1. Policy Overview

Westminster College is committed to the delivery of high quality academic outcomes for students through the regular monitoring and assessment of student progress and through the provision of high quality support. Standard 10 of the *National Code of Practice for Registration Authorities and Providers of Education Training to Overseas Students 2007* requires providers to “systematically monitor students’ course progress” and be “proactive in notifying and counselling students who are at risk of failing to meet course progress requirements”. This policy sets out the means by which Westminster College meets that commitment, and ensures that the legislative requirements of the National Code are met.

Westminster College will systematically monitor students’ for all courses progress by proactively monitoring, notifying and counselling students who are at risk of failing to meet course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have failed the course progress requirements.

Westminster course progress policy and procedure is primarily aimed at:

- Determining and advise minimum requirements for achieving satisfactory course progress
- Monitoring manual and electronic process for assessing satisfactory course progress
- Managing procedure for intervention for students at risk of failing to achieve satisfactory course progress
- Processing for determining the point at which the student has failed to meet satisfactory course progress, and
- Notifying students that they have failed to meet satisfactory course progress requirements.
- Assessing the course progress of the student in procedures at the end point of every study period
- Developing strategies to assist identified students to achieve satisfactory course progress
2. Procedure

2.1. Requirement for achieving satisfactory course progress

- All education and training conducted at Westminster College is competency-based and has vocational outcomes.
- Outcomes are assessed against each element of units of competency and performance criteria.
- In order to be successful in all vocational programs, students need to achieve the level of understanding, knowledge and skill required and expected by relevant industry.
- Progress of a student enrolled in any vocational programs at Westminster College in a particular term (9-week) is regarded to be unsatisfactory if the student has failed to demonstrate Competency in at least 50% of the units enrolled in given term.

2.2. Monitoring course progress

Westminster College regularly monitors students' course program by giving due regards to the following performance indicators:

- Student results
- Attendance records
- Intervention records.

International students who are identified to be at risk of failing the course progress requirements at the end of a term (9-week) will be sent a warning letter asking him or her to make an appointment with the Academic Director to establish a program of support (intervention) for their course. The student is deemed to be at risk if she fails to achieve competency in 50 percent of units he or she is enrolled in given study period (9-week term).

The warning letter will outline the importance of meeting the course progress requirements as well as the consequences of failing to meet this requirement which ultimately being reported and possibly resulting in cancellation of their student visa.

The Academic Director then discuss the student and then implement an appropriate support/intervention strategy to assist the student. It is the responsibility of the student to maintain regular contact with his/her nominated coordinator throughout intervention period. The coordinator will regulatory update the student's progress to the Academic Director. These support/intervention strategies may include:
- English language support for oral and written comprehension. This may include sending student to English College for short English course to improve their English competency.
- Assistance with academic skills such as essay & report writing, meeting assessment requirements and research skills
- Counselling with the Student Support Officer for assistance with personal issues affecting course progress
- Opportunity for reassessment
- Supervised support and progress monitoring by the coordinator
- Reduction in course load where this will not affect the student's ability to complete course within the duration
- Combination some of above methods.

The College will maintain the records of the student's intervention program in his or her personal file which may be used to determine his application for leave or visa extension.

2.3. Notifying student of the College's intention to report.
If a student fails to meet the course requirements in two consecutive terms (18 study weeks) despite employment of an appropriate intention program, Westminster will notify student of its intention to report student for unsatisfactory progress. The notification will state that the student can appeal the decision within 20 working days. Students should refer to Westminster's Complaints and Appeals Policy. A student may appeal especially in the following grounds:
- Students' marks have been calculated incorrectly
- Compassionate or compelling circumstances apply
- An intervention strategy or other policies were not implemented according to the College’s documented policies and procedures that have been made available to students

Student must provide all supporting evidence with the application for appeal. Simple declaration or statement will not be accepted as evidence. It is important that the student maintains his or her enrolment throughout this process.

Once the student lodges an appeal, Westminster should wait until all the appeal process including external appeal (if applicable) is completed and decision is reached. If the decision favours the student, the process will ends and student will continue his or her study as normal. If the decision goes against student, then Westminster will then notify DIISTRE via PRISMS of the student not achieving satisfactory course progress as soon as practicable.
2.4. Access to academic and attendance results

Student can access their academic results and attendance records at any stage during their studies. All they have to do is to log on to Westminster student management system (TEAMS). These records can be accessed at anytime (24/7) from anywhere as long as a student has access to the internet. Student who are not able to log on for whatever reason, can obtain those records by visiting Westminster reception or calling Westminster at 61 2 9264 6144 during office hours.