

## 1. Purpose

### 1.1 The purpose of this procedure is to:

- 1.1.1 ensure that students' academic progress is monitored, recorded and assessed;
- 1.1.2 provide intervention to students who are at risk of exclusion and to enable them to take action to improve their academic progress to successfully complete their studies;
- 1.1.3 exclude from further study those students whose academic progress continues to be below the level required by Aviation Australia and/or State, Territory and Commonwealth legislative authorities;
- 1.1.4 monitor the workload of students to ensure they complete the course within the duration specified in their course plan / schedule, and do not exceed the allowable portion of online or distance learning and meet the study requirements for the course as listed on CRICOS (for international students).

## 2. Scope

- 2.1 This procedure applies to all students studying at Aviation Australia.

## 3. Revision Details

- 3.1 This section outlines any adjustments made to the document during the most recent revision.

| Section Reference # | Rationale for Change                 |
|---------------------|--------------------------------------|
| All                 | Document review, no content changes. |

- 3.2 This section outlines the review frequency of the document.

| Planned Revision | Biennially |
|------------------|------------|
|                  |            |

## 4. Regulatory References

- 4.1 ESOS National Code of Practice – Standard 8 ‘Overseas Student Visa Requirements’
- 4.2 ESOS National Code of Practice – Standard 9 ‘Deferring, Suspending or Cancelling the Overseas Student’s Enrolment’
- 4.3 ESOS National Code of Practice – Standard 10 ‘Complaints and Appeals’
- 4.4 ELICOS - English Language Intensive Courses for Overseas Students

## 5. Related Documentation

- 5.1 [AA WHS POL 04 Critical Incident and Illness Management](#)
- 5.2 [AA QA POL 01 Customer Complaints and Appeals](#)
- 5.3 [AA QA PRO 06 Customer Feedback Management](#)
- 5.4 [AA TT PRO 13 Regulatory Remediation](#)

- 5.5 [AA TA PRO 04 Change of Course Enrolment](#)
- 5.6 [AA TA PRO 03c Record of Conversation – Student](#)
- 5.7 [AA TA PRO 11a Notice of Intention to Report – Course Progress](#)
- 5.8 [AA TA PRO 04 Change of Course Enrolment](#)

## 6. Glossary of Terms

- 6.1 **Study period** – refers to a study term at Aviation Australia.
- 6.2 **Unsatisfactory progress** – not successfully completing or demonstrating competency in at least 50% of the course requirements in a study period.

## 7. Responsibilities

- 7.1 The document owner holds the delegated authority for the proper execution of this procedure.
- 7.2 The responsible delegate insures the implementation and adherence to the procedure.

|                                 |                                 |
|---------------------------------|---------------------------------|
| <b>Document Owner:</b>          | Training Administration Manager |
| <b>Responsible Delegate(s):</b> | Training Administration Team    |

- 7.3 Key Stakeholder Positions may contain multiple responsibilities for various parts of the document however the overall responsibility must remain with the document owner.

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| <b>Key Stakeholder Positions – Mandatory Consultation Required</b> |
| Business Managers  |

## 8. Procedure

### 8.1 International Students

#### 8.1.1 Study periods

8.1.1.1 The business unit is responsible for identifying the study periods. The business unit must provide this information to Training Administration for the purposes of scheduling and course setup in the student management system.

8.1.1.2 An international student may undertake no more than 25% [one quarter] of the total course by online or distance learning, where this is possible within the course plan / schedule. In every compulsory study period, the student must enrol in at least one 'face-to-face' subject at Aviation Australia in any given study period.

### 8.1.2 Course Progress

- 8.1.2.1 Course progress is identified by the number of subjects or modules assessed as satisfactory within one study period as determined by the course plan and delivery schedule, including re-sit examinations and 'Level Completion Examinations' (for ELICOS courses).
- 8.1.2.2 Students can check their course progress (results) and download Coaching Reports via their Perception account.
- 8.1.2.3 Students will complete appropriate remedial training for application to re-sit the examination (in line with regulatory requirements).
- 8.1.2.4 Course progress reporting will be conducted upon completion of the full study period and finalised within 4 weeks of the next study period. If a student is identified as not making satisfactory progress at any time during a study period, intervention can be implemented as early as practicable.
- 8.1.2.5 Unsatisfactory progress is deemed as not successfully completing or demonstrating competency in at least 50% of the course requirements in a study period. Course requirements may include both theory and practical assessments.
- 8.1.2.6 For ELICOS courses, students will be deemed as not successfully completing or demonstrating competency if they fail to meet the required result to progress to the next syllabus level.
- 8.1.2.7 **If there is evidence to suggest that the student is having personal issues, the relevant manager is to inform Student Services who shall commence actions as AA WHS POL 04 Critical Incident and Illness Management.**

### 8.1.3 Monitoring and Reporting

- 8.1.3.1 Student enrolment summary and attendance reports should be used to monitor student course progress.
- 8.1.3.2 The business unit will identify students at risk.
- 8.1.3.3 All required documentation for the identified students will be prepared.
- 8.1.3.4 It is the decision of the Business Unit Manager, or delegate, to activate the intervention and issue documentation to the students. The business unit must provide all copies to Training Administration for recording on the student file.
- 8.1.3.5 An international student who does not achieve satisfactory progress for two consecutive study periods shall be considered in breach of this course progress requirement and issued with AA TA PRO 11a 'Notice of Intention to Report – Course Progress'.

#### **8.1.4 Intervention Plan**

8.1.4.1 Where a student has been identified as making unsatisfactory progress for the study period as per 8.1.2.1, the appropriate documentation will be prepared.

8.1.4.2 The business unit will undertake an interview with the student to identify any issues that may be affecting the student's course progress. The intervention plan will be activated via AA TA PRO 03c 'Record of Conversation - Student' and may involve various methods, including (but not limited to):

- i. Review of course suitability for the individual student
- ii. Advice on time management and study techniques
- iii. Remedial training sessions / additional study
- iv. Plan for examination resits
- v. English and/or additional learning support
- vi. Student Services support (i.e. counselling, welfare assistance)

8.1.4.3 This intervention must be recorded via AA TA PRO 03c 'Record of Conversation – Student' and signed by both the student and business unit. The original documentation should be returned to Training Administration and will be emailed to the student via Wisenet for their records and electronically filed.

#### **8.1.5 Course Progress - Notice of Intention to Report – International Students**

8.1.5.1 An international student who does not achieve satisfactory progress for two consecutive study periods shall be considered in breach of this course progress requirement.

8.1.5.2 Where a student has been identified as making unsatisfactory progress for a consecutive study period, and an intervention plan has been put in place the previous study period, the relevant documentation will be prepared.

8.1.5.3 The notice will be issued to the student via AA TA PRO 11a 'Notice of Intention to Report – Course Progress'.

8.1.5.4 The business unit will issue the notice directly to the student. If the student is available on campus, an interview should be held with the student and AA TA PRO 03c 'Record of Conversation – Student' signed by both the student and business unit. If the student is not available on campus, the business unit should provide this notice to the student via email (from Wisenet).

8.1.5.5 The Notice of Intention to Report will outline Aviation Australia's intent to report the student to Immigration via PRISMS for breaching the course progress conditions of their student visa. The student will be informed of the appeal process and given 20 working days to make an appeal. During this time the student will remain enrolled and must attend all classes. Refer AA QA POL 01 'Complaints and Appeals' and AA QA PRO 06 'Customer Feedback Management'.

8.1.5.6 If, after the 20-working day appeal period has concluded, the student has chosen not to access the appeal process, the student will be notified in writing that Aviation Australia will be lodging a report via PRISMS.

8.1.5.7 If the student's appeal has been rejected at Stage 1, the student will be advised, in writing, that they can access the next stages of internal review (per AA QA PRO 06). The report should only be made once all appeal stages have been completed (including any appeal to an external body), or the student withdraws from the appeal process in writing.

8.1.5.8 Aviation Australia is obligated to report the student even if they cease to be an enrolled student (for example, where the student passively withdraws during the appeals period).

8.1.5.9 Within 5 working days of the decision to report, the Immigration Department will be notified through PRISMS that the student has failed to achieve satisfactory course progress. The appropriate paperwork will be prepared to complete the exit interview with the student.

8.1.5.10 Immigration will consider the information provided by Aviation Australia and provide the student with a Notice of Intention to Consider Cancellation (NOICC). The student will be given an opportunity to respond to Immigration and explain their situation.

### 8.1.6 Completion within expected duration

8.1.6.1 Aviation Australia will only review the extension of the duration of a student's study where it is evident the student will not complete the course within the expected duration (as specified on the international students CoE) as a result of:

- Compassionate or compelling circumstances;
- An intervention strategy having been implemented (as noted above);
- Deferment or suspension of study (TA PRO 04 Change of Course Enrolment).

8.1.6.2 Any variation in the student's enrolment that may affect the expected duration of study is recorded on AA TA PRO 03c 'Record of Conversation – Student', with supporting evidence. International students must be reported via PRISMS and / or issue new CoE as required.

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|  | <b>Course Progress</b> | <b>AA TA<br/>PRO 11</b> |
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## 8.2 Domestic Students

### 8.2.1 Course Progress

- 8.2.1.1 Students can check their course progress (results) and download Coaching Reports via their Perception account.
- 8.2.1.2 Students will complete appropriate remedial training for application to re-sit the examination (in line with regulatory requirements).
- 8.2.1.3 The Training Department will monitor a student's attendance, and exam results. If a student is identified as not making satisfactory progress at any time during their training, intervention can be implemented as early as practicable.
- 8.2.1.4 If there is evidence to suggest that the student is having personal issues the relevant manager is to inform Student Services who shall commence actions as per AA WHS POL 04 'Critical Incident and Illness Management'.

### 8.2.2 Monitoring and Reporting

- 8.2.2.1 Student enrolment summary and attendance reports should be used to monitor student course progress.
- 8.2.2.2 The business unit will identify students at risk.
- 8.2.2.3 All required documentation for the identified students will be prepared.

### 8.2.3 Intervention Plan

- 8.2.3.1 Where a student has been identified as making unsatisfactory progress during their training, the business unit will undertake an interview with the student to identify any issues that may be affecting the student's course progress and determine a plan to improve their course progress. AA TA PRO 03c 'Record of Conversation – Student' should be completed to discuss the following (but not limited to):
  - i. Review of course suitability for the individual student
  - ii. Advice on time management and study techniques
  - iii. Remedial training sessions / additional study
  - iv. Plan for examination resits
  - v. Student Services support (i.e. counselling, welfare assistance)
- 8.2.3.2 This Record of Conversation must be recorded on AA TA PRO 03c 'Record of Conversation – Student' and signed by both the student and business unit. The original documentation should be returned to Training Administration and will be emailed to the student via Wisenet for their records and electronically filed.

|   |                        |                         |
|---|------------------------|-------------------------|
|  | <b>Course Progress</b> | <b>AA TA<br/>PRO 11</b> |
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8.2.3.3 Should the student's course progress fail to improve, the business unit should discuss this with the student and determine a course of action.

This may include:

- i. Withdrawal from the course
- ii. Deferring to a future course
- iii. An extension of the course progress plan

8.2.3.4 This should then be documented on AA TA PRO 03c 'Record of Conversation – Student', signed by the student and business unit, and then provided to Training Administration.

8.2.3.5 If the decision is to Withdraw or Defer from the course, AA TA PRO 04a 'Change of Course Enrolment' form should be completed and provided to Finance and Training Administration.

8.2.3.6 Finance and Training Administration will action accordingly where a Withdrawal or Deferral is required

### 8.3 Apprentices & Trainees

#### 8.3.1 Course Progress

8.3.1.1 Course Progress is monitored by the business unit in accordance with AA TT PRO 01 'Management and Assessment of Apprentices'.

8.3.1.2 Where Training Administration identifies an Apprentice or Trainee is failing to progress, they will notify Technical Training in writing.

8.3.1.3 Where Training Administration receives an enquiry from an Employer, or State, Territory and Commonwealth legislative authorities regarding an Apprentice or Trainee's progress, they will refer the enquiry to Technical Training as the main point of contact.

8.3.1.4 Training Administration will provide supporting documentation as requested when assessing, or responding to enquiries regarding, Apprentice or Trainee progress.

### 9. Records

9.1 All student results, course progress and correspondence must be retained on student file.

### 10. Flowchart

10.1 N/A