

**Crumps International Pty Ltd  
Monitoring Course Progress  
Policy and Procedure**

## Monitoring Course Progress

### Policy

Crumps International Pty Ltd systematically monitors students' course progress and is proactive in notifying and counseling students who are at risk of failing to meet course progress requirements. Crumps International Pty Ltd will report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

### Purpose

The purpose of this policy and procedure is to ensure that course progress of students is monitored and that Crumps International Pty Ltd is proactive in notifying and counseling students who are at risk of failing to meet course progress requirements.

### Scope

This policy and procedure applies to all staff of Crumps International Pty Ltd who are involved in training and assessing and in the administration of this area. Trainer/assessor staff in particular should have a clear understanding of this policy and procedure so that they can ensure learner/candidates are aware of this process.

### Procedure

Crumps International Pty Ltd has in place policies and procedures for assessing, approving and recording a deferment of the commencement or suspension of study and all matters relating to the student enrolment are recorded on the student's file.

Deferral, suspension or cancellation of a student's enrolment may affect the student visa and any change will be reported to DEST via the PRISMS.

If a student's enrolment is suspended by Crumps International Pty Ltd, the student has 20 working days to access Crumps International Pty Ltd internal complaints and appeals process. The student's enrolment status will not be affected during the internal complaints and appeals process except where extenuating circumstances relating to the welfare of the student apply. These may include, but not be limited to:

**Authorising officer:**

**Date:**

**Review date:**

This policy to be reviewed twelve (12) months from this date.

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- Student is missing
- Severe depression which lead to concern for student wellbeing
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others
- Is at risk of committing a criminal offence

Any claim of extenuating circumstances will need to be supported by appropriate evidence.

### Course progress

In order to ensure the student's course progress, Crumps International Pty Ltd staff and teachers will monitor student attendance and academic performance in each unit of enrolment on the college student administration computer spreadsheet system which records and monitors students' attendance and achievement of competencies in relation to their CoE. Crumps International Pty Ltd has procedures to help students meet course progress requirements. Progress will be assessed at the end point of every nine week (or 1 academic term) study period.

Students are expected to achieve the following requirements in order to meet the satisfactory course progress requirements and to be allowed to re-enrol without restriction:

- Deemed competent in 50% or more of the units attempted in any study period.
- Not being deemed 'not yet competent' in a unit more than once.
- Satisfactory attendance at scheduled classes (ie attendance for at least 80 per cent of the scheduled course contact hours)
- Not enrolled by distance and/or online for more than 25 per cent of the student's total course

The consequences of failure to meet one or more of the requirements for satisfactory progress are as follows:

- Failure to be deemed competent in 50% or more of the units attempted

Students who fail to be deemed competent in 50% or more of the units attempted will be allowed to re-enrol but will be placed on probation for the semester following the one in which they attained under 50%. Students will be notified in writing and asked to make an appointment to see Crumps International Pty Ltd academic adviser who will establish a program of support to students who are placed on probation. It is the student's responsibility to maintain contact with the academic adviser.

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- Failing a unit more than once

Students who fail a unit for the second time must seek the permission of the Academic Manager before being permitted to enrol in that unit for a third time. Students will be notified in writing and asked to make an appointment to see Crumps International Pty Ltd academic adviser who will establish a program of support to students who are placed on probation. It is the student's responsibility to maintain contact with the academic adviser.

If a student is at risk of not making satisfactory course progress, the academic advisor will establish a support program which may include one or more of the following:

- attending academic skills programmes;
- 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 competency within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load

A record of the intervention measures implemented will be given to the student and a copy kept in the student's file.

**Unsatisfactory course progress is failure to meet two or more of the requirements**

Where Crumps International Pty Ltd has assessed the student as not achieving satisfactory course progress, after the above intervention measures have been undertaken without success, Crumps International Pty Ltd will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. (Form 114.1 Intention to Report). The written notice will inform the student that he or she is able to access Crumps International Pty Ltd's complaints and appeals process as per Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so. The student's enrolment status will not be affected during the internal complaints and appeals process except in extenuating circumstances (as listed on page 2).

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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 Crumps International Pty Ltd, Crumps International Pty Ltd will notify the Secretary of DEEWR through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

**Probation**

Crumps International Pty Ltd conducts a system of academic probation for students whose scholastic performance is unsatisfactory at Crumps International Pty Ltd. During any period of probation, students are assigned Crumps International Pty Ltd academic adviser. It is the student's responsibility to maintain contact with their academic adviser.

1. Students at Crumps International Pty Ltd may be placed on probation if they fail to pass at least 50 per cent of the units in which they were enrolled during that semester. In such cases a student will be placed on probation for the following semester.
2. Crumps International Pty Ltd academic advisers will liaise with all students who are placed on probation. It is the student's responsibility to maintain contact with the academic adviser.
3. Any of the provisions above may be waived in particular cases by Crumps International Pty Ltd Academic Board.

**Withdrawal from a unit**

Students who officially withdraw from a unit before the end of week four of classes incur no academic penalty.

Students may only withdraw from a unit after week four of classes without academic penalty if they suffer illness or misadventure. The illness should be documented with a medical certificate and should be of sufficient severity that it interrupts the student's work significantly in that particular unit. Misadventure is defined as an event which is beyond the student's control and which disrupts the student's academic work. Students should see student services, academic advisers or Crumps International Pty Ltd counselling service if they require help in documenting cases of illness or misadventure.

**References**

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Complaints/Appeals Register – Form 1.1

International Student Handbook – Form 101.1

Staff Handbook – Form 102.1

Application to Defer or suspend course of study – Form 111.1

The National Code 2007

Intention to report for unsatisfactory attendance and progress – Form 114.1

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