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## **SC33-I - Course Progress P&P .**

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# SC33-I: Course Progress Policy & Procedure

## Domestic and International Students

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### Purpose

The purpose of this policy is to ensure that OUR INSTITUTE 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 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 OUR INSTITUTE 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

**Attendance** is 20 scheduled course contact hours per week

**Study period** is defined as two terms (13 weeks \* 2 unless stated otherwise) 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:

- Is judged as Not Yet competent (NYC) in a pre-requisite unit
- Is judged as NYC in 50% of units included in the course load during a study period
- Is identified by a trainer/assessor as requiring intervention
- Does not participate in the course as per the course schedule or attendance requirements.

Unsatisfactory course progress in a study period (Two Terms) 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 supplementary exercises during tutorials to assist understanding
  - providing a suitable study plan to allow student successful completion
  - attending counselling in regard to their course progress or attendance;
  - receiving assistance with personal issues which are influencing progress;
  - receiving mentoring;
  - referral to external organizations where OUR INSTITUTE is unable to address the identified learning, academic or personal issues:
  - being placed in a suitable alternative a suitable alternative course

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

## **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, OUR INSTITUTE course progress 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 or an approved deferral or suspension of studies has been granted in accordance with OUR INSTITUTE's Deferral, Suspension and Cancellation Policy and Procedure. Students who do not meet course progress 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 enrolment load, including the reasons for the variation will be recorded on the student's file.

## **2. Online or distance learning enrolment**

- At no time during a compulsory study period may a student study more than 1/3 online or by distance.
- In the last compulsory study period of a course, students may not complete the last unit of study of their course online or by distance and remain in Australia. However, if the course is available online or by distance and the student only has one unit to complete in a compulsory study period, they may request OUR INSTITUTE to cancel their CoE (thus no longer requiring a visa) and return to their home country.
- A student's participation in on-line study will be monitored.

## **3. Reporting students**

- Where a student has demonstrated unsatisfactory course progress in two consecutive terms (study period) despite interventions implemented, OUR INSTITUTE 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 OUR INSTITUTE *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 OUR INSTITUTE 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.

## Procedure

### 1. Monitor course progress / Unsatisfactory Attendance

Procedure	Responsibility
<ul style="list-style-type: none"> <li>○ <b>Meet with the student to discuss intervention strategies</b></li> <li>● Trainers are to follow up on fortnightly basis and discuss with the Training Manager in regard to student's attendance. Training Manager is to monitor fortnightly attendance and report back to the trainers on remedies to improve student's attendance.</li> <li>● Where a student's attendance is unsatisfactory, SMS and/or email to be sent to remind the student of their requirement to meet the 20 scheduled course contact hours per week..</li> <li>● 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.</li> <li>● Discuss the reasons for the unsatisfactory course progress with the student and agree on appropriate intervention with the student.</li> <li>● OUR INSTITUTE is responsible to ensure that all students are given the best opportunity to complete their course successfully. As part of this support we offer an intervention process to those students who are failing units due to their innate language skills. <ul style="list-style-type: none"> <li>○ All students identified by Trainers as having the potential to fail their course due to language issues will be referred to the Head of the English department for assessment.</li> <li>○ The English department will determine the student's level of English and suggest specific areas of study to assist improvement, including periods of study.</li> <li>○ Should additional fees be applicable for additional tuition, this will be discussed with the marketing department and the student. Monies will be required to be paid prior to further study commencing.</li> <li>○ The English department will undertake to assess the development of the student throughout the period of extra study.</li> </ul> </li> <li>● Inform students of the implications of amending their CoE, if applicable.</li> <li>● Record outcomes of the meeting on SMS.</li> <li>● Implement intervention strategy as soon as possible and within 5 working days of the meeting.</li> <li>● 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.</li> </ul>	<p>Manager</p>

Procedure	Responsibility
<ul style="list-style-type: none"> <li>To issue a new CoE to extend the duration of the student's study, the Training Administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension.</li> <li>Place all documentation on the student's file.</li> </ul>	
<p><b>A. Monitor student's progress/attendance</b></p> <ul style="list-style-type: none"> <li>Monitor student's attendance/progress through a fortnightly meeting with relevant trainers/assessors to discuss the intervention approach to adjust as required.</li> <li>Review and update the intervention strategy as required.</li> <li>Discuss revisions with the student.</li> <li>Where the student continues to fail to demonstrate satisfactory course progress, send First Warning Letter of Unsatisfactory Course Progress</li> <li>Implement any revised interventional strategy immediately.</li> <li>Record outcomes of each meeting on SMS as required.</li> </ul>	Administrator
<p><b>B. Second Warning Letter to student</b></p> <ul style="list-style-type: none"> <li>Where the student continues to fail to demonstrate satisfactory course progress, send <i>Second Warning Letter of Unsatisfactory Course Progress</i> and attempt to contact the student inviting them to a meeting.</li> <li>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>.</li> </ul>	Administrator Manager
<p><b>C. Inform student of intention to report following continuing unsatisfactory course progress</b></p> <ul style="list-style-type: none"> <li>Review students' course progress within 10 working days of the completion of the study period and where the student has failed 50% of the units in their course for two consecutive terms and despite interventions implemented, the student will be informed of the intention to report them.</li> <li>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 or email to the student.</li> </ul>	Manager Administrator

Procedure	Responsibility
<ul style="list-style-type: none"> <li>• Inform student in the same letter of their right to access OUR INSTITUTE’s Complaints and Appeals process and that they have 20 working days in which to do this from the date specified on the letter.</li> <li>• Students who choose to access this process will not be reported if they appeal within 20 working days indicating OUR INSTITUTE’s intention to notify. Students must continue to attend classes during the appeals process as specified in OUR INSTITUTE’s <i>Complaints and Appeals Policy and Procedure</i>.</li> <li>• A copy of the Letter and any other relevant documentation will be placed on the student file.</li> </ul>	
<p><b>E. Following the Notification of Intention to Report</b></p> <ul style="list-style-type: none"> <li>• 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 as soon as possible.</li> <li>• 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.</li> <li>• 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.</li> <li>• Include a hard copy of the PRISMS entry on the student’s file.</li> </ul>	<p>Manager Administrator</p>

**Standards:** National Code 2018 standard 6, 8, 9 & 10