



## Academic Progress Policy and Procedure

### 1. Purpose

Academic Progress Students are required to maintain satisfactory academic progress as a condition of their visa. This progress is monitored by the Empyrean student services officer and guidance will be given where progress is not being achieved. Where a student does not successfully complete the 50% of units undertaken in two consecutive terms the student shall be considered in breach of this academic progress requirement and the Empyrean is obliged to notify DIBP. Where this occurs a student's visa status may be affected.

### 2. Policy

The following procedures will ensure that all students' academic performance is monitored and students are given every opportunity to achieve the required academic progress for each unit and course they are enrolled in. This required academic progress is identified by the number of units assessed as 'Competent' within one study period.

A student who does not achieve this 50% competency rate for two consecutive study periods shall be considered in breach of this academic progress requirement. The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:

- a. Notified when close to falling below the required academic performance for a single study period
- b. 1st Warning when falling below the required academic performance for single study period
- c. 2nd Warning when close to not achieving the required academic performance for a consecutive study period

Where students have been identified as at risk of noncompliance of this requirement, all possible efforts shall be made to ensure that the student is given the opportunity to rectify their position, but where this is not possible their non-compliance of this requirement must be reported to the Department of Education and Department of Immigration & Border Protection (DIBP) via PRISMS.

This policy provides early detection of poor academic results and enables Empyrean and the student an opportunity to rectify the situation before reporting the breach.

All staff are made aware of the requirements of this policy through regular meetings and updates and continuous improvement practices. Students are made aware of the academic progress requirements through enrolment processes and throughout the program. Intervention Strategies to help the student to achieve satisfactory progress can be implemented at any stage.

The academic progress is deemed NOT Satisfactory in following situations:

- The student has failed to submit or complete the required assessments in given time.
- Course load is preventing the student for completing the course within expected duration, which could be due to illness or other issues.
- The student missed the delivery of pre-requisite unit.
- The student missed delivery of entire unit. (please note, the student will be allowed to attend the classes of any units at the discretion of unit/course co-ordinator)



### 3. Academic Progress Procedure

#### a. Recording Student Academic performance

The student's academic performance shall be recorded using the 'Student Academic Record Summary Sheet'. This spreadsheet will calculate the projected academic progress for the study period, based on the total number of units that are required to be assessed and the outcome of these assessments.

All students shall be deemed 'Competent (CO)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled and complete. The assessment shall be conducted by qualified trainers/assessors using Empyrean's assessment tools, methods and recording processes. All academic results are entered in to the Students Records Management System.

It is the responsibility of the Training & Compliance Manager and Training Coordinators for each course to ensure that the 'Student Academic Record Summary Sheet' is updated after each assessment is completed and recorded.

If or when:

- The student has been deemed 'not yet competent' in 50% or more of the units attempted in any one study period
- Current course load will prevent the student from completing the course within the expected duration as specified on the student's CoE.
- Where a trainer/ assessor identifies that student is at risk of unsatisfactory course progress before the end of the study period.
- The student has failed to attend the delivery of pre-requisite unit or the student has missed the delivery of entire unit.

The student may be required to comply with an agreed intervention strategy

#### b. Academic Progress Intervention Strategy

Appropriate follow-up action will be implemented where the student is at the risk of not maintaining satisfactory course progress. The student will be contacted by the Student Services Officer by telephone, email or mail and invite to a meeting to develop an action plan, which assist to improve student's academic performance. The student needs to discuss the appropriation of the course selection and opportunities for reassessment in subjects previously been assessed as 'not yet competent'. Students must be aware that unsatisfactory course progress in two consecutive study periods will be reported to DIBP and can lead to cancellation of visa.

The Training & Compliance Manager and/or trainer will work with the student to ensure that the discussed intervention action plan is implemented and produces higher levels of academic performance. Where the intervention strategy fails to promote the student's academic performance a further meeting will be arranged to discuss additional support and/or counselling.

Without a reasonable cause for ongoing underperformance (i.e. unable to achieve more than 50% unsatisfactory course progress for two consecutive study periods), the student support officer will refer the case to the Training & Compliance Manager or Managing Director.



Reasonable cause is compassionate or compelling circumstances that are beyond the control of the student and they have an impact on the student's capacity and/ or ability to progress through course. These could include but are not limited to:

- Serious illness to injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible death certificate should be provided).
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impact on their studies.

Where Empyrean has assessed the student as not achieving satisfactory course progress, Empyrean will notify the student in writing of its intention to cancel the student for not achieving satisfactory course progress. The written notice will inform the student that he or she is able to access the Empyrean'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 days period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, Empyrean will cancel the enrolment through PRISMS for not satisfactory course progress.

c. Specific Intervention Strategies:

Intervention Strategies to be put in place where the student are recognised "at risk" of failing the units of competencies:

- Student will be advised to attend the Tutorial Sessions
- Scheduling of re-assessments
- Adjustment of study load if student is having difficulty in making satisfactory course progress
- Counselling may be arranged in few cases.
- Language, literacy and numeracy help
- Unit and course academic assistance
- Peer academic assistance

Reduction of load may be advised but the student will be advised to complete the course in the expected duration and cannot exceed duration beyond the specified course duration on CRICOS.

d. Monitoring of Course progress:

- During the term: The trainer advises the Training & Compliance Manager in weekly meetings about any students struggling to achieve the required academic progress.
- End of every term: The student services officer or trainer notify the Training and Compliance Manager once all the results are updated on student management system and result summary sheet.

4. Intervention Strategy Actions:

- a. Any student who is at the risk of failing more than 50% for a single study period



- Student's shall be sent a Notification Letter indicating that they have fallen below 50% academic performance for the study period to date, and failure to achieve Competency in further units undertaken during the current study period may result in failing to achieve academic progress for the study period.
  - Failing to achieve this academic progression in two consecutive study periods will be deemed in breach of Visa requirements and be reported to DIBP. The student is given the opportunity to be counselled in their progress if required. The notice shall be sent indicating the student has to contact Empyrean and organise an appointment with the Training & Compliance Manager to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following Study period.
  - If the student does not respond within 7 days the Student Services Officer will attempt to contact the student via telephone. If this fails the matter shall be forwarded to the Managing Director.
  - If there is still no improvement and the Student is at higher risk of failing more than 50% on two consecutive study periods, the Student shall be sent a '2nd Warning Letter' notifying them they are at risk of breaching their requirement to maintain academic progression for each study period they are enrolled.
  - Student is informed that are required to organise an appointment with the Training & Compliance Manager to discuss their poor academic progress and strategies to ensure they stay above the 50% academic requirement for the study period. If the student does not respond within 7 days the Training & Compliance Manager will attempt to contact the student via telephone.
- b. When a student's projected academic progress falls below 50% for 2 consecutive study periods
- The student shall be sent a 'Notice of Intention to cancel' letter indicating their enrolment will be cancelled via PRISM and will be notified to DIBP for unsatisfactory academic progress in their course of study. They are informed that this has occurred as they have failed to be deemed Competent in more than 50% for two consecutive study periods.
  - Student is also informed of their ability to access the appeals and complaints process and have 20 working days to do so. If the student does not go through any appeal or complaint process within 20 working days, the cancellations shall be submitted via PRISMS.
5. Cancelling for 'Unsatisfactory Course Progress (Non-compliance with visa conditions)
- a. All students who fall below 50% academic progress requirement and have no supporting reasons shall be reported via PRISMS to Department of Education and DIBP for a breach of their Visa condition.

NOTE: If the student has not maintained satisfactory course progress up to the time of cancellation or transfer the process of reporting the student to Department of Education and DIBP will continue, even though the student is no longer officially enrolled with the provider.

- b. Students have 20 working days from the date the 'Notice of Intention to Cancel' letter is processed to appeal the decision of their academic non-performance. If they do not choose to use this option then they shall be reported as indicated.
- This process of reporting breaches into PRISMS is the responsibility of EEI student services who monitor the projected academic progress fortnightly.
  - A copy of all letters, details of phone calls made, all communication and any reports are to be kept in the student folders.



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## 6. Legislative & Government Regulations

This policy supports the government legislation standards of AQTF 2007, National Code 2007, National Vocational Education and Training Regulator Act 2011, Education Services for Overseas Students Act 2000, Standards for Registered Training Organisations (RTOs) 2015