



**OXFORD COLLEGE OF BUSINESS**  
**RTO No. 21442 (CRICOS: 02573B)**

**Course Progress Policy**

**1. PURPOSE**

To provide students and staff at Oxford College of Business (Oxford) with guidelines on dealing with student unsatisfactory course progress. See also Complaints and Appeals Policy, Refusal, Deferral, Suspension and Cancellation of Student Enrolment Policy & Procedures and Completion within Expected Duration Policy.

Satisfactory academic progress is necessary for students to complete their qualification or course and to meet the requirements of the ESOS Act, and National Code Standards 9, 10 and 13.

**2. SCOPE**

This policy applies to all Oxford staff and students.

**3. GENERAL POLICY**

- 3.1 Every effort will be made to proactively assist students to achieve satisfactory course progress and complete the course within expected duration. All students are expected to adhere to the requirements of Course Progress.
- 3.2 Student academic performance and course progress will be monitored by trainers and VET Coordinators. Trainers are required to keep appropriate records and to undertake assessments in a timely fashion to enable effective monitoring of student academic performance and the implementation of all procedures.
- 3.4 All students are expected to study at least one unit (not by distance or online learning) during each study period. Students may not study more than 25% of their course online or by distance learning.
- 3.5 Oxford may only extend the duration of the student's study as a result of compassionate and compelling circumstances, where an intervention strategy is being implemented or where an approved deferment has been granted. Except in these circumstances, the student's course duration will not exceed the CRICOS registered duration. Any variations are recorded on the student file and reported correctly in PRISMS.

**4. DEFINITIONS**

**'Unsatisfactory course progress'** is defined as a student who has failed or is not yet competent in 50% or more of the units delivered in two consecutive study periods as per the student's enrolled course.

**'Satisfactory course progress'** is defined as a student who is competent in more than 50% (>50%) of the units delivered in the study period as per the student's enrolled course.

A **'study period'** is defined as one semester (two consecutive terms).

**'CRICOS'** is the Commonwealth Register of Institutions and Courses for Overseas Students

**'PRISMS'** is the Provider Registration and International Students Management System

**'DET'** is the Commonwealth's Department of Education and Training

**'DIBP'** is the Department of Immigration and Border Protection

## 5. PROCEDURES TO RECORD AND ASSESS COURSE PROGRESS

- 5.1 All Ozford VET courses have been developed in compliance with the Australian Skills Quality Authority (ASQA) VET Quality framework by:
- Meeting the requirements of the relevant training package or accredited course
  - Ensuring assessment is conducted in accordance with the principles of assessment and the rules of evidence
  - Meeting workplace and regulatory requirements (where applicable)
  - Systematically conducting validation and moderation of assessment.
- 5.2 As Ozford is committed to ensuring that all students have satisfactory learning experiences at the College early identification of issues affecting student progress and performance is a priority. Trainers are expected to proactively support students regularly if students are identified as at risk of failing a unit. Students may approach their trainer at any time for informal feedback on their course progress.

## 6. PROCEDURES TO RECORD ACADEMIC PERFORMANCE

- 6.1 All trainers receive an induction and updates in respect to the delivery and assessment of the courses and all students are advised at commencement of the course of the assessment processes applicable for their course.
- 6.2 For each assessment task undertaken, the trainers and students will be supplied with instructions which provide the purpose of assessment and what is required for satisfactory completion of the unit of competency. The student will then complete assessment tasks and submit the outcomes to the Trainer for assessment.
- 6.3 The trainer will assess the assessment tasks and all assessment results for each unit will be recorded on an "Assessment Results" form by trainers and given to the Student Administration Department. All results are entered into the student management system.
- 6.4 As Ozford is committed to ensuring that all students have satisfactory learning experiences at the College early identification of issues affecting student progress and performance is a priority. Trainers are expected to proactively support students regularly if students are identified as at risk of failing a unit. Students may approach their trainer at any time for informal feedback on their course progress.

## 7. PROCEDURES FOR EARLY DETECTION AND INTERVENTION FOR POTENTIALLY "AT RISK" STUDENTS

- 7.1 Notice of Re-Assessment (NOR)  
If students do not achieve satisfactory result after the first attempt at the unit, they are given an opportunity to be reassessed by the assessor. They will be issued with a **Notice of Re-Assessment (NOR)** in class or via post/email (if the student is absent from class). The NOR will specify the re-assessment task and due date.
- 7.2 Notice of Failure (NOF)  
If students are still unable to achieve satisfactory result after the second attempt, they will be issued with a **Notice of Failure (NOF)** in class or via post/email (if the student is absent from class). Students are advised to attend academic counselling meeting to discuss academic performance with the VET Coordinator.
- 7.3 Academic Counselling Meeting

The purpose of this meeting is to determine the reasons for the lack of satisfactory academic performance of a student who is yet to complete the first study period of the qualification and to develop strategies involving student support and student action to assist the student to gain the necessary competence in a time frame that enables the student to complete the course within the expected course duration.

**Academic counselling/support strategies** could include, but are not limited to:

- Improving Attendance
- Completing and submitting assessments on time
- Asking for more help from Trainer
- Organising meeting with Trainer
- Reviewing Study skills/techniques
- Reviewing organisational/time management skills
- Providing additional English Language support via referral to Student Welfare Officer
- Referral to Welfare Officer for counselling or referral to external provider
- Referral to Financial Officer to discuss a payment plan for payment of fees, or referral to job search websites and job search program
- Other strategies negotiated with the student
- Recommending tutoring outside class hours
- Setting up follow up meetings.

## 8. PROCEDURES TO REVIEW ACADEMIC PERFORMANCE AND NOTIFY AT RISK STUDENTS

8.1 At the end of every study period the VET Coordinator will review the academic performance of students enrolled in the study period. This will be done by examining the students allocated study program and by examining the academic results provided by trainer for the units of competency, comprising the study program, undertaken during the study period.

### 8.2 Warning Letter

If as result of the review it is identified that; a student has failed a more than 50% of units undertaken in that study period, the student is formally identified as “at risk”. A warning letter will be issued and advice students that they have been formally identified as at risk of not making satisfactory course progress. The letter will also inform students the consequences of not making satisfactory course progress in the subsequent study period. Students will be required to make an appointment to see the VET Coordinator for Intervention Meeting. Evidence of this letter and other communications will be held on the students file.

### 8.3 Intervention Meeting

The purpose of the meeting is to determine the reasons for this lack of satisfactory academic performance and to develop and implement intervention strategies involving student support and student action to assist the student to gain the necessary competence in a time frame that enables completion of the course within the expected course duration. Outcomes, actions and agreements of that meeting will be given to the student and a copy kept on the students file.

There is no additional tuition fee for intervention classes. The re-assessment fee is charged as set by re-assessment policy.

Intervention strategies Ozford may include:

- Reviewing the student suitability of the course that they are enrolled in
- Arranging extra learning support or tutorials
- Arranging for complementary English classes
- Allocation of a mentor or ‘Buddy’

- Arranging counselling for assistance with personal issues
- Providing advice regarding study habits (i.e. maintaining required class attendance)
- Providing opportunities for students to be reassessed or to repeat subjects
- Arranging to vary or reduce the enrolment load for the following semester
- Providing advice re-course suitability (i.e. Literacy, Language and Numeracy)
- Allocating a new individualised study program for the following study period. Such an individualised study program may include repeat units in addition to the normal study program or in place of units specified in the normal program.

The student may agree to:

- Undertake re assessment in each of the failed units
- Undertake a period of study during the scheduled break between study periods
- Repeat failed units during the next study period by
  - Attending additional classes
  - Undertaking a self-paced/on line programs
- Undertake additional English language classes prior to re assessment
- Produce additional evidence gained in the workplace to support a result of competent.

## **9. PROCEDURES TO MONITOR AT RISK STUDENTS**

- 9.1 The academic performance of ALL students classified as being “At Risk” in the previous study period will be monitored in an ongoing way in the consecutive study period.
- 9.2 Any assessment undertaken by the student in any unit undertaken in the study period that achieves other than a satisfactory result will be recorded and students will be issued with a NOF and advised to attend Academic Counselling session with VET Coordinator.

## **10. PROCEDURES TO REVIEW ACADEMIC PERFORMANCE OF AT RISK STUDENTS AND NOTIFY/REPORT STUDENTS WHO FAILED TO ACHIEVE SATISFACTORY COURSE PROGRESS**

- 10.1 At the end of the second consecutive study period the VET Coordinator will review the academic performance of at risk students identified in the previous study period. This will be done by examining the students allocated study program and by examining the academic results provided by trainer for the units of competency, comprising the study program, undertaken during the study period.

### **10.2 Notice of Intention to Report Letter**

If as result of the review it is identified that; a student has failed to/yet to pass a majority of the units (more than 50%) undertaken in the study period, the students are officially identified at not making satisfactory course progress.

The student will be issued with an Intention to Report Notice. The notice will inform the student that he or she is able to access the College’s complaints and appeals process as per ESOS 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 file.

- 10.3 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 Ozford, the Head of Student Services will notify the Secretary of Department of Education through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

10.4 If a student appeals the institute's intention to notify the Secretary of Department of Education through PRISMS of the student not achieving satisfactory course progress, the procedures are fully specified in the Complaints and Appeals Policy.

#### **11. PROCEDURES TO REVIEW IMPACT OF ACADEMIC PERFORMANCE ON COURSE DURATION**

11.1 At all stages of this review and monitoring process the impact of any decision relating to implementation of intervention strategies on the expected course duration for a student will be examined.

11.2 The student enrolment will be adjusted (issuing a new CoE) when Ozford knows the student cannot reasonably complete his or her course, as specified in the delivery and assessment strategy, within the expected duration as specified on the student's CoE. The procedures are fully specified in the "Completion within Expected Duration Policy and Procedures".

 <b>OZFORD COLLEGE OF BUSINESS</b> <b>Unit Assessment Result / Notice of Re-Assessment (NOR) /</b> <b>Notice of Failure (NOF)</b>						
<b>Student and Unit Details:</b>						
Class: C3cc215, C3CC116	Student No: 0					
Student Name (SURNAME First Name):	0					
Course Name:	SIT30813 - Certificate III in Commercial Cookery					
Unit Code & Name:	SITXINV202 Maintain the quality of perishable items					
Unit Stage:	Stage 1					
End date:	7.3.2016					
<b>LATE SUBMISSIONS WILL NOT BE ASSESSED OR GRADED UNLESS STUDENTS MAKE APPROPRIATE ARRANGEMENTS WITH TRAINERS</b>						
<b>Assessment Outcomes:</b>						
1	Test	Assessment 1 Te	0%	Result:	0%	
2	Presentation	Assessment 2 Pi	0%	Result:	0%	
3	Assignment	Assessment 3 A:	0%	Result:	0%	
<b>Final Result:</b>		<b>0</b> - -				
<b>Assessment Feedback and/or Reason for NYC:</b>						
<b>Notice of Re-Assessment (NOR)</b>						
For NYC Final Result, you have the opportunity for Re-Assessment for assessments with Not Yet Satisfactory (NYS) outcomes on the date scheduled below.						
<b>Re-Assessment Dates</b>						
Assessment 1	Test	<b>0</b>				
Assessment 2	Presentation	<b>0</b>				
Assessment 3	Assignment	<b>0</b>				
<b>Assessor Acknowledgement:</b>						
Assessor Name:	Jessica Brown					
Assessor Signature:					Date:	12.3.2016
<b>Note for Assessor: This form is for Final assessment records for a Unit where one or more Assessment</b>						
<b>Notice of Failure (NOF)</b>						
Please contact your trainer as soon as possible regarding your re-assessment(s). Failure to complete the re-assessment(s) will lead to confirmation of this Notice of Failure (NOF). Re-assessment process, including submission, must be finished on/before the Re-assessment Due Date assigned below unless any special arrangement has been made between the student and trainer/coordinator. Notice of Failure will be confirmed after Re-assessment Due Date if no evidence of competence is demonstrated. After Re-assessment due date, we send you this NOF. However evidence of competence might be received afterwards from your trainer or if you can provide any format of evidence. In this circumstance we will						
<b>After your second attempt or absence, you have failed the unit listed above. You are now at risk of not making satisfactory course progress. Please attend Academic Counselling within 7 working days from the date Oxford informed you of the Notice of Failure to discuss a unit / course completion plan. Please contact VET Front Desk on level 2 to make an appointment using "Head of VET Appointment Request" form.</b>						
Assessor Signature	(If NOF is applicable)				Sign Date	12.3.2016
<b>Notice of Failure confirmed and information send out by admin staff:</b>						
Informed via:	<input type="checkbox"/> Phone <input type="checkbox"/> Email <input type="checkbox"/> Post <input type="checkbox"/> Others					
Staff Signature:	(If applicable)				Date Informed:	



310 King Street  
Melbourne VIC 3000  
Australia

**Oxford College of Business** (CRICOS No. 2573B)

### **At Risk letter for Unsatisfactory Course Progress**

[Date]

[Student name]

[Address line 1]

[Address line 2]

Dear [Student's name],

#### **Re: At Risk for Unsatisfactory Course Progress**

Your enrolment in [course] at Oxford College of Business began on [course commencement date]. During the orientation program, you were informed of the student visa condition relating to course progress. You were also informed that Oxford College of Business uses the Department of Education and Training (DET) and Department of Immigration and Border Protection (DIBP) Course Progress Policy and Procedures.

Under the Course Progress Policy, a student has made unsatisfactory progress if the student has not successfully completed or demonstrated competency 50% or more of the course requirements in a study period.

I am writing to inform you that you have failed 50% or more of the units attempted in this study period [specify study period].

**You are now at risk of not making satisfactory progress.** In the event that you fail 50% or more units in the next study period [specify study period], a letter from Oxford College of Business indicating the intention to report you to the DET for unsatisfactory course progress will be issued. Under Section 19 of the ESOS Act, students who breach the requirements for achieving satisfactory course progress must be reported to the DET.

You must organise a time to meet with the VET Coordinator within 10 working days from the date on this letter to discuss strategies to improve your academic progress.

Yours sincerely,

VET Coordinator



310 King Street  
Melbourne VIC 3000  
Australia

**Oxford College of Business** (CRICOS No. 2573B)

### **Intention to Report for Unsatisfactory Course Progress**

[Date]

[Student name]

[Address line 1]

[Address line 2]

Dear [Student's name]

#### **Re: Intention to Report for Unsatisfactory Course Progress**

Your enrolment in [course] at Oxford College of Business began on [course commencement date]. During the orientation program, you were informed of the student visa conditions relating to course progress.

Under the Course Progress Policy, a student has made unsatisfactory progress if the student has not successfully completed or demonstrated competency 50% or more of the course requirements in a study period. You were first identified as at risk of making unsatisfactory progress on [date of identification] and the College implemented intervention strategy [on date/ shortly thereafter]. At this point the College advised you that unsatisfactory course progress in two consecutive study periods for a course could lead to you being reported to the DET and could result in the cancellation of your student visa.

You have now been assessed as making unsatisfactory progress in a second consecutive study period. In accordance with the Course Progress Policy, I must now inform you of the College's intention to report you for unsatisfactory progress.

If you think there are reasons why you should not be reported, you may appeal against this decision. According to the Course Progress Policy, you may appeal if you believe one or more of the following have happened:

- The College has not recorded or calculated your marks correctly
- There are compassionate or compelling reasons which have contributed to your unsatisfactory progress
- The College has not implemented our intervention strategy in accordance with our documented policies and procedures
- The College has not implemented the Assessment Policy
- The College has not made relevant policies available to you

The procedure for making an appeal is available from College website. Allowing 5 days for delivery, you have 20 working days from [date of letter + 5 working days] to make your appeal.

If you require more information as to how this action by the College may affect your visa status, please contact your local DIBP office or phone the DIBP helpline - 131881.

If you wish to discuss this matter further, please make an appointment to see the Student Admin Coordinator. You can bring a friend or support person with you if you wish.

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Oxford Business College Pty. Ltd. is trading as Oxford College of Business (CRICOS No. 02573B, RTO No. 21442, ABN 82 106 243 378)

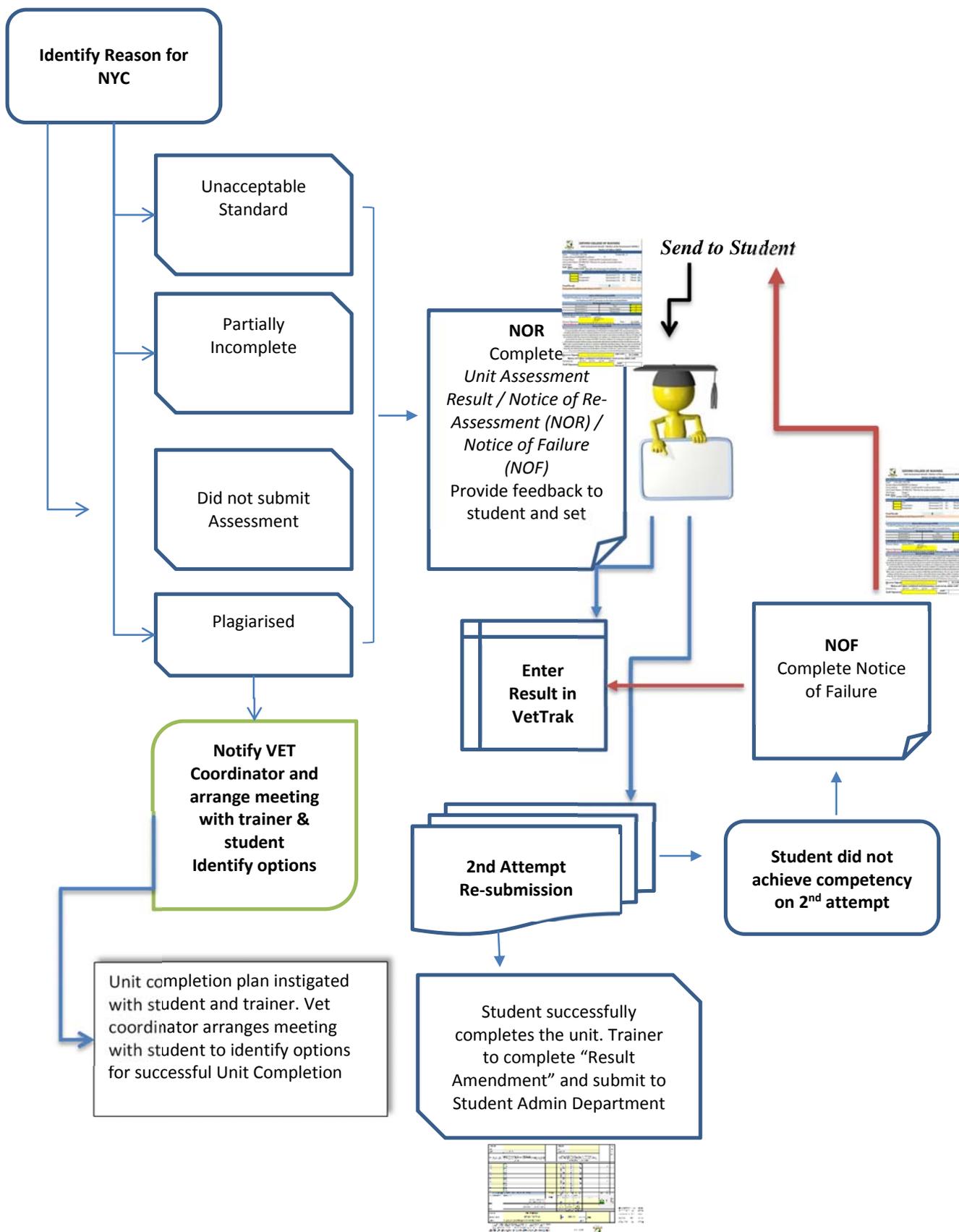
Version: January 2016 ©OZFORD

Last update and implemented: June 2017 To be reviewed: January 2018

Yours sincerely,

[Name of Coordinator]  
VET Coordinator

# Unit Completion Plan



## Course Completion Plan

