

1.0 Purpose

1.1 The purpose of this policy and procedure is to define the system used to meet the requirements of:

- National Code of Practice - Standard 8
- Section 19-20 of the ESOS Act, who have breached the course progress requirements.

2.0 Scope

2.1 This policy applies to all international students enrolled at Accredited Training Centre of Australia.

3.0 Responsibility

3.1 The Campus Manager (s), Student Support and Administration Manager (s) and the Student Administration Officer (s), are responsible for implementation of this policy and to ensure that staff are aware of its application and implement its requirements and procedures.

4.0 Definitions

4.1 Monitoring: refers to an active checking of course progress.

4.2 Recording: means that there must be a documented record of the student's achievement within each unit.

4.3 Assessing: requires the provider to consider a student's demonstrated achievement, progress or competency.

4.4 Study Period: for the purposes of this Policy/Procedure, the length for a study period is 10 weeks.

4.5 Compassionate **or compelling circumstances**: compassionate or compelling circumstances are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include:

- 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 (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted on their studies
- a traumatic experience which could include but is not limited to:
 - involvement in or witnessing of an accident or
 - a crime committed against the student or
 - the student has been a witness to a crime and this has impacted on the student (these cases should be supported by police or psychologists' reports).

5.0 Policy Contents/Statements

5.1 Accredited Training Centre of Australia shall implement the Department of Education-DIBP approved/DIISRTE-DIAC Course Progress Policy and Procedures (for its vocational education and training (VET) courses and is **not** required for ESOS purposes to monitor attendance for those courses.

5.2 Accredited Training Centre of Australia has indicated the decision to implement the this choice through PRISMS.

5.3 Accredited Training Centre of Australia shall systematically monitor, record and assess the course progress of each student for each unit of the course for which the student is enrolled in accordance with this documented course progress policy/ and procedure. This includes establishing:

- requirements for achieving satisfactory course progress
- process for assessing satisfactory course progress
- procedure for intervention for students at risk of failing to achieve satisfactory course progress
- process for determining the point at which the student has failed to meet satisfactory course progress; and
- procedure for notifying students that they have failed to meet satisfactory course progress requirements.

5.4 A copy of this policy and the Department of Education-DIBP approved course progress policy and procedures for international students is made available to staff and students

through the website www.trison.edu.au, Student Handbook and at student induction/orientation process.

5.5 The college must be proactive in notifying and counseling students who are at risk of failing to meet their course progress requirements.

5.6 Where the college has assessed the student as not meeting satisfactory course progress, the college shall inform the student in writing of its intention to report the student and that he or she is able to access the provider's complaints and appeals process within 20 working days.

5.7 The college shall notify the Secretary of the Department of Education through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalized and upholds the college's decision to report.

5.8 The college shall have an intervention strategy for any student who is not making satisfactory course progress. It must be made available to staff and students and must specify:

- i. procedures for contacting and counselling students;
- ii. strategies to assist identified students to achieve satisfactory course progress; and
- iii. the process by which the intervention strategy is activated.

The intervention strategy must include provisions for:

- i. where appropriate, advising students on the suitability of the course in which they are enrolled;
- ii. assisting students by advising of opportunities for the students to be reassessed for tasks in units or subjects they had previously failed, or demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency; and
- iii. advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to Department of Education.

6.0 Procedure

6.1 At the completion of a study period the Campus Manager (s) -Student Support and Administration Manager (s) will ensure course progress of all students is reviewed and identify those students who have failed to achieve competency in at least 50% of the units required to be undertaken in the study period.

6.2 A failure to achieve competency in at least 50% of the units required to be undertaken in one (1) study period will trigger a review of course progress and implementation of an intervention strategy by the college for international students.

6.3 International students who have unsatisfactory course progress in two (2) consecutive study periods will be reported to Department of Education via PRISMS. Unsatisfactory course performance is defined as failing to achieve competency in at least 50% of units required to be undertaken in a study period.

Note: If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, the college is not required to report the student to Department of Education and the Intervention Strategy process will begin.

6.4 Within ten (10) working days of the completion of a study period the Student Support and Administration Manager (s) will initiate an Intervention Strategy Course Progress Letter 1 to all students identified as having failed to achieve competency in at least 50% of the units required to be undertaken, requesting them to attend an Intervention Strategy meeting (ISM).

6.5 At the Intervention Strategy meeting (ISM) the Student Support and Administration Manager (s) and Campus/Training Manager will consider, and implement if applicable, the following intervention strategies:

- Identify the problems that are impeding the course progress of the student.
- Arrange with the student for additional work to be undertaken within an agreed timeframe using the study time table.
- The completion of all outstanding assessments according to an agreed timeframe.
- Assessing whether the course is still suitable for the student.
- Whether the re-assessment of any task/s is appropriate.
- Arranging for the review of any agreed additional work.
- Reinforcing to the international student that unsatisfactory course progress in two (2) consecutive study periods may lead to the student being reported to department of Education and cancellation of his or her visa, depending on the outcome of any appeals process.

6.6 Students failing to attend their scheduled ISM will be sent an ISM Course Progress Letter 2 within five (5) working days to arrange another Intervention Strategy Meeting and also be contacted by phone.

6.7 Copies of the ISM Course Progress Letters 1 – 2, the Intervention Strategy Meeting Record and any other relevant documentation will be placed in the student's file.

6.8 In addition to the identification process referred to above, the Student Support and Administration Manager (s) will attempt to identify those students who are at risk of not meeting the course progress requirements in a study period. Students “at risk” include:

- Students who have failed to attend classes for five (5) consecutive training days without prior approval, or without a medical certificate from a registered medical practitioner.
- Where a student has been assessed as Not Yet Competent in the first unit in a study period.

6.9 The Student Support and Administration Manager (s) will initiate immediate contact with the student “at risk” by phone, email or mail and arrange a meeting to ascertain the reasons why the student has failed to attend or has been assessed as Not Yet Competent. Student Support and Administration Manager (s) will decide whether any of the strategies set out above should be implemented.

6.10 All documented records will be placed in the student’s file.

6.11 If an international student fails to achieve competency in at least 50% of the units required to be undertaken in two (2) consecutive study periods; then the college must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The Student Support and Administration Manager (s) will initiate an Intention to Report to Department of Education Letter to the student and place a copy on their file. This letter is signed by the CEO.

6.12 The student must be informed he/she has twenty (20) working days from the expected date of receipt of notification to appeal to the college, using the college’s, Grievances, Complaints and Appeals Form which is available on the website or at reception of all three campuses for any appeal.

6.13 The student may appeal on the following grounds:

- The college has failed to record or calculate a student’s marks satisfactorily.
- Compassionate or compelling circumstances.
- The college has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

6.14 Where the student’s appeal is successful, the college will not report the student.

6.15 Where the student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, withdraws from the process, or the process is completed



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and results in a decision supporting the college, the college must notify the Secretary of Department of Education through PRISMS of the student not achieving satisfactory course progress within five (5) working days. This will generate a Section 20 letter which the college will forward to the student.

6.16 The college will maintain the student's enrolment while the appeals process is ongoing.