



Completion within expected course duration & Monitoring course progress policy & procedure

1. Purpose

To provide a documented process for monitoring student's completion, progress, and attendance, in accordance with the National Code 20018 standard 8 overseas student visa requirements. This policy will help to cover following:

- monitor the overseas student's course progress according to the requirements of their sector
- identify and offer support to those at risk of not meeting course progress requirements.
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa
- only deliver online learning in accordance with the online learning requirements for their sector.

2. Scope

This policy applies to all students who are commencing, have commenced, or are continuing study with MARS INSTITUTE.

3. Definitions

Study Period: All courses at MARS INSTITUTE are divided into different study periods as per the following. Ten weeks is usually considered the minimum length of time in which it is reasonable for MARS INSTITUTE (MARS) to make an assessment of a student's course progress. For the purposes of this policy, the maximum length for a study period is six months. Study periods will be notified to students through Enrolment Confirmation Letter.

Where MARS does not divide courses into study periods, course progress must be monitored at least every six months.

4. Procedure

COURSE COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

MARS INSTITUTE is required to manage student's course progress and workload to ensure they complete within the duration specified in the Confirmation of Enrolment (COE) and in accordance with the CRICOS registered course curriculum.

In addition, MARS INSTITUTE must monitor each student's enrolment to ensure they:

- Take no more than 30% of each unit Online or by Distance learning, and a minimum of 70% of each unit face-to-face



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MONITORING and TRACKING STUDENT COURSE PROGRESS

MARS INSTITUTE maintains and tracks course progress through the enrolment process within the Student Management System:

- 1) Each course is setup within the Student Management System, with the required units, timeframes, delivery methods and sessions for delivery.
- 2) Students are then enrolled into the course and a Training Plan is printed and provided to the student.
 - a) Training plan is provided at the time of orientation/Induction through trigger system on Student management system.
 - b) Training Plan is a live document, and any changes will be supported with addition of electronic copy generated by Student Management System and the electronic copy is sent to the student and stored in Student Management System in the Student Enrolment Logbook.
 - c) Students can view their unit enrolment, outcome of the unit and timetable from learner's app on Wisent.

MARS INSTITUTE will monitor the student's academic performance and alert the student where necessary should they be falling below the requirement.

MARS INSTITUTE is required to implement Intervention Strategies for students not meeting the course requirements. The Student Learning and Engagement Coordinator/Administration Manager or Authorised Representative will monitor student academic performance and follow the below mentioned strategies when and where applicable.

MARS INSTITUTE will review the academic progress of each student via the Study Periods of the course within the Student Management System. This will allow MARS INSTITUTE to identify 'AT RISK' students:

- 1) The student has failed in more than 50% of the units in a study period of the course.

When a student's academic progress falls below 50% for a single study period the Student Learning and Engagement Coordinator/Administration Manager or Authorised Representative will send the '1st Warning Letter' indicating that the student must contact MARS INSTITUTE and organise an appointment with the Student Learning and Engagement Coordinator/Administration Manager or Authorised Representative to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following Study period.
- 2) The student has fallen below 80% academic progress in their current study period after falling below 50% in their previous study period, and students shall be sent a '2nd Warning Letter' notifying them they are at risk of breaching their requirement to maintain academic progression for each study period they are enrolled. They are informed that if they fall below the required academic progression in two consecutive study periods, they will be reported to the appropriate government agency(s) and required to organise an appointment with the Student Learning and Engagement Coordinator/Administration Manager or Authorised Representative to discuss their poor academic progress and strategies to ensure and assist identified students to achieve satisfactory course progress
- 3) When student's projected academic progress deems unsatisfactory due to falling below the percentage margin for 2 consecutive study periods.

The student shall be sent a "Final Warning letter (Academic Progress)" indicating they are going to be reported to the Home Affairs for unsatisfactory academic progress in their course of study. They are informed that under section 19 of the Education Services for Overseas Students Act 2000 (ESOS Act), MARS INSTITUTE (MARS) intends to report them to the Home Affairs for unsatisfactory course progress.

They are also informed of their ability to access the appeals and complaints process and have 20 working days to do so.

If the student does not go through any appeal or complaint process within 20 working days, the report shall be submitted via PRISMS.
- 4) If the student is identified as absent for 8 consecutive scheduled class days and 50% of the study period duration has passed, the student will be contacted by the Student Learning and Engagement Coordinator/Administration Manager or Authorised Representative to discuss their poor academic attendance and current course progress. Strategies may be implemented to ensure that the student is on



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track with their course progression. MARS INSTITUTE will record the discussion in writing to the student by email or mail and a copy of the written document sent to students placed in their learner logbook on student management system.

5. Intervention Strategies

The objective of any intervention strategy is to identify any necessary action to assist the student to achieve or regain satisfactory course progress.

The Administration Manager or Authorised Representative is responsible for the implementation and monitoring of the intervention strategy.

The report is run after the completion of a study period, the Administration Manager or Authorised Representative will review the academic progress of all students and identify those students who are “at risk” of not meeting satisfactory course progress requirements.

The report is run after the completion of a study period, all students identified as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter requiring them to attend an intervention meeting using the appropriate student course progress warning letter.

The Final warning letter will inform the Student that he or she is able to access MARS INSTITUTE’s complaints and appeals process as per National Code Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so. A copy of this letter is retained within the Student’s enrolment logbook on student management system.

If the student believes there are reasons why they should not be reported, they may appeal as detailed above. The student may appeal if they believe one or more of the following have happened:

- MARS INSTITUTE has not recorded assessment outcomes correctly.
- There are compassionate or compelling reasons which have contributed to their unsatisfactory progress.
- MARS INSTITUTE has not implemented their intervention strategy in accordance with their documented policies and procedures.
- MARS INSTITUTE has not implemented any other policies which may have impact upon their results - e.g., assessment policy and Deferment, Suspension and Cancellation policy.
- MARS INSTITUTE has not provided the complaints and appeals policy to the student.

Copies of warning letters and all other relevant documents will be placed in the student’s enrolment logbook on student management system.

The intervention meetings will be initiated by the Administration Manager however, the Administration Manager/Training Manager or Authorised Representative may be called on to assist with the process.

At the intervention meeting, academic and non-academic issues are to be explored, solutions sought, and the following intervention strategies will be put in place where appropriate:

- 1) Extra academic skills support e.g., extra tutorials (face to face or online sessions) *
- 2) LLN Support
- 3) Modification in Workload
- 4) A Mentor Program
- 5) Personal Counselling
- 6) Re-assessments offered during break period/holidays*
- 7) Providing student, IT related assistance e.g., joining google classroom, zoom sessions, accessing MARS email and learners app.
- 8) Extension in Course Duration
- 9) Vocational/ Work Placement



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Details of the intervention strategy proposed by MARS INSTITUTE will be recorded, transmitted in writing to the student by email or mail and a copy of the written document sent to students placed in their learner logbook on student management system.

Students will be required to accept the intervention strategy proposed by MARS INSTITUTE within 10 working days by signing the Intervention form. Students failing to accept the proposed interventions strategy will be reported to the Department of Home Affairs (DHA) for unsatisfactory academic progress.

If a student attends an intervention meeting, has signed the Intervention form but fails to adhere to the plan, or Students failing to attend the intervention meeting without a reasonable excuse the student will be sent a final warning letter after the end of the second consecutive study period. They are also informed of their ability to access the complaints and appeals process and have 20 days to do so.

If they do not respond or their grounds for appeal are rejected, they will be reported to the Home Affairs for unsatisfactory course progress.

In the event MARS INSTITUTE varies a student's workload or expected duration* of study on completion of the Intervention process, MARS INSTITUTE will:

- 1) Record this in the Student Management System
- 2) Issue a new COE
- 3) Report this variation via PRISMS

MARS INSTITUTE will also inform the student to contact Home Affairs to discuss any issues with their Visa requirements.

* Can be offered in the form of gap training or re-assessment alongside other units as well. Students must express their interest in participating in gap training and re-assessment by completing an online form. Please refer to the Expression of Interest process for more information.

6. Extension to Course Duration

MARS INSTITUTE will only extend the duration of the students' study where it is clear that the student will not complete the course within the expected duration, as specified on the students COE, as the result of:

- a) Compassionate or compelling circumstances,
- b) After implementing an Intervention Strategy for students who are at risk of not meeting satisfactory course progress, or
- c) An approved deferment or suspension of study has been granted in accordance with the Deferral, Suspension or Cancellation Policy.

All Intervention Strategies or Extensions will be assessed individually, taking into account the circumstances of the student.

Except in the circumstances listed above, the expected duration of study specified in the students COE must not exceed the CRICOS registered course duration

7. Reporting

MARS INSTITUTE must report any student who has an academic progress when student's academic progress is deemed unsatisfactory due to falling below the percentage margin in 2 consecutive study periods to Home Affairs via PRISMS for the breach of their Visa Condition unless students have successfully appealed with supporting compassionate and compelling reasons.

Students shall have 20 working days to access the Complaints and Appeals process. Should the student choose not to access the Complaints and Appeals process, then MARS INSTITUTE will report to Department of Home Affairs (DHA) at the first available opportunity.

A copy of all letters, details of phone calls made, and any reports are to be kept in the students' learner logbook in Student Management System.