



Institution	Mercury Institute of Victoria
Policy Name	Student Progression and Completion Policy and Procedure
Policy Governance	Compliance Manager
Reference to Standards	Standards for RTO 2015 - Standard 1 Clause 1.7, Standard 6 Clause 6.1 – 6.6 National Code 2018 - Standard 8 Overseas student visa requirements, Standard 10 Complaints and appeals
Date of Approval	June 2020
Review Date	June 2021
Version No.	4.0

PURPOSE

This policy and related procedures refer to the monitoring of student academic performance and course completion by Mercury Institute of Victoria to ensure completion within the expected CoE duration. Mercury Institute of Victoria will offer a natural justice process for providing warning and then final cancellation of enrolment for those students who do not progress within their course of study.

The procedures for reporting to the Department of Educations, Skills and Employment via PRISMS are advised of an international student's unsatisfactory performance. Mercury Institute of Victoria Management and staff are also committed to ensuring that all enrolled students are monitored within their study loads to ensure that they are able to complete their course within the expected duration.

Mercury Institute of Victoria will only extend the duration of a student's course or COE in the exceptional circumstances outlined in the National Code of Practice for Providers of Education and Training to Overseas Students 2018.



Mercury Institute of Victoria establishes this policy and procedure to:

- Comply with the requirements of Standards for RTO 2015 - Standard 1 Clause 1.7, Standard 6 Clause 6.1 – 6.6
- Comply with the requirements of the National Code 2018 - Standard 8 Overseas student visa requirements, Standard 10 Complaints and appeals

SCOPE

This policy applies to all international Mercury Institute of Victoria students.

1. POLICY

- 1) Mercury Institute of Victoria will monitor students' course progress in accordance with Standard 8 of the National Code 2018. Mercury Institute of Victoria will be proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Mercury Institute of Victoria will report students, under section 19(2) of the ESOS Act, who have breached the course progress requirements. This is to ensure students are able to complete their course within the expected duration of study specified in their Confirmation of Enrolment (CoE). Overseas students must enrol in sufficient units in each compulsory study period to ensure that the total number of units required to complete the course will be completed within the expected duration of their study. Mercury Institute of Victoria ensure that appropriate advice is given to students who are at risk at not meeting course requirements.
- 2) Mercury Institute of Victoria choose to implement the Department of Education & Training and Department of Home Affairs approved course progress policy however, Mercury Institute of Victoria believes that regular and sufficient attendance to classes is necessary for successful achievement of expected outcomes in VET.
- 3) Mercury Institute of Victoria will make this policy and intervention strategy available to staff as well and will instruct Trainers and student service staff appropriately.
- 4) Mercury Institute of Victoria will assess each student's progress every 2 months and send Warning Letters to students recorded as having unsatisfactory course progress and are at potential risk of not completing their course on time.



- 5) Student must provide supporting documentation when claiming compassionate or compelling circumstances to reduce their study load during a compulsory study period.
- 6) All variations in the student's study load including the reasons for the variation will be recorded on the student's file.
- 7) Mercury Institute of Victoria will only extend the duration of study, if student cannot reasonably complete his or her course within the expected duration as specified on the student's CoE. Mercury Institute of Victoria will not need to issue a new CoE until Mercury Institute of Victoria can accurately predict how long an extension of duration of study the student will require.

Circumstances in which an extension can be granted to the course duration specified on the CoE:

- Under compassionate or compelling circumstances, when it is clear the student will not be able to complete their course by the end date of the CoE.
- As approved deferment or suspension of study.
- Where a student is complying with an intervention strategy implemented for students identified at RISK of not making satisfactory course progress.

Where Mercury Institute of Victoria decides to extend the duration of a student's study due to any of the conditions above, Mercury Institute of Victoria will issue a new CoE through PRISMS when required.

All record of CoE are kept in the student file on the Student Management System.

Where the duration of the student's enrolment is extended, Mercury Institute of Victoria will advise the student to contact the Department of Home Affairs to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

- 8) Mercury Institute of Victoria will identify and contact students at risk of not meeting the course progress requirements by contacting them by email/telephone/ letter as deemed fit.



Warning letters may include:

	Letter	Strategy
1.	1st Warning Letter	Unsatisfactory Course Progress (Early Intervention Meeting)
2.	2nd Second Warning Letter	Unsatisfactory Course Progress (Intervention Strategy Meeting)
3.	Final Warning Letter	Notice of Intention to Report

- 9) Mercury Institute of Victoria will monitor the student's course progression every 2 months, ensuring that student's enrolment and study load is kept within their enrolment durations as stipulated by their CoEs.

2. PROCEDURE

At the orientation session students will be advised of the requirements for academic course progress and of the requirements to complete the course within the expected duration of their CoE.

Mercury Institute of Victoria Administration Manager will ensure that student's enrolment is monitored in each study period to maintain correct enrolment of student in units.

Mercury Institute of Victoria will extend the duration of the student's study only where it is clear that the student will not complete the course within the expected duration, as specified on the student's CoE, as the result of:

- Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
- The registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or



- An approved deferment or suspension of study has been granted under *Standard 9- Deferring, Suspending or Cancelling the Overseas Student's Enrolment*.

Monitoring course progress

- Course progress for each student is analysed every 2 months (counted as 1 study period- 8 to 11weeks) by the Administration Manager to determine whether or not they have successfully completed at least 50% of units as per the timetable (where applicable). Administration Manager will identify and contact students at risk of not meeting the course progress requirements by email, phone or letter as deemed fit.
- If re-assessment is not an available option the student will be counselled and directed to complete additional classes to maintain course progress.
- Where a student has successfully completed 50% or more, no further action needs to be taken at this time.
- The students who fail to complete at least 50% of the units at the time of course monitoring are classified as at risk of not completing the course on time. The student will be contacted by letter and asked to come to see the Administration Manager for an intervention meeting. This is an initial warning to the student - 1st Warning Letter- Unsatisfactory Course Progress (Early Intervention Meeting).
- If a student fails to complete at least 50% of the units for a second consecutive period a 2nd Warning Letter- Unsatisfactory Course Progress (Intervention Strategy Meeting)
- If a student continues to complete less than 50% of the units for a third consecutive period a final Warning Letter- Notice of Intention to Report will be sent.
- The Administration Manager will monitor the progress of interventions. Progress will be monitored with the use of *Student Progress Register*, where all individual students' records are updated after each unit of competency and the register is designed in such a way that student progress is automatically calculated using percentage by updating a result of C or NYC.



- These intervention steps will include meeting with the student to identify the cause that is placing the student at risk. Within this meeting, strategies to assist the student to complete their course within the required duration are agreed. These include:
 - Extra tuition and tutorial support
 - Timetable adjustment
 - Personal strategies to improve the student's ability to complete
 - Any additional course requirements, including:
 - The need to repeat a Unit of Competency
 - The need to re-sit/ re-submit an assessment task
 - Further workshop attendance
 - Advice regarding study skills
 - Review of groups and teams that the student is working
 - Advice with regards to seeking external study skills support
 - Agreement of a revised study plan
 - Access to academic support classes, for example English language support, or seeking peer tutors
 - Referral to personal guidance counseling, internal and external counseling
 - Development of a mentor/buddy system for the student
 - Attendance at individual case management sessions
 - Review of assessment strategies
 - Variation of student enrolment load
 - Where appropriate, advising students on the suitability of the course in which they are enrolled
- An Intervention Strategy (use *Intervention Form*) is initiated by the Administration Manager or delegate in the above-mentioned situations with specific outcomes to be achieved by the student.
- If Mercury Institute of Victoria identifies that a student is at risk of not making satisfactory course progress anytime during the study, due to any of the reasons



above, the Trainer/Assessor or Administration Manager/ Training Coordinator is encouraged to implement the intervention strategy as early as practicable and develop a learning contract incorporating strategies to correct any dysfunctional behaviours or unsatisfactory student assessment outcomes.

- The students will not be allowed to progress to another unit of competency where the related pre-requisite units of competency and associated assessments are not completed.

Mercury Institute of Victoria will also advise students that unsatisfactory course progress in three consecutive study periods for a course could lead to the student being reported to Department of Educations, Skills and Employment, who may opt to cancel the student's visa, depending of the outcome of any appeals process. Mercury Institute of Victoria do not have the authority to cancel a student's visa but have a legal obligation to report students who are not making academic progress.

Stages of Intervention Strategy for students at risk for not achieving satisfactory Course Progress

Stage of Intervention		Intervention Time/Person responsible
Stage 1: Unsatisfactory course progress (more than 50% NYC's of total units) after 1st Study period (approximately 2 months)	⇒	First warning letter and intervention meeting with Administration Manager
↓		↓
Stage 2: Monitoring of students with unsatisfactory course progress during 2nd Study period. Demonstrates student is still not achieving the required 50% of unit (approximately another 2 months)	⇒	Second warning letter and intervention meeting with Administration Manager



↓		↓
Stage 3: student is still not achieving the required 50% of units being complete	⇒	Letter of Intention to Report
↓		↓
Stage 4: Reporting of student's breach of visa conditions via PRISMS	⇒	20 working days after letter of intention to report; and after any appeal process has been exercised and exhausted by the Administration Manager

Reporting of student's breach visa conditions via PRISMS

If the Student chooses not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting the Institute, Mercury Institute of Victoria will notify Department of Educations, Skills and Employment via PRISMS of the Student not achieving satisfactory course progress as soon as practicable. Copies of all outcomes and notifications related the appeal process is kept in the Student's file on the Student Management System in accordance with Mercury Institute of Victoria's *Complaint and Appeal Policy and Procedure*.

Mercury Institute of Victoria will only report unsatisfactory progress;

- the internal and external complaints process have been completed and the decision or recommendation supports the registered provider;
- the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period;
- the overseas student has chosen not to access the external complaints and appeals process; or
- the overseas student withdraws from the internal or external processes by notifying Mercury Institute of Victoria in writing. “