

Monitoring Workload of All Students Procedure

1. PURPOSE

The purpose of this procedure is to aid 'Support and Intervention Strategy Policy and Procedure', and outline timeframes and actions for academic performance review and workload monitoring.

2. SCOPE

This procedure applies to all students at all JMC Academy campuses.

3. DEFINITIONS

Please refer to *JMC Academy Glossary*.

4. PROCEDURE

4.1 ADVICE TO STUDENTS

At the orientation session students will be advised of the meaning and requirements for academic performance and of the requirement to complete by the scheduled end date of the course.

4.2 EARLY DETECTION OF, AND INTERVENTION IN, LACK OF SATISFACTORY ACADEMIC PERFORMANCE

4.2.1 Meeting with student

As the Academy is committed to ensuring that all students have satisfactory learning experiences, early identification of issues affecting student progress and performance is a priority. Consequently, Administration will notify the Academic Support Officer and the Head of Department (HoD) whenever a student undertaking the first trimester of study, fails to achieve a satisfactory result in any assessment that forms part of any unit.

On receiving notification from Administration, the Academic Support Officer will arrange a meeting with the student to discuss academic performance. A member of the International Services Division team may also attend the meeting.

The purpose of this meeting is to determine the reasons for the student being at risk of failing the study unit and to develop strategies involving student support that will assist the student to successfully complete the course within the expected course duration. Resubmission of the assessment may be a sufficient course of action, in line with JMC Academy's Assessment Management Procedure. If there are indications that the student is at risk of failing 50% or more of his/her enrolled study units in that initial study period, the implementation of an intervention program is mandatory.

Please refer to these documents for a full description of the steps for implementation of an intervention program:

- Support and Intervention Strategy Policy,
- Support and Intervention Strategy Procedure.

Outcomes, actions and agreements coming out of that meeting will be documented and signed by the student. The document will be given to the student and a copy kept on the student's file. A copy will also be forwarded to the Head of Department (HoD), Campus Manager, Director of International Services.

4.2.2 Ongoing performance and monitoring

It is the responsibility of any student on a Support and Intervention program to adhere to the terms of the agreed Program.

JMC Academy continues to monitor the performance of the student to ensure adherence to the terms of the Support and Intervention Program. It is also committed to the guideline set down in the ESOS National Code, Part B, Standard 10, and this procedure works to affect the provisions therein for the review of student grades.

4.3 REVIEW OF ACADEMIC PERFORMANCE AT END OF STUDY PERIOD

4.3.1 End of trimester progress reports

At the end of a study period Administration reports to the Head of Department on the academic performance of domestic and international students. The report contains details on what units the student has passed and not passed.

4.3.2 2nd Meeting with Student

If as a result of the review it is identified that a student has failed 50% or more of the units undertaken in that study period or the same unit twice, the Head of Department will notify the Campus Manager, and if appropriate the Director of International Services. Student Administration will then contact the student by telephone, then SMS, then email and, as a last resort, by post to arrange for a meeting with the student involving the relevant HoD, Campus Manager and a member of the International Services Division team (if available) to discuss academic performance.

The purpose of the meeting is to determine the reasons for the lack of satisfactory academic performance and to develop and implement intervention strategies involving student support, and student action, and to assist the student to successfully complete the course within the expected course duration. Outcomes, actions and agreements coming out of that meeting will be documented and signed by the student. The document will be given to the student and a copy kept on the student's file. A copy will also be forwarded to the Head of Department, Campus Manager and the Director of International Services.

Support and intervention strategies:

A wide range of support and intervention strategies are employed when supporting students identified as 'at risk'. These include but are not limited to:

- Invitation and encouragement to attend start up program (This program is open for all students with students in their first study period in focus),
- Invitation and encouragement to attend various academic and life skills workshops offered,
- Frequent contact and follow-up checks from the Academic Support Services team,
- 'Hand-In' - Transition Assistance Program (TAP)
- Regular 1-on-1 meetings with the Academic Support Services team for individual assistance,
- Recommendation of Counsellor's assistance with personal matters and/or wellbeing if necessary,
- Creation of, or amendment to, a Disability Plan wherein reasonable adjustment is instigated where disabilities or medical conditions are impacting on the student's ability to participate or progress,
- Referral to an academic staff member for additional assistance,
- Specification of units for the current/next study period,
- Restriction in the number of units (reduced study load) for the current/next study period,
- Specification of attendance or participation requirements,

- Structured Study Plan,
- Structured Learning Agreement,
- Other interventions appropriate to the case.

4.3.3 Ongoing performance and monitoring

It is the responsibility of any student on a Support and Intervention program to adhere to the terms of the agreed Program.

JMC Academy continues to monitor the performance of the student to ensure adherence to the terms of the Support and Intervention Program.

4.4 MONITORING OF STUDENTS WITH A LACK OF SATISFACTORY ACADEMIC PERFORMANCE DURING A CONSECUTIVE STUDY PERIOD.

4.4.1 Ongoing monitoring-international students

Students who fail to achieve a pass in a majority of study units undertaken during this study period will be advised by the Campus Manager and/or the Director of International Services, or their delegate, that this lack of satisfactory academic performance in two consecutive study periods could lead to the student being reported to DoHA and cancellation of his or her visa, depending on the outcome of any appeals process. These students will be classified as being “At Risk” and recorded on file.

4.4.2 Ongoing monitoring-all students

The academic performance of ALL students classified as being “At Risk”, or who are undertaking repeat units in any study period as a result of intervention strategies put in place in the previous study period, will be monitored in an ongoing way.

- Any assessment undertaken by the student in any unit in the current study period that results in other than a pass will be recorded and may require the student to immediately discuss their academic performance with the HoD and/or Campus Manager
- These students’ results will be reviewed by the HoD and/or Campus Manager for at least one assessment for each of the units in the study period.

4.4.3 3rd Meeting with Student monitoring-all students

Students who, at this midpoint, are displaying a lack of satisfactory academic performance in their new units or in units being repeated will be contacted by Student Administration and asked to attend a meeting to review their academic progress. Contact will be through registered mail to arrange a meeting with the Campus Manager and/Head of Department, and a member of the International Services Division team (if appropriate and if available).

The purpose of the meeting is to determine the reasons for the lack of satisfactory academic performance and to review the implementation of support and intervention strategies. Outcomes, actions and agreements coming out of that meeting will be documented and signed by the student. The document will be given to the student and a copy kept on the student’s file. A copy will also be forwarded to the Head of Department, Campus Manager and the Director of International Services.

4.5 REVIEW OF ACADEMIC PERFORMANCE AT END OF A CONSECUTIVE STUDY PERIOD.

At the end of the study period Administration reports to the Campus Manager of the performance of any student categorised as “At Risk”.

4.5.1 Ongoing monitoring-international students

If as a result of the review it is identified that an international student has failed 50% of the units undertaken in the second, consecutive study period or the same subject three times, the Campus Manager will notify the Director of International Services, or their delegate, who will notify the student in writing of their intention to report the student to the Department of Education (DE) and the Department of Home Affairs (DoHA) for not achieving satisfactory course progress. This written notice will be sent by registered mail. The written notice will inform the student that he or she is able to access the Academy's complaints and appeals process as per ESOS National Code Standard 10 (Complaints and Appeals) and that the student has twenty (20) working days in which to do so. A copy of this letter is retained within the student's file.

If the student chooses not to access the complaints and appeals processes within the twenty (20) working day period, withdraws from the process, or a subsequent external appeal process is completed and results in a decision supporting JMC Academy, the Director of International Services will notify the Department of Education (DE) and the Department of Home Affairs (DoHA) through PRISMS that the student has not achieved satisfactory course progress as soon as practicable.

Similarly, if the review shows a lack of satisfactory academic performance in less than 50% of scheduled units – or the student has not failed any of the same units for the third time – the normal interview and intervention strategy approach indicated above will prevail.

Copies of all outcomes and notifications related to the appeal processes are kept on the student's file in accordance with the JMC Academy's Student Complaints and Appeals Policy.

4.5.2 Ongoing monitoring-domestic students

If as a result of the review it is identified that a domestic student has failed 50% of the units undertaken in the second, consecutive study period or the same subject three times, Campus Manager with consultation with head of Department will notify the student in writing of their intention to cancel the student's enrolment) for not achieving satisfactory course progress. This written notice will be sent by registered mail. The written notice will inform the student that he or she is able to access the Academy's complaints and appeals process, and that the student has ten (10) working days in which to do so. A copy of this letter is retained within the student's file.

If the student chooses not to access the complaints and appeals processes within the ten (10) working day period, withdraws from the process, or a subsequent external appeal process is completed and results in a decision supporting JMC Academy, Campus Manager will cancel student's enrolment.

Similarly, if the review shows a lack of satisfactory academic performance in less than 50% of scheduled units – or the student has not failed any of the same units for the third time – the normal interview and intervention strategy approach indicated above will prevail.

Copies of all outcomes and notifications related to the appeal processes are kept on the student's file in accordance with the JMC Academy's Student Complaints and Appeals Policy.

4.6 REVIEW OF THE IMPACT OF INTERVENTION STRATEGIES ON COURSE DURATION

4.6.1 Variation of course duration-all students

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 and any likely or possible variation in course duration will be noted on the student's file.

4.6.2 Variation of course duration-international students

Reporting the student (issuing a new CoE) will occur when JMC Academy 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. However, JMC Academy will only issue a new CoE when it can accurately predict the length of the extension to the duration of study required.

5. COMPLAINTS and APPEALS

Students may access the Student Complaints and Appeals Policy and its associated procedures to appeal against any decisions made under this procedure.

6. POSITIONS RESPONSIBLE FOR IMPLEMENTING PROCEDURE

- Administration
- Academic Staff
- Campus Manager
- Director of Education
- Director of International Services, or their delegated officer
- Academic Board

The Campus Manager also has responsibility:

- to ensure that all administrative and lecturing staff are aware of the desirability for students to display satisfactory academic performance
- for the actions taken by JMC Academy if the student does not display or demonstrate satisfactory academic performance.

7. RELATED DOCUMENTS

- Support and Intervention Strategy Policy
- Support and Intervention Strategy Procedure
- Diversity Equity and Inclusion Policy
- Monitoring Workload of International Students Policy
- Academic Progression Policy
- Assessment Management Procedure
- Student Complaints and Appeals Policy
- Student Complaints and Appeals Procedure
- JMC Academy Glossary

8. RELATED LEGISLATION

This Procedure supports JMC Academy's compliance with the following legislation:

- Higher Education Support Act 2003 (Cth),
- Higher Education Standards Framework (Threshold Standards) 2015,
- Education Services for Overseas Students (ESOS) Act 2000 (Cth),
- National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018
 - ESOS National Code 2018, Part B, Standard 6

9. PROCEDURE REVIEW DATE

12th October, 2021

10. VERSION CONTROL TABLE

Title	<i>Monitoring Workload of All Students Procedure</i>			
Maintained By	Education Team			
Approving Authority	Academic Board			
Approved Date	12/10/2018			
Version Number	Modified By	Modifications Made	Date Modified	Status
2.0	S. Stanford	Positions and responsibilities updated; new format; P Gainey consulted to ensure international students were covered as per legislated requirements	04/12/2017	Approved by the Academic Board on 22/03/2018 Superseded
2.1	G. Jedlinska	Reformatted, added related documents and related legislation sections, names updated	14/09/2018	Superseded
2.2	M. Hafda	Edited section 5, Complaints and Appeals.	11/10/2018	Approved by SA. Stanford as a Health Check on 12/10/2018 Current