Purpose: To ensure that Learners are achieving minimum course progress and to assist those who are not meeting minimum requirements; and to define EQUALS’ intervention strategy and procedure.

Responsible Person: Chief Operations Officer

Definitions:

A study period is defined as a Term. A study period is no less than 10 weeks and not exceeding 13 weeks.

Course progress is defined as the measure of progression within a course, towards completion of that course, that is demonstrated through competency based training and assessment.

Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in 50% or more of course requirements within the study period.

Policy:

In line with the DIBP Course Progress Policy and Procedures for CRICOS Providers of VET Courses*, EQUALS International monitors, records and assesses the course progress of each Learner for the course in which the Learner has enrolled.

*To view the DIBP Course Progress Policy and Procedures and explanatory notes please click here. This policy must be read in conjunction with The National Code 2007.

A study period is defined as a Term (or Mid Term where relevant). Each Term consists of a range of Units of Competency which are made available to the Learner at the beginning of the study period via e-learning and the Learner Timetable. Learners are assessed regularly throughout a study period and the progress of each Learner is reviewed after final results are published on the date defined in the Term & Study Period Planner.

In the event that course progress is deemed unsatisfactory for a study period (as per definitions, above) EQUALS will action an intervention strategy. In addition, the intervention strategy may be activated at any time during the study period, as soon as the student is identified as ‘at risk’ of not meeting minimum course progress requirements. The intervention strategy will be documented using the Intervention Strategy Form (F 199) and electronic client records.

EQUALS will action the intervention strategy (please refer to below) as soon as possible and no later than 4 weeks after the beginning of the following study period. Where a Learner is again found to make unsatisfactory course progress in the next consecutive study periods) EQUALS will inform the Learner in writing of its intention to report the Learner to DIBP activating cancellation of his or her visa depending on the outcome of any appeals process. The Learner is given 20 working days to access EQUALS complaints and appeals process.

EQUALS will notify Secretary of DIBP and the TPS Director via PRISMS of the Learner not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds EQUALS decision to report.
Procedure:

**MONITORING COURSE PROGRESS PROCEDURE**

1) Each study period consists of a defined number of units in which learners will be assessed in all courses.

2) Final term results are published on a date stipulated in the Study Period and Term Planner, available on the EQUALS website.

3) Following results publication, responsible staff members will assess the total number of satisfactory outcomes for each learner against the unit requirements for the relevant study period for the course in which the Learner is enrolled.

4) Where a Learner is identified as not having satisfactorily completed a minimum of 50% of units in a study period, EQUALS will implement its intervention strategy.

5) Evidence of review and any subsequent action is maintained in the Learner’s file.

6) A report of Learners who have not made satisfactory course progress will be given to the Chief Operations Officer within the first two weeks of the following study period, with details of the intervention strategy for each.

7) Where a Learner demonstrates unsatisfactory course progress in two consecutive study periods, the following actions apply:
   
   i) in the case of an international Learner, the Learner will be sent an intention to report letter (F 860); or
   
   ii) in the case of a domestic Learner, the Learner will be sent a notice of intention to cancel letter (F 858).

**INTERVENTION STRATEGY**

1. A staff member will contact the Learner to begin the process of counselling the Learner on unsatisfactory course progress. Where appropriate, the staff member meets the Learner in person to establish the counselling relationship.

2. The purpose of course counselling is to identify the possible causes of unsatisfactory course progress and to establish a plan to address and improve course progress. Remedial action may include one or more of the following strategies:

   - Attendance at an additional tutorial or study group
   - Advising the Learner of opportunities for reassessment in tasks and/or units, or re-sitting the unit/subject/s
   - Attendance at counselling sessions, individual case management (including one to one meeting with Educator/s)
   - Assistance with personal issues which may be impacting progress
   - Providing a mentor / buddy
   - Increased monitoring of the Learner
   - Another mutually agreeable strategy as discussed with the Learner and Learner Liaison Services
   - Advising Learners on the suitability of the course in which they are enrolled (where appropriate)
3. Learners are advised that unsatisfactory course progress in 2 consecutive study periods may lead to the Learner being reported to DIBP.

4. The meeting notes (including details of any strategies) will be recorded on the Intervention Strategy Form (F 199) and signed by the Learner. If the meeting was by telephone, the form will be held to be signed by the Learner when on campus. The meeting notes will be summarised in an email sent to the Learner and held on file. The email will record agreed action items and target dates. The Learner’s case will be managed by a responsible staff member who will record in WiseNET that the Learner is on an intervention strategy and attempt contact with the Learner at least once each week during the following study period.

5. Where Learners do not engage in their intervention strategy management, the responsible staff member will make note of this and consider this factor should the Learner make unsatisfactory course progress in a consecutive study period.

REPORTING AND APPEALS
1) Where a Learner is assessed as making unsatisfactory course progress in a consecutive study period, Learner Services will notify an international Learner in writing of their intention to report letter (F 860). A domestic Learner will be notified using the notice of intention to cancel letter (F 858).

2) In this letter, EQUALS indicates that the Learner has 20 working days in which to access the Institute’s complaints and appeals process. While the complaint and appeal process is being considered, the Learner must continue to attend classes. A Learner may appeal on the following grounds:

   i) EQUALS failure to record or calculate a Learner’s marks accurately
   ii) Compassionate or compelling circumstances (as defined in Policy/Procedure 3-6000), or
   iii) EQUALS has not implemented its intervention strategy and other polices according to its documented policies and procedures that have been made available to the Learner.

3) Where a Learner has not accessed the complaints and appeals process within the 20 day period or at the end of the complaints and appeals process, the Learner is deemed to have failed to meet satisfactory course progress.

   In the case of an international Learner, EQUALS will report the Learner to the Secretary of DIBP and the TPS Director via PRISMS within 5 business days. The Learner Liaison officer will notify the nominated PRISMS officer of the expiration of the appeals period. The Learner’s access to course and program materials will be disconnected and class timetables will be cancelled.

   In the case of a domestic Learner, EQUALS may cancel the Learners enrolment and disconnect access to course and program materials and timetables will be cancelled. Learners will be notified of their enrolment cancellation using Cancellation Letter (F 112) by email or hard copy to their recorded postal address, and the letter will be uploaded to their electronic file.

   Cancellation and close-out of file proceeds.
### EXTENSIONS OF ELECTRONIC CONFIRMATION OF ENROLMENTS

EQUALS will only extend the duration of the Learner’s course where it is clear that the Learner will not complete the course within the expected duration, as specified on the COE, as a result of:

1. compassionate or compelling circumstances;
2. EQUALS’ implementing its intervention strategy for Learners who were at risk of not meeting satisfactory course progress; or
3. Where an approved deferment or suspension of study has been granted in accordance with EQUALS’ policy and procedure.

EQUALS will retain evidence, where applicable, to support the extension of the COE. This will be recorded in the Learner Management System (Wise.Net) and/or the Learner hard copy file. The Learner COE course duration variation is updated on PRISMS. Learners will be notified of the extension to their CoE via email.

### Documents:

- F 199 – Intervention Strategy Form
- F 860 – Notice of Intention to Report
- F 858 – Notice of Intention to Cancel
- F 112 – Notice of Cancellation of Enrolment
- F 444 – End of Term Review Checklist
- Client File in Wise.Net – Client Journal
- Learning Management System - Moodle
- See Learner Files for Sample Evidence