

SC9-I: Course Progress and Monitoring Policy & Procedure

International Students

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Purpose

The purpose of this policy is to ensure that Education Access Australia monitors international students to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress or attendance requirements.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

This ensures compliance with Standard 8 of the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.

Definitions

CoE means Confirmation of Enrolment

Compassionate and Compelling Circumstances include but are not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes;
- bereavement of close family members such as parents or grandparents;
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
- a traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
- where Education Access Australia is unable to offer a pre-requisite unit.
- where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

DET means Department of Education and Training

Study period is defined as one term of the course in which the student is enrolled.

Satisfactory Course Progress is where students do not fall into the categories identified below.

Unsatisfactory Course Progress is where a student:

- Is judged as Not Yet competent in one assessment task in a pre-requisite unit
- Is judged as NYC in a pre-requisite unit
- Is judged as Not Satisfactory in one assessment task within a clustered unit of competency
- Is judged as NYC in 50% of units included in the course load during a study period
- Is judged as NYC in 50% of units included in the course load at the end of a study period

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- Is identified by a trainer/assessor as requiring intervention
- Has an attendance pattern that is considered to be placing the student at risk of not achieving satisfactory course progress.
- Has been absent for 5 consecutive days or more
- Does not participate in the course as per the course scheduled requirements.

Unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported and a cancellation of the student's visa.

An **Intervention Strategy** may include one or more of the following interventions:

- Advising students on the suitability of the course in which they are enrolled and possible alternatives;
- Advising students of opportunities for reassessment; and
- Advising students of assistance such as:
 - receiving English language support;
 - reviewing learning materials with the student and providing information to students and in a context that they can understand;
 - providing extra time to complete tasks;
 - providing access to supplementary or modified materials
 - providing supplementary exercises to assist understanding
 - attending academic skills programs;
 - attending tutorial or study groups;
 - receiving individual case management;
 - attending study clubs;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organizations where Education Access Australia is unable to address the identified learning or academic issues:
 - being placed in a suitable alternative subject within a course or a suitable alternative course; or
 - a combination of the above and a reduction in course load.

PRISMS means Provider Registration and International Student Management System (PRISMS)

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Policy

1. Completion within expected duration

- All courses for international students are CRICOS registered and expected duration of study is as recorded on the CRICOS register.
- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment.
- In order for students to complete their studies within the expected duration specified on their Confirmation of Enrolments, students must meet course progress requirements as specified in the definitions in this policy. Where requirements are not met, Education Access Australia course progress monitoring procedures will be followed.
- Extensions to a Confirmation of Enrolment are only allowed in the case of compassionate or compelling circumstances or where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory progress requirements or an approved deferral or suspension of studies has been granted in accordance with Education Access Australia's Deferral, Suspension and Cancellation Policy and Procedure. Students who do not meet course progress requirements are at risk of having their visas cancelled.
- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the DET via PRISMS.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.

2. Reporting students

- Where a student has demonstrated unsatisfactory course progress in two consecutive study periods despite interventions implemented, Education Access Australia will be required to report the student to DET via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress.
- Students have the rights to appeal against this decision as explained through Education Access Australia *Complaints and Appeals Policy and Procedure*. If the student chooses to access this process, the student will not be reported until this process is complete.
- An appeal will only be considered if Education Access Australia has not recorded or calculated the student's results correctly, has not provided appropriate support, has not implemented other policies such as assessment and feedback which could impact on the student's results or there are compassionate or compelling reasons (see definitions) which have contributed to the unsatisfactory progress.
- All records will be kept on the student's file including warning letters and the notice of intention to report.

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Procedure

1. Monitor course progress

Procedure	Responsibility
<p>A. Meet with the student to discuss intervention strategies</p> <ul style="list-style-type: none"> Where a student's course progress is unsatisfactory as defined above, send a <i>First Warning Letter of Unsatisfactory Course Progress</i> and inviting the student to attend a meeting to develop an intervention strategy. Discuss the reasons for the unsatisfactory course progress with the student and agree on appropriate intervention with the student. Inform students of the implications of amending their CoE, if applicable. Record outcomes of the meeting in the <i>Intervention Meetings and Strategy Form</i>. Ensure form is signed by the student to state that they agree to the intervention strategy. Implement intervention strategy as soon as possible and within 5 working days of the meeting. The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DET via PRISMS and that this will affect their visa. To issue a new CoE to extend the duration of the student's study, the administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension. Place all documentation on the student's file. 	<p>CEO & VET Coordinator</p>
<p>B. Monitor student's progress</p> <ul style="list-style-type: none"> Monitor student's progress through a weekly meeting with relevant trainers/assessors to discuss the intervention approach to adjust as required. Review and update the intervention strategy as required. Discuss revisions with the student. Implement any revised interventional strategy immediately. Record outcomes of each meeting in the <i>Intervention Meetings and Strategy Form</i>. Include the form in the student's file. 	<p>CEO & VET Coordinator</p>

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<p>C. Send Second Warning Letter to student</p> <ul style="list-style-type: none"> Where the student continues to fail to demonstrate satisfactory course progress, send <i>Second Warning Letter of Unsatisfactory Course Progress</i> to the student inviting them to a meeting. At the meeting, discuss the reasons for continuing unsatisfactory course progress and advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a <i>Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress</i>. 	<p>CEO & VET Coordinator</p>
<p>D. Inform student of intention to report following continuing unsatisfactory course progress</p> <ul style="list-style-type: none"> Review students' course progress within 5 days of the completion of the study period and where the student has failed 50% or more the units in their course for two consecutive study periods and despite interventions implemented, the student will be informed of the intention to report them via PRISMS. Send letter to the student notifying them of the intention to report. The <i>Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress</i> will be sent by post to the student as an attachment to an email. Inform student in the same letter of their right to access Education Access Australia's Complaints and Appeals process and that they have 20 working days in which to do this from the date specified on the letter. Students who choose to access this process will not be reported if they appeal within 20 working days indicating Education Access Australia's intention to notify. Students must continue to attend classes during the appeals process as specified in Education Access Australia's <i>Complaints and Appeals Policy and Procedure</i>. Place a copy of the Letter and any other relevant documentation will be placed on the student file. 	<p>CEO & VET Coordinator</p>
<p>E. Following the Notification of Intention to Report</p> <ul style="list-style-type: none"> If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, report the student via PRISMS for breach of course progress requirements within 7 working days. DET has a discretionary framework in place to enable the department to consider individual circumstances, such as where a student may be struggling with particular unit choices and could benefit from a change of course or education provider. Await advice from the DET as to whether the student's visa has been cancelled and take the relevant action depending on whether the visa is cancelled or not. Include a hard copy of the PRISMS entry on the student's file. 	<p>CEO & VET Coordinator</p>

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