

Course Progress

Heritage school of Business will inform overseas students before they begin a course about the requirements to achieve satisfactory course progress and attendance requirements, where applicable.

The expected duration of study specified on the overseas student's Confirmation of Enrolment (CoE) must not exceed the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) registered duration for the course. This means that Heritage school of Business will need to monitor the progress of overseas students to ensure they are able to complete the course within the expected duration specified on the CoE.

Some VET providers are required to monitor overseas student attendance as a condition of registration, the minimum requirement for attendance is 80 per cent of the scheduled contact hours for the course. This requirement does not currently apply to Heritage School Of Education.

To maintain satisfactory course progress, a student is expected to maintain satisfactory attendance, as well as participate in classroom learning activities. Students are also required to successfully complete all their assessment tasks. This represents satisfactory course progress.

Where a student fails one (1) or more assessment methods within a single Unit of Competency (UOC), they are to be re-assessed once, free of charge, and this must be completed within the immediate operational term, as per Heritage School Of Education's re-assessment policy. If the student does not pass one (1) or more assessment methods following the free re-assessment period they are to be offered two (2) more opportunities for re assessment, with the provision, that they must be charged a fee for each opportunity within the immediate following term.

Course Progress and Intervention

Heritage school of Business will assist you to meet course progress requirements by monitoring your progress and providing you with the relevant support at an early stage. We can provide you with a range of support from extra time to complete tasks or a reduced study load to study skills programs. If after providing you with this support, you do not meet course progress requirements, you will be issued with a first warning letter stating that your course progress is unsatisfactory and inviting you to a meeting to discuss further support. Following the provision of this support, if your progress is still unsatisfactory, you will be sent a second warning letter and again inviting you to a meeting to discuss why you are still not meeting satisfactory course progress requirements and to discuss new or revised support arrangements.

Where you continue not to meet course progress requirements in two consecutive study periods, you will be reported to DHA for not meeting course progress requirements. DHA will make the final decision on whether your visa will be cancelled because of your unsatisfactory course progress.

You may appeal Heritage school of Business decision to report you to DHA. However, an appeal will only be considered if Heritage school of Business has not recorded or calculated the student's marks correctly, has not provided appropriate support as set out in this policy, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons which have contributed to the unsatisfactory progress. Circumstances that are compassionate or compelling circumstances include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- Bereavement of close family members such as parents or grandparents
- Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies.
- A traumatic experience which has impacted on the student and which could include involvement in or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- Where Heritage school of Business is unable to offer a pre-requisite unit.
- Where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where your study load is reduced due to difficulties with meeting course progress requirements, this may mean that you will need to do additional subjects in future sessions to complete your course in the time specified in your student visa.

Attendance

Attendance is not a requirement for student visa conditions. Heritage school of Business will maintain an attendance function as this information can be of assistance for intervention implementation as required and for student records.

Course progress is considered by Heritage school of Business to be a direct relationship to course attendance. There is considered, by the organization, to be a direct connection between lack of academic progress and lack of attendance. It is also recognized that this consideration will not apply to all students.

Records

Heritage school of Business will maintain records relating to satisfactory course progress. These include:

- Assessment of course progress records for each student;
- Assessment results (as required by s.21 of the ESOS Act);
Records of contact with students;
- Notices of intention to report;
- Complaints and appeals outcomes; and
- Other relevant records in relation to course progress.

Procedure

If a student's academic progress is less than that as previously identified after any completed and assessed unit/s of competency as recorded, at the completion of a scheduled period or study period, as indicated from the SMS database and the manual records, the following actions will be implemented by the Trainer and/or the Training Manager. The monitoring procedure is:

1. Review student academic results every five (5) weeks as referred by the Trainer or the Training Manager;
2. Mail out of an unsatisfactory Academic Warning Letter as required;
3. If there is no response within five (5) working days; follow-up the warning letter with telephone call and organize a meeting/counselling session with the Training Manager;
4. Determine an action at the meeting/counselling session regarding the Intervention Strategy to develop a plan to address the situation;
5. Make an electronic entry and file copies in student file;
6. Refer any issues to alternate grievance/appeal agency if required; and
7. Report the student if rectification progress cannot be achieved or the student cannot recover a 50% academic progress rate in their remaining enrolment period.

Reporting Student on Course Progress

The written notice will inform the student that they are able to access the Heritage School Of Education's complaints and appeals process and that the student has 20 working days in which to do so.

Where the student has chosen 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 registered provider, The College will notify DHA through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Intervention

Heritage school of Business will provide best-practice student academic support and intervention to optimize achievement of learning outcomes as well as satisfy the provisions of Standard 10 of the National Code 2017. Coherent processes including academic monitoring are established to identify and refer at-risk students. The intervention strategies to which students are referred include:

- Attending academic skills programs;
- Attending tutorial or study groups;
- Receiving individual case management;
- Attending study clubs;
- Attending counselling;
- Receiving assistance with personal issues which are influencing progress;
- Receiving mentoring;
- Being placed in a suitable alternative subject within a course or a suitable alternative course; or
- A combination of the above and a reduction in course load.