



Policy Owner:	Vice Principal
Contact Officer:	Director - Academic
Approved by:	Academic Board
Date Approved:	24 September 2010
Last Reviewed:	May 2018
Related Forms:	Unsatisfactory Course Progress Notification letter Unsatisfactory Course Progress Intervention Strategy Notification Letter Course Confirmation Letter Warning of Intention to report: Unsatisfactory Course Progress Attendance Monitoring Policy National ELICOS Standards P4

1. Overview

- 1.1 The purpose of this policy is to ensure Phoenix Academy students are managed responsibly and in accordance with the requirements of the ESOS Act 2000 and specifically Standard 10 & 11 in the National Code of Practice 2007.
- 1.2 This policy is based on the Department of Education, Department of Home Affairs, Course Progress Policy and Procedures.
- 1.3 The Department of Immigration and Border Protection has the view that if an international student holds a student visa they should be attending class, studying and passing their units within the period stated on their Confirmation of Enrolment (CoE).

2. Organisational Scope

- 2.1 This policy applies to all students.

3. Progress Assessment:

- 3.1 Academic progress of all current students is reviewed by the Phoenix Academy Board of Examiners (BoE) mid way and at the end of each semester for Cert IV Business & Diploma of Business and every 6 weeks for English courses
- 3.2 Academic Progress is assessed based on a student's performance either:
 - in a semester of study (Cert IV Business & Diploma of Business)
 - or a 6-week module for all English programs,but also considers his/her overall performance to date in the course in which he/she is currently enrolled.
- 3.3 Cert IV Business & Diploma of Business students enrolled are deemed to be making satisfactory academic progress if they pass at least 50% of their enrolled subjects in a semester / 2 modules (11 week study period). Students who fail more than 50% of their subjects in a semester are not considered to be making satisfactory academic progress and are placed on Conditional Academic status.
- 3.4 Students enrolled in English programs are deemed to be making satisfactory progress if they progress to the next level within the expected time frame described in the Phoenix Academic Model (attached). Students who fail to progress within the expected timeframe are not considered to be making satisfactory academic progress and are placed on Conditional Academic status.
NOTE: EAP students who fail to make satisfactory progress will, for reporting purposes, be shown on progress reports as remaining at the same level (i.e. they will not be shown to fall below any previously recorded higher level).
- 3.5 Students who are placed on Conditional Academic Status are placed on an Intervention Plan and are required to meet specific criteria. The criteria that students must meet is appropriate to the intervention deemed necessary to assist them in making satisfactory academic progress in their subsequent period of study.

3.4 Students who have been identified for placement on Conditional Academic Status will be contacted within 5 working days following the release of results.

4. Progress Monitoring

Cert IV Business & Diploma of Business

4.1 During the semester the academic progress of each student is monitored and assessed by trainers of each class.

4.2 Where a lecturer becomes aware at any time during the semester that a student might be at risk of failing a unit a ‘Student at Risk’ form is required to be completed and forwarded to the VET Manager or Academic Director.

English Courses

4.3 During any 6-week module the academic progress of each student is monitored and assessed by teachers of each class.

4.4 Where a teacher becomes aware at any time during the module that a student might be at risk of not making progress a ‘Student at Risk’ form is required to be completed and forwarded to the Director – Academic.

5. Procedure

Week	Activity	To satisfy Student Visa conditions, students are required to: VET Courses: meet satisfactory course progress in 50% or more of their units of a study period (semester). (See National Code of Practice Standard 10). ELICOS Courses: attend at least 80% of the scheduled course contact hours (See National Code of Practice Standard 11)	Responsible Officer
1	Orientation / Testing Monitoring by Trainer	<p>On arrival:</p> <ul style="list-style-type: none"> • All English course students are tested on arrival and Phoenix placement test results are compared with offshore English competence evidence provided (eg IELTS results). Where there is a discrepancy of 0.5 IELTS band score equivalent, students are counselled and an appropriate intervention strategy* is agreed upon. Written notice of this strategy is signed by all parties and external stakeholders are notified. <p>During the Week:</p> <ul style="list-style-type: none"> • Monitor students’ course progress and attendance and counsels as required. • Notify Director - Academic of any concerns regarding course progress or attendance throughout the semester or module and at the VET Trainers Meetings (3 times per semester) or English teacher Meetings (fortnightly) • Student Intervention Letter issued (if applicable). • Director Academic or delegate interviews / counsels students as required & implements any necessary intervention strategies* (see below). <p>LLN Assessment for all commencing VET students</p>	<p>Director-Academic</p> <p>Trainer(s)</p> <p>Trainer(s)</p> <p>Director - Academic or delegate</p>
2	Monitoring by Trainer	<ul style="list-style-type: none"> • As per Week 1 	
3	Monitoring by Trainer	<ul style="list-style-type: none"> • As per Week 1 	
4	Monitoring by Trainer	<ul style="list-style-type: none"> • As per Week 1 	
5	Monitoring by Trainer	<ul style="list-style-type: none"> • As per Week 1 	

6	Cert IV Business & Dip Business Student Progress Meeting / EAP Board of Examiners Meeting (BoE)	Attending: Director –Academic/Academic Managers / Student Services Officer / Teaching Staff <ul style="list-style-type: none"> • Student Course Progress Update Forms completed for each subject/skill area by teacher and indicative results recorded. • Individual student’s course progress discussed. • At risk students identified & intervention strategies agreed on. 	Trainers All All
7	Progress Meeting Outcomes actioned	<ul style="list-style-type: none"> • Unsatisfactory Course Progress Notification letter issued to all students • Unsatisfactory Course Progress Intervention Strategy Notification Letter (if applicable) • Academic Manager - VET interviews / counsels students as required & implements any necessary intervention strategies* (<i>see below</i>). 	Director – Academic or delegate
8	Monitoring by Trainer	<ul style="list-style-type: none"> • As per Week 1 	
9	Monitoring by Trainer	<ul style="list-style-type: none"> • As per Week 1 	
10	Monitoring by Trainer	<ul style="list-style-type: none"> • As per Week 1 	
12	Cert IV Business & Diploma of Business Board of Examiners Meeting (BoE) / EAP BoE Attendees: <ul style="list-style-type: none"> • Director-Academic • Academic Managers • Student Services Officer 	<ul style="list-style-type: none"> • Student results reported for each subject / skill area • Student course progress discussed • Students who have completed course requirements cleared (academically) to graduate • Students awarded conceded passes identified • Students to be offered supplementary examinations identified • At risk continuing students identified & intervention strategies agreed on • ‘Merit’ students identified for course acceleration • Students for termination identified • Results recorded on BoE spread sheet 	All Trainers & Director – Academic or delegate
	BoE Outcomes actioned	<ul style="list-style-type: none"> • Certificates / Reports generated • Written notices of unsatisfactory course progress identified • Unsatisfactory Course Progress Notification letter/ Warning of Intention to report: Unsatisfactory Course Progress issued (if applicable) • Student Intervention Letter issued (if applicable) • Course Confirmation Letter issued • Academic Manager - VET interviews / counsels students as required & implements any necessary intervention strategies* (<i>see below</i>). 	Director – Academic or delegate

***Intervention strategies may include:**

- **Reviewing suitability of course;**
- **Resubmission of assessments;**
- **A specified reduced enrolment load;**
- **Additional tutoring options;**
- **A modified study plan & or student contract;**
- **Health and counselling recommendations; or**
- **Other steps to consider a student’s current situation and future needs.**

6. Academic Status

Good standing	The student is achieving satisfactory course progress and is permitted to continue in the course and to re-enrol.
Conditional Academic Status	The student is at risk of not achieving satisfactory course progress but is permitted to continue in the course and to re-enrol, under specific conditions set out by the Board of Examiners
Terminated	The student has not achieved satisfactory course progress and is terminated from the course. The student is not permitted to continue in the course or to re-enrol in the course without approval from the Principal. Students who are on terminated status are potentially in breach of Student Visa Condition 8202 'Achieving Satisfactory Course Progress' and may be reported to the Department of Immigration and Citizenship (DIAC) which may result in the cancellation of their student visa and a 3-year exclusion on further visa applications to Australia.

7. Criteria for Academic Status

Criteria If any of the following occur:	Current/highest previous Academic status	Next status (continuing semester or next semester)
<ul style="list-style-type: none"> Student fails more than 50% of enrolled subjects in a semester or Student fails to meet any of the conditions of their Academic Status (if applicable) or Student fails any subject for the 2nd time. 	Good	Conditional Status 1
	Conditional Status 1	Conditional Status 2
	Conditional Status 2	Terminated
<ul style="list-style-type: none"> Where a student fails 100% of their enrolled Subjects in their first study period 	Good	Conditional Status 2
<ul style="list-style-type: none"> Where a student fails more than 50% of enrolled subjects in two consecutive study periods. <p><i>N.B. Mid – semester BoEs warning letters are not essential for final termination. i.e. A minimum of 2(not 4) warning letters are required</i></p>	Any condition	Terminated No conditions imposed for the next semester. Previous academic status may still be used to determine future academic status.

8. Specific Conditions Associated with Conditional Academic Status

Condition	Condition 1	Condition 2
Student is placed on a Intervention strategy and be required to adhere to the specific conditions of the Interventions strategy as outlined in the <i>Unsatisfactory Course Progress Intervention Strategy Notification Letter</i> , as well as the general conditions below.	Yes	Yes
Student must make an appointment to meet with the Director Academic or delegate as outlined in the <i>Unsatisfactory Course Progress Intervention Strategy Notification Letter</i> . This meeting is compulsory	Yes	Yes
Student is required to complete all assessment tasks as stated in the unit outlines.	Yes	Yes
Student is required to pass at least 50% of enrolled units studied this semester & make satisfactory progress.	Yes	Yes
An 80% attendance record must be maintained (ELICOS students)	Yes	Yes
You must meet regularly with Academic or Support Staff member to discuss your academic progress at regular intervals throughout semester, as determined by the Director-Academic or delegate.	Yes	Yes

9. Appealing Conditional or Terminated status

Students who have been put on Conditional Academic status (including those who have been terminated) will receive written notification as soon as practical following the release of results. Students may lodge an appeal against Conditional Academic Status (including Termination and possible Intent to Report) in accordance with the Academy's Complaints and Appeals Policy. Students whose appeal against their Academic Status is successful will revert to the previous highest status Conditional Academic (or Good Standing if relevant). Where an international student has been placed on Terminated status and does not appeal, or whose appeal is unsuccessful, they may also be in breach of Student Visa Condition 8202 'Achieving Satisfactory Course Progress'. In such case they may also be reported to the Department of Home Affairs in accordance with relevant legislation, which may result in the cancellation

10. Extension of CoE's for International Students

The Phoenix Academy Board of Examiners (BoE) will review Academic Progress of students in the middle and at the end semester (or 2 modules for Academic English). The BoE will also review the expiry date of students CoE. In the case where the CoE will expire because of unsatisfactory academic progress, the BoE will ratify appropriate renewal/extension in accordance with relevant legislation. Such variations will be recorded on the student's file and a new CoE will be issued and Department of Home Affairs notified of this course extension and the reason via PRISMS. If the BoE deems that an extension of the CoE is not appropriate, the Director Academic will contact the student to advise why. If a student is dissatisfied with the decision they may submit a written appeal against that decision in accordance with the Academy's Complaints and Appeals Policy.

11. Definitions

- 4.1 **Board of Examiners:** A review panel that determines the academic progression status of students.
 - 4.2 **Course progress:** The measure of advancement within a course towards its completion.
 - 4.3 **Department of Home Affairs:** The Australian government agency responsible for issuing students with visas.
 - 4.4 **Department of Education.-** The Australian federal government's administrative division for policy and program development on education, science, training and administration of the ESOS legislation.
 - 4.5 **ESOS Act 2000:** The Education Services of Overseas Students Act. This Act regulates the delivery of education services to international students.
 - 4.6 **National Code:** The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective July 2007).
 - 4.7 **CoE:** Confirmation of Enrolment is a document registered with DHA to confirm a student's acceptance into a course for a specified duration.
 - 4.8 **At Risk:** A student who appears likely to fail or has failed two or more subjects in a semester.
 - 4.9 **International Student:** For this policy, an International student is defined as one who is not an Australian or New Zealand citizen or the holder of a permanent residency or humanitarian visa. For the purposes of this policy, students who are in Australia, because of their parents/legal guardians being on a temporary business visa (e.g. visa subclass 457) are regarded as International Students.
 - 4.10.1 **Unsatisfactory Progress:** Is defined as failing more than 50% of the units studied in a given semester.
 - 4.11 **Semester:** is defined as a 11-week term. Phoenix Academy has 4 semesters per year of 11 weeks each.
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