by a student upon successful completion of a VET course, issued by the RTO and recognized nationally.

Statement of Attainment: A formal record issued by the RTO certifying that a student has completed one or more units of competency within a course but has not completed the full requirements for a qualification.

Complaints and Appeals Policy: The RTO's policy and procedure outlining the process for handling complaints and appeals from students regarding academic and administrative matters, including course progress and completion.

Education Services for Overseas Students (ESOS) Act 2000: Australian legislation that governs the delivery of education and training services to international students studying on student visas in Australia.

National Code of Practice for Providers of Education and Training to Overseas Students 2018: A set of standards and guidelines developed by the Australian Government to ensure the quality and integrity of education and training provided to international students in Australia.

3. Scope

This Policy applies to ACBI students and staff.

4. Principles

The key principles informing this Policy are:

- **Equity and Fairness**: This policy is guided by principles of equity and fairness, ensuring that all students have equal opportunities to succeed in their enrolled courses. It prohibits discrimination and ensures that all students are treated fairly regardless of their background or circumstances.
- **Transparency**: The policy promotes transparency by clearly outlining the requirements and procedures related to course progress and completion for international students. This transparency helps students understand what is expected of them and allows them to make informed decisions about their education.

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- **Responsiveness:** The policy is responsive to the diverse needs of students, recognizing that each student may require different forms of support to succeed academically. It emphasizes the provision of timely and appropriate support services to assist students in meeting progress requirements.
- **Compliance:** The policy is designed to ensure compliance with relevant legislative and regulatory requirements, including the Education Services for Overseas Students (ESOS) Act 2000 and the National Code of Practice for Providers of Education and Training to Overseas Students 2018. It reflects the RTO's commitment to upholding legal and ethical standards in its operations.

5. Policy details

5.1. National Code

5.1.1. Standard 8 of the National Code requires that the College must monitor the course progress of students to ensure they can complete their course within the Expected Duration specified on their CoE.

5.1.2. The College will monitor, record, and assess the course progress of each student and identify, notify, and assist students at risk of not meeting course progress.

5.1.3. Students who are required to enter an intervention strategy will be informed of this in writing.

5.1.4. The College, as a provider of VET courses, has policies that promote and uphold the academic integrity of the registered courses and meet the training package or accredited course requirements where applicable and processes to address misconduct and allegations of misconduct.

5.2. Course Progress Requirements

Students are expected to make satisfactory progress throughout their enrolled course. Satisfactory progress is determined by meeting the following criteria:

- To achieve satisfactory course progress, students will need to achieve 100% competency in all their units of study during the course of their study period

5.3. Monitoring and Recording Course Progress

5.3.1. Course progress will be monitored each study term.

5.3.2. A record of each student's course progress will be maintained on the Student Management System and Learning Management System.

5.3.3. At the end of each term all grade outcomes are validated in the learning management system.

5.4. Warning System

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5.4.1. At the end of the Term, the Academic Progression Coordinator generates the course progress report from the Student Management System (SMS – RTO Manager) and sends a Warning Letter to students who have attained Not Yet Competent (NYC) in any of the units in 50% or more units in the term. These students are required to contact the Academic Progression coordinator within 7 days of issuing the first warning letter.

5.4.2. Following the issuance of the first warning letter, students who have not contacted the Academic Progression coordinator, failed to apply for reassessment or did not achieve competency in their reassessment within 7 working days, will be issued with a second warning letter. Students are required to contact the Academic Progression coordinator within 7 days of issuing the second Warning Letter.

5.4.3. At the end of the 7-day period following the issuance of the second warning letter, students who have not engaged with the Academic Progression Coordinator, failed to request reassessment, or did not achieve competency in their reassessment will receive an Intention to Report Letter.

5.4.5 Students who have received an ITR have 20 working days to lodge an appeal with supporting evidence. If an appeal is lodged within this timeframe and is granted based on substantial evidence, the student will be enrolled in an intervention program to continue their studies. However, if the appeal is rejected, the student will be reported through PRISMS.

5.4.6. Should a student fail to appeal within the initial 20 working days, after receiving the ITR, ACBI will issue a final reminder of COE cancellation, allowing an additional 3 working days for appeal. If an appeal is submitted within this period and granted, the student will be enrolled in an intervention program; otherwise, they will be reported through PRISMS. In the event that a student fails to make contact with ACBI within the 3-day appeal window, they will be reported through PRISMS without further intervention.

5.6. Extensions and Resubmissions

5.6.1 Extension may be granted based on compelling or compassionate grounds.

5.6.2. Students are allowed up to 3 attempts within the Term cut-off date.

5.6.3. Where there are no appeals made on compelling or compassionate grounds, the student will apply for reassessments. The extension period granted for each reassessment can be up to 14 calendar days from the day of reassessment request approval.

5.7. Course Completion Requirements

Students must fulfil all requirements outlined in the course curriculum to successfully complete their enrolled course. Course completion requirements may include:

- Submission of all required assessments within specified deadlines.
- Achievement of competency in all units of competency or modules within the enrolled course.

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5.8. Certification and Graduation

Upon successful completion of the enrolled course, students will be awarded a nationally recognized qualification or statement of attainment issued by the College.

6. Breaches

If a student or staff member is found to be in breach of this Policy, she or he may be subject to disciplinary action under the relevant Code of Conduct and Misconduct Procedure, which can be accessed from the ACBI website.

7. Appeals

Appeals concerning any decision taken in relation to this Policy should be made under the relevant Complaints and Appeals Policy, which can be accessed from the ACBI website. Overseas students may appeal to the Commonwealth Ombudsman.

8. References

- *Education Services for Overseas Students Act 2000*
- *National Code of Practice for Providers of Education and Training to overseas Students 2018*
- *Standards for Registered Training Organisations (RTOs) 2015*

Document History:

Version	Date	Author	Reason	Sections
1.0	25/10/14		Original policy created	All
1.1	31/01/18		Revised based on changes on National Code	
1.2	1/06/18		Revised	
1.3	21/03/2019		Revised	
1.4	28/06/2019		Revised	
1.5	01/10/19	Deirdre D'Souza	Reviewed and revised.	All
1.6	1/10/2019	Stephen Andrews & Laura Mao	Reviewed, revised, and finalised in response to Management Team feedback.	All
1.7	6/10/2019	Julien Marechal	Minor changes	Sections 1, 5 and 7
1.8	18/10/2019	-	CEO approval	All
2.0	04/06/2024	Deirdre D'Souza	Updated to provide further clarity. Addition of new sections. Applied new policy format.	All

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