

**1. Purpose****1.1 The purpose of this procedure is to:**

- 1.1.1 ensure that students' academic progress is monitored, recorded and assessed;
- 1.1.2 provide intervention to students who are at risk of exclusion and to enable them to take action to improve their academic progress to successfully complete their studies;
- 1.1.3 exclude from further study those students whose academic progress continues to be below the level required by Aviation Australia and/or State, Territory and Commonwealth legislative authorities;
- 1.1.4 to monitor the workload of students to ensure they complete the course within the duration specified in their course plan / schedule, and do not exceed the allowable portion of online or distance learning and meet the study requirements for the course as listed on CRICOS (for international students).

**2. Scope**

- 2.1 This procedure applies to all students studying at Aviation Australia.

**3. Regulatory References**

- 3.1 ESOS National Code of Practice 2007 – Standard 8 'Complaints and Appeals'
- 3.2 ESOS National Code of Practice 2007 – Standard 9 'Completion within expected duration'
- 3.3 ESOS National Code of Practice 2007 – Standard 10 'Monitoring course progress'
- 3.4 ESOS National Code of Practice 2007 – Standard 11 'Monitoring attendance'
- 3.5 DIISRTE-DIAC Course Progress Policy and Procedures for CRICOS Providers of VET Courses

**4. Related Documentation**

- 4.1 AA POL 54 Critical Incident and Counselling.
- 4.2 AA QA POL 01 Complaints and Appeals.
- 4.3 AA TG 13 Remedial Training
- 4.4 AA POL TA 04 Change of Course Enrolment
- 4.5 AA Form TA-03c Record of Conversation - Student
- 4.6 AA Form TA-11a Notice of Intention to Report – Course Progress

**5. Glossary of Terms**

- 5.1 Study period – refers to a study term at Aviation Australia.
- 5.2 Unsatisfactory progress - not successfully completing or demonstrating competency in at least 50% of the course requirements in a study period.

**6. Responsibilities**

- 6.1 The Manager Administration Services holds the delegation of responsibility for the proper execution of this procedure.

**7. Procedure**

- 7.1 Study periods
- 7.2 The business unit is responsible for identifying the study periods in accordance with the National Code and S22 of the ESOS Act 2000. The business unit must provide this information to Training Administration for the purposes of scheduling and course setup in the student management system.
- 7.3 An international student may under take no more than 25% of the total course by online or distance learning, where this is possible within the course plan / schedule. In every compulsory study period the student must enrol in at least one 'face-to-face' subject at Aviation Australia in any given study period.

- 7.4 Course Progress
- 7.5 Course progress is identified by the number of subjects or modules assessed as satisfactory within one study period as determined by the course plan and delivery schedule.
- 7.6 Students can check their course progress (results) via the online Student Portal.
- 7.7 Training Administration will provide coaching reports to the business unit for all students upon completion of theory assessment/examination.
- 7.8 The business unit will provide the coaching report to the student and provide mentoring and remedial training. Students will complete appropriate remedial training for application to re-sit the examination (in line with regulatory requirements).
- 7.9 Course progress reporting will be conducted upon completion of the full study period and finalised within 4 weeks of the next study period. If a student is identified as not making satisfactory progress at any time during a study period, intervention can be implemented as early as practicable.
- 7.10 Unsatisfactory progress is deemed as not successfully completing or demonstrating competency in at least 50% of the course requirements in a study period. Course requirements may include both theory and practical assessments.
- 7.11 If there is evidence to suggest that the student is having personal issues the relevant manager is to inform Student Services who shall commence actions as per POL 54 "Critical Incident and Counselling".

**7.12 Monitoring and Reporting**

- 7.13 Training Administration will provide student enrolment summary reports and attendance to the business unit to monitor student course progress.
- 7.14 The business unit will identify students at risk provide details of identified students to Training Administration for preparation of the appropriate documentation.
- 7.15 Training Administration will collate all required documentation for the identified students and provide this to the business unit.
- 7.16 The business unit is responsible for activating the intervention and issuing documentation to the students. The business unit must provide all copies to Training Administration for recording on the student file.
- 7.17 An international student who does not achieve satisfactory progress for two consecutive study periods shall be considered in breach of this course progress requirement and issued with AA Form TA-11a Notice of Intention to Report – Course Progress.

**7.18 Intervention Plan**

- 7.19 Where a student has been identified as making unsatisfactory progress for the study period as per 7.3, Training Administration will prepare the appropriate documentation.
- 7.20 The business unit will undertake an interview with the student to identify any issues that may be affecting the student's course progress. The intervention plan will be activated via AA Form TA-03c 'Record of Conversation - Student' and may involve various methods, including (but not limited to):
  - i. Review of course suitability for the individual student
  - ii. Advice on time management and study techniques
  - iii. Remedial training sessions / additional study
  - iv. Plan for examination resits
  - v. English and/or additional learning support
  - vi. Student Services support (i.e. counselling, welfare assistance)
- 7.21 This intervention must be recorded on a TA-03c 'Record of Conversation - Student' and signed by both the student and business unit. A copy of this document will be provided to the student by the business unit. The original documentation should be returned to Training Administration and will be electronically filed.

**7.22 Course Progress - Notice of Intention to Report – International Students**

- 7.23 An international student who does not achieve satisfactory progress for two consecutive study periods shall be considered in breach of this course progress requirement.
- 7.24 Where a student has been identified as making unsatisfactory progress for a consecutive the study period, and an intervention plan has been put in place the previous study period, Training Administration will prepare the documentation.
- 7.25 The notice will be issued to the student via AA Form TA-11c Notice of Intention to Report – Course Progress.
- 7.26 The business unit will issue the notice to the student. If the student is available on campus, an interview should be held with the student and signed by both the student and business unit. If the student is not available on campus, the business unit should provide the documentation to Training Administration, who will provide this notice to the student via post, with a copy via email and accessed on their Student Portal.
- 7.27 The Notice of Intention to Report will outline Aviation Australia’s intention to report the student to Immigration via PRISMS for breaching the course progress conditions of the student visa. The business unit must provide this Notice of Intention to Report directly to the student. The student will be informed of the appeal process and is given 20 working days to make an appeal. During this time the student will remain enrolled and must attend all classes. Refer AA QA POL 01 Complaints and Appeals.
- 7.28 If after the 20 working day appeal period has concluded, and/or the appeal process is finalised and the student is deemed to have failed to meet satisfactory course progress requirements or the student has chosen not to access the appeal process within 20 working days, Training Administration will notify the student in writing that Aviation Australia will be lodging a report on PRISMS. This will be completed within 5 working days of the final decision to report the student.
- 7.29 Within 5 working days, Training Administration will notify the Immigration Department through PRISMS that the student has failed to achieve satisfactory course progress. Training Administration will provide the business unit with the appropriate paperwork to complete the exit interview with the student.
- 7.30 Immigration will consider the information provided by Aviation Australia, and provide the student with a Notice of Intention to Consider Cancellation (NOICC). The student will be given an opportunity to respond to Immigration and explain their situation.

**7.31 Completion within expected duration**

- 7.32 Aviation Australia will only review the extension of the duration of a student’s study where it is clear that the student will not complete the course within the expected duration (and as specified on the an international students CoE) as a result of:
- i. Compassionate or compelling circumstances;
  - ii. Intervention strategy has been implemented (as noted above);
  - iii. Deferrals or suspension of study (TA 04 Change of Course Enrolment).
- 7.33 Any variation in the student’s enrolment that may affect the expected duration of study is recorded on AA Form TA-03c ‘Record of Conversation – Student’, with supporting evidence. International students must be reported via PRISMS and / or issue new CoE as required.

**8. Records**

- 8.1 All student results, course progress and correspondence must be retained on student file.

**9. Flowchart**

- 9.1 N/A