



Monitoring Course Progress

1. PURPOSE

Atlantis College of Management systematically monitors and records the progress of each student for the courses in which they are enrolled. Atlantis College of Management will monitor the progress of learners and assist them to meet their study goals throughout their courses and study journey at Atlantis College of Management

2. SCOPE

This policy and procedure are applied to all Atlantis College of Management's to enrolled international students.

3. DEFINITIONS

CoE - The Confirmation of Enrolment (CoE) is an official document issued to international students by universities, TAFE's, and Registered Training Organizations (RTO) in Australia.

International Student - A student who is neither a permanent resident nor a citizen of a country. It is often treated as synonymous with *overseas student*. Most, but not all, international students are required to hold a student visa.

PRISMS - Provider Registration and International Student Management System

4. PROCESS

To meet the requirement for satisfactory course progress, Atlantis College of Management international students enrolled for courses with durations of more than one (1) year must pass a minimum of 50% of the units of competency allocated in a term. This will enable them to complete the course within the expected duration.

Course progress is monitored based on the duration of the course a student is enrolled in. Course Progression Warning letters such as *Initial Warning Letter*, *Second Warning Letter* and *Final Warning Letters* are sent to students by email. *Intention to Report (ITR)* Letters are sent to students by email and by post.

Finally, Atlantis College of Management will clearly outline and inform international students before they commence any course of the requirements to achieve satisfactory course progress. Atlantis College of Management will publicize this information on the *Corporate Website*, *the Student Written Agreement*, *the Student Handbook* and during the *Orientation* and Induction process.

5. WARNING STUDENTS OF COURSE PROGRESS

Initial Warning Letter

Any student whose end of term results indicate that they have not successfully completed or demonstrated competency in at least 50% of their allocated units of



competency will receive an *Initial Warning Letter* indicating that they are at risk of not achieving satisfactory course progress for that term.

This letter is a warning and a reminder of the student visa conditions in relation to course progress requirements. The letter also advises the student that they should contact the RTO Manager should they feel they require clarification as to the risk of them not achieving satisfactory course progress.

The Student Services Manager will also prepare a list of all the students who did not successfully complete at least 50% of their subjects during a given term. The list will be forwarded to the RTO Manager who will use this as a tool to assist them in monitoring student course progress.

Second Warning Letter

Any student who continues to not meet the minimum of 50% of all units of competency attempted in two consecutive terms will be issued with a *Second Warning Letter* within the first **two (2) weeks** of the following term and will be placed on intervention for that term.

The notice will inform the student that unsatisfactory course progress in two (2) consecutive terms may result in the cancellation of their CoE.

The letter will also notify the student that they are required to attend a meeting with the RTO Manager to establish a support program and discuss any measures that can be implemented to enable the student to achieve satisfactory course progress. The student is required to meet the RTO Manager within **ten (10) working days** of the date of the notification.

Final Warning Letter

Any student who fails to pass a minimum of 50% of units of competency in three (3) consecutive terms will be issued with a *Final Warning Letter* within the first **two (2) weeks** of the following term.

The notice will inform the student that unsatisfactory course progress in two (2) consecutive semesters may result in the cancellation of their COE.

The letter will also notify the student that they are required to attend a meeting the RTO Manager to establish a support program and discuss any measures that can be implemented to enable the student to achieve satisfactory course progress. The student is required to contact the RTO Manager within **ten (10) working days** of the date of notification. The intervention process may include reviewing, reducing the student's workload or repeating units of competency.

The intervention measures implemented by the RTO Manager will be documented and placed in the student's file. The student will be requested to sign this document indicating their understanding of the matter with the information documented and the follow up actions to be taken.

Intention to Report (ITR)

For students who continue to fail to meet satisfactory course progress for four (4) consecutive terms they will be issued with an Intention to Report (ITR) Letter.

For students who have received an Intention to Report Letter they will have their individual breach reported by Atlantis College of Management to the *Department of Home Affairs* via the *Provider Registration and International Student Management System (PRISMS)*. The notice will also inform the student of their right to appeal this decision.



6. COMPLAINTS AND APPEALS

The student has the right to appeal a decision made by Atlantis College of Management to report their unsatisfactory course progress. If the student chooses to appeal this decision, they have **twenty (20) working days** from the date indicated in the notification letter in which to access and initiate the internal appeals process. During this time, the student must maintain their attendance and continue to work towards completing course requirements.

Atlantis College of Management must maintain the student's enrolment until the appeals process has been completed.

If the student chooses not to make an appeal or withdraws from the appeals process, the student will be reported after the stated **twenty (20) working days** and the student will be informed of this.

Atlantis College of Management may not report the student if the organisation has failed to accurately record or calculate a student's academic results, has not implemented its intervention strategy or the student can provide documented evidence of *compassionate or compelling circumstances* that Atlantis College of Management deems acceptable.

Compassionate or compelling circumstances are defined as circumstances that are generally out of the student's control and impact upon the student's academic progress and general wellbeing. The following are examples (documentary evidence may be required):

- Serious illness or injury
- Bereavement of close family members, such as parents or grandparents
- Major political upheaval or natural disaster in the home country
- A traumatic experience such as involvement in or witnessing of a serious accident or crime

External Complaints and Appeals

If an International student is not satisfied with the result or conduct of the internal complaint handling and appeals process, Atlantis College of Management will advise the student of his or her right to access the external appeals process through the *Commonwealth Ombudsman*.

The Commonwealth Ombudsman offers a free and independent service for overseas students who have a complaint or want to lodge an external appeal about a decision made by their private education or training provider. Students can initiate the external appeals process by telephone, in writing, by fax, or using the Commonwealth Ombudsman's online complaint form:

<https://forms.business.gov.au/smartforms/servlet/SmartForm.html?formCode=oco-complaint-form>

Students can contact the Commonwealth Ombudsman via telephone, **9am to 5pm Monday to Friday**. In Australia, call: **1300 362 072** (calls from mobile phones at mobile phone rates). Outside Australia, call **+61 2 6276 0111**. Using an interpreter, a student can make a complaint in their language. Call the *Translating and*



Interpreting Service (TIS) in Australia on **131 450**. Outside Australia call **+61 3 9268 8332**. Note the *Commonwealth Ombudsman* will pay for the interpreter.

Commonwealth Ombudsman External Appeal Outcome

Once an Atlantis College of Management International student initiates the external appeal, the Ombudsman will inform the Atlantis College of Management of the application.

The student's enrolment will be maintained during the appeals process. If required, all documentation from the student and Atlantis College of Management related to the appeal will be forwarded to the Ombudsman. After examining and reviewing the appeal and documentation, Ombudsman will forward the decision to the student and Atlantis College of Management.

Should the Ombudsman support Atlantis College of Management decision, the organisation will act accordingly. Alternatively, if the Ombudsman's decision is in favour of the student, the organisation will comply and advise the student accordingly, and, if appropriate, institute any corrective or preventative measures immediately.

If the student does not access the external appeals process after **five (5) working days** from the date indicated in the Unsuccessful Appeals Letter, Atlantis College of Management will follow through their decision on the student.

7. REPORTING TO THE DEPARTMENT OF HOME AFFAIRS

When the Atlantis College of Management international student is accepted to be in breach of a condition of the student visa, after an unsuccessful appeal or **twenty (20) working days** from the date indicated in the letter, the Student Services Manager will then use the *Provider Registration and International Student Management System (PRISMS)* to report particulars of the breach. The student will be notified of the report.

8. RESPONSIBILITY

The RTO Manager is responsible for the effective implementation and management of this policy as well as provision of information on how to resolve complaints of breaches of this policy.

9. RELATED DOCUMENTS

- Complaint or Appeal lodgement form
- Student at Risk Form
- Register of Students at Risk
- 1st Warning Letter
- 2nd Warning Letter
- Final Warning Letter
- Notice of Intention to Report (ITR)

10. ASSOCIATED DOCUMENTS

- Policy and Procedure: Attendance
- Policy and Procedure: Critical Incident
- Policy and Procedure: Student Support and Welfare Services



- Policy and Procedure: Reviewing and Improving Learner Support and Welfare Services
- Policy and Procedure: Fees and Charges
- Policy and Procedure: Refunds
- Policy and Procedure: Applications, Offers and Enrolments
- Policy and Procedure: Complaints and Appeals
- Policy and Procedure: Deferment, Suspension or Cancellation of Enrolment
- Policy and Procedure: Information Provided to Applicants Prior to Enrolment
- Training and Assessment Strategy (TAS) and Practices documents as per registered scope.

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