

SC9-I: Course Progress Policy & Procedures International Students

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Purpose

The purpose of this policy is to ensure that Vocation Education Training 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 Providers of Education and Training to Overseas Students 2018.

Definitions

CoE means Confirmation of Enrolment

Compulsory study period means a discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the provider as long as that period does not exceed six months.

DET means Department of Education and Training

DHA mean Department of Home Affairs

ESOS Act means the Education Services for Overseas Students Act 2000

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National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018

Study period is defined as a discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the registered provider as long as that period does not exceed six months.

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

Training Product means AQF qualification, skill set, unit of competency, accredited short course or module.

Policy

1. Completion within expected duration

- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- Vocation Education Training Australia monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

2. Study Periods

- Students who do not meet course progress requirements are at risk of having their visas cancelled.
- Study periods may also be known as 'terms' and are described Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.

3. Determining if a student has meet course progress requirements

- Students must have demonstrated satisfactory course progress requirements by the end each study period.
- This means that they must have successfully completed all the required assessment tasks.

4. Determining at risk students

- Students will be deemed at risk of not meeting course progression requirements if they:
 - do not participate in a summative assessment task.
 - do not submit an assessment task within 2 weeks of the due date.
 - have received an assessment outcome of Not Yet Competent for one or more assessment tasks.

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5. Progress Monitoring

- All students progress will be monitored using a *Progress and Attendance Monitoring Tool*.
- At the end of each monitoring period:
 - The monitoring report is updated by the RTO Manager including a status of progressing, at risk or not progressing for all overseas students on each reporting date. This is based on current evidence located in student files and other academic records.
 - RTO Manager will consult with academic staff if there is any uncertainty or more evidence needed to confirm or deny a student's course progress status.
- The monitoring report will also record commencement and review dates for all Intervention Strategies.

6. Intervention Strategy

- Vocation Education Training Australia ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, an individual intervention plan will be developed that documents the support that will be provided. This may include:
 - 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 counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organisations where Vocation Education Training 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.

7. Extension to an expected course duration

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- Extensions to the course duration specified on the CoE are only allowed where:
 - Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or
 - An approved deferral or suspension of studies has been granted in accordance with Vocation Education Training Australia's *Deferral, Suspension and Cancellation Policy and Procedures*. Compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is 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 Vocation Education Training 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.
- 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 Department of Education and Training (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.
- Where the duration of the student's enrolment is extended, Vocation Education Training Australia will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

8. Online or distance learning enrolment

- Vocation Education Training Australia will not deliver a course exclusively by online or distance to an international student.
- At no time during a compulsory study period will a student study more than one-third of the units (or equivalent) by online or by distance learning.
- Vocation Education Training Australia will ensure that in each compulsory study period for a course, the overseas student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.
- A student's participation in on-line study will be monitored.

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- Vocation Education Training Australia will ensure it takes all reasonable steps to support students who may be disadvantaged by:
 - Additional costs or other requirements, including students with special needs, from undertaking online or distance learning.
 - Inability to access the resources and community offered by the education institution, or opportunities for engaging with other students while undertaking online or distance learning.

9. Reporting students

- Where a student has demonstrated unsatisfactory course progress in a study period despite interventions implemented, Vocation Education Training Australia will be required to report the student to DHA via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report.
- Students have the rights to appeal against this decision as per Vocation Education Training Australia *Complaints and Appeals Policy & Procedures*. If the student chooses to access this process, the student will not be reported until this process is complete.
- Vocation Education Training Australia will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
 - the student has chosen not to access the external complaints and appeals process: or
 - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- All records will be kept on the student's file including warning letters and the notice of intention to report.

10. Publication

- A summary of this policy and procedure will be published in the International Student Handbook to ensure that course progress requirements are clearly communicated to students before they commence their course.
- This policy will also be covered during orientation for international students and induction for all academic staff.

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Procedures

1. Monitor course progress

National Code: Standard 8

Procedure	Responsibility
<p>A. Monitor course progress</p> <ul style="list-style-type: none"> • Monitor students course progress to determine if students are at risk of not meeting course progress requirements. • Use the Progress and Attendance Monitoring Tool to monitor progress. 	<p>Trainer/Assessor</p>
<p>B. Unsatisfactory course progress – Stage 1</p> <ul style="list-style-type: none"> • Where a student’s course progress is unsatisfactory, 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 strategy with the student. • Inform students of the implications of amending their CoE, if applicable. • Record outcomes of the meeting in the <i>Intervention Plan</i>. • Ensure <i>Intervention Plan</i> is signed by the student to state that they agree to the intervention strategy. • Immediately implement intervention strategy as documented in the <i>Intervention Plan</i>. • The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DHA 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>RTO Manager Trainer/Assessor</p>
<p>C. Monitor student’s progress following first warning</p> <ul style="list-style-type: none"> • Monitor student’s progress according to the Intervention Plan. • In collaboration with the student, adjust the <i>Intervention Plan</i> as required. 	<p>RTO Manager Trainer/Assessor</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> Record outcomes of meetings in the <i>Intervention Plan</i>. Include the form in the student's file. 	
<p>C. Unsatisfactory course progress – Stage 2</p> <ul style="list-style-type: none"> Where the student continues to fail to demonstrate satisfactory course progress as evidence through course progress monitoring, 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 discuss further intervention required. Amend the Intervention Plan as required. 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>. 	RTO Manager Trainer/Assessor
<p>D. Inform student of intention to report following continuing unsatisfactory course progress</p> <ul style="list-style-type: none"> Continue to monitor course progress. Where the student is still not meeting course progress requirements despite interventions implemented, send the student a notice of intention to report them via PRISMS. This notice must be sent by post to the student's registered address, as well as by email. Inform student in the same letter of their right to access Vocation Education Training 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 Vocation Education Training Australia intention to notify. Students must continue to attend classes during the appeals process as specified in Vocation Education Training Australia <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. 	RTO Manager
<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. 	RTO Manager



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