

## Purpose:

The purpose of this policy and procedure is to describe the process for monitoring international student academic progress in line with regulatory requirements. The process also outlines the intervention plan for students who have unsatisfactory course progress, student performance reporting and communication flow to ensure satisfactory student academic progress.

## Policy Outline:

This policy supports 'Standard 8 Overseas student visa requirements' of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Skills Training Australia monitors course progress for reporting its international students. Although attendance is not required to be monitored, student attendance is recorded in the Student Management System. In order to maximise the benefits of study and to achieve academic success, students are required to regularly attend their classes.

## Definitions:

<b>Student</b>	International Student
<b>Satisfactory Course Progress</b>	A student must complete units of competencies of the course within a specified timeframe.
<b>Risk of Unsatisfactory Course Progress</b>	A student is considered "at risk" of unsatisfactory course progress when the student has failed to maintain satisfactory course progress for the first time.
<b>Unsatisfactory Course Progress</b>	Continued failure to successfully complete or demonstrate competency in at least 50% or more of his/her non-placement component of allocated units of competencies in a term.
<b>Monitoring</b>	Refers to an active checking of course progress.
<b>Recording</b>	A documented record of the student's achievement within each unit of competency.
<b>Assessing</b>	Consider a student's demonstrated achievement, progress or competency in a unit of competency
<b>Non-placement component</b>	Class-based assessment tasks of a unit of competency.  <b>Note:</b> Placement component must also be completed within required timeframes to complete the relevant units of competencies.
<b>Trainer/Assessor</b>	A person who is appointed for the unit of competency and responsible for the delivery to a group (class) of students. The Trainer/Assessor records and monitors student academic performance, and provides academic improvement advice to students at risk of not meeting satisfactory progress. The Trainer/Assessor refers students to Academic Officer when the student fails to improve after initial counselling.
<b>Student Support Officer</b>	Advises students in areas that are not academic related.  Is also responsible for generating the course progress report and identifying any students who do not meet satisfactory course progress at the end of each term. The Student Support Officer is responsible for sending written notification to students who have unsatisfactory course progress and liaise with the Academic Officer. Communicates

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	with relevant parties where applicable and responds to any enquiries or concerns by liaising with Academic Officer, Trainer/Assessors and/or Student Administration.
<b>Academic Officer</b>	Provides academic advice to students and implements appropriate intervention strategies. Updates outcomes of communication sessions and agreed intervention strategies in intervention strategy record form and student file.
<b>Student Administration</b>	Process extension of course applications on PRISMS and ensures documentation is recorded in the student management system and student file.  <b>Note:</b> PRISMS updates may be delegated to the relevant staff member from the parent company, Academies Australasia or from Skills Training Australia.

## Procedure:

The procedure outlines the intervention plan for students who have underperformed, student performance reporting and communication flow to ensure satisfactory student academic progress.

A list of students at risk of unsatisfactory course progress is generated by the Student Support Officer and is provided to the Academic Officer.

### Course duration: 6 months (2 terms which is equivalent to 2 study periods)

- If the student's end of term result indicates that he/she has not successfully completed or demonstrated competence in 50% of non-placement component of allocated units of competencies, the Student Support Officer issues a Non-Compliant Rate of Course Progress letter (CPL1-6M) to the student via email before the commencement of the following term, indicating that he/she is at risk of not achieving satisfactory course progress.
- The student issued with CPL1-6M is advised to contact the Academic Officer for a one on one meeting by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress Letter (CPL1-6M). The student attends the meeting with the Academic Officer and intervention strategies are implemented. The student continues to new subjects after paying for reassessment (if applicable) or agreeing to any other intervention strategy. The student is also placed on probation for the following term. Any intervention measures implemented is documented on the Student Management System.
- If the student does not contact the Academic Officer by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress letter (CPL1-6M), he/she will be issued with an \*Intention to Report (ITR) Letter within 14 days (after the end of the first week of the term) via email. The ITR letter informs him/her of Skills Training Australia's intention to report the breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to the Grievance and Appeals Procedure for further details.
- If the student does not show improvement after contacting the Academic Officer by failing to abide by the agreed intervention strategies and to satisfactorily complete the reassessment (if applicable), and as a consequence fails to complete or demonstrate

competency in 50% of the course requirements, he/she will be issued with an ITR via email. (The Student Support Officer in consultation with the Academic Officer generates a list of students to be reported.) The ITR letter informs him/her of the College's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to the Grievances and Appeals Policy and Procedure for further details.

- If the student fails to meet satisfactory course progress for 2 consecutive terms he/she will also be issued with an ITR via email informing him/her of Skills Training Australia's intention to report his/her breach to the Department of Education and Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Grievances and Appeals Procedure for further details.
- Where the student has chosen not to access the grievance and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting Skills Training Australia, the Student Support Officer is responsible for notifying the Secretary of Department of Education and the Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act.

### **Course duration: 9 months (3 terms which is equivalent to 3 study periods)**

- If the student's end of term result indicates that he/she has not successfully completed or demonstrated competence in 50% of non-placement component of allocated units of competencies, the Student Support Officer issues a Risk of Unsatisfactory Course Progress letter (CPL1-9M) to the student via email before the commencement of the following term, indicating that he/she is at risk of not achieving satisfactory course progress.
- Student issued with CPL1-9M is advised to contact Academic Officer for a one on one meeting by Friday of the first week of the term as per the Risk of Unsatisfactory Course Progress Letter (CPL1-9M). The student attends meeting with the Academic Officer and intervention strategies are implemented. Student continues in subjects after paying for reassessment (if applicable) or agreeing to any other intervention strategy. Academic Officer arranges one-on-one intervention meeting with the student and records comments on the student management system.
- If the student does not contact the Academic Officer of the first week of the term as per CPL1-9M, he/she will be issued with an \*ITR within 14 working days (after the end of the first week of the term) via email. The ITR letter informs him/her of Skills Training Australia's intention to report the breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to the Grievance and Appeals Procedure for further details.
- If the student's end of term result indicates that he/she has not successfully completed or demonstrated competence in 50% of non-placement component of allocated units of competencies at the end of the second term, the Student Support Officer issues a Non-Compliant Rate of Course Progress letter (CPL2-9M) to the student via email before the commencement of the following term, indicating that he/she has unsatisfactory course progress.

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- The student issued with CPL2-9M is advised to contact the Academic Officer for a one on one meeting by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress Letter (CPL2-9M). The student attends a meeting with the Academic Officer and intervention strategies are implemented. Student continues in new subjects once outstanding assessments are submitted and have been deemed competent or at Academic Officer's discretion if he/she has demonstrated an active attempt at resolving course progress issues. The student is also placed on probation for the following term. Any Intervention measures implemented are documented on the Student Management System.
- If the student does not contact the Academic Officer by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress letter (CPL 2-9M), he/she will be issued with an \*ITR Letter within 14 days (after the end of the first week of the term) via email. The ITR letter informs him/her of Skills Training Australia's intention to report their breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Grievances and Appeals Policy Procedure for further details.
- If the student does not show improvement after contacting the Academic Officer by failing to abide by the agreed intervention strategies and satisfactorily complete the supplementary assessment (if applicable) and as a consequence fails to complete or demonstrate competency in 50% of the course requirements, he/she will be issued with an ITR Letter via email (Student Support Officer in consultation with the Academic Officer generates a list of students to be reported). The ITR letter informs him/her of Skills Training Australia's intention to report the breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Grievances and Appeals Procedure for further details.
- Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting Skills Training Australia, the Student Support Officer is responsible for notifying the Secretary of Department of Education and the Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act.

### **Course duration: 18 months (6 terms is equivalent to 6 study periods)**

- If the student's end of term result indicates that he/she has not successfully completed or demonstrated competence in 50% of non-placement component of allocated units of competencies, the Student Support Officer issues a Risk of Unsatisfactory Course Progress letter (CPL1-18M) to the student via email before the commencement of the following term, indicating that he/she is at risk of not achieving satisfactory course progress.
- The student issued with CPL1-18M is advised to contact the Academic Officer for a one on one meeting by Friday of the first week of the term as per the Risk of Unsatisfactory Course Progress letter (CPL1-18M). The student attends the meeting with the Academic Officer and intervention strategies are implemented. The Academic Officer arranges one on one intervention meeting with the student and records comments on the Student Management System.
- If the student does not contact the Academic Officer by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress letter (CPL1-18M), he/she will be issued

with an \*Intention to Report (ITR) Letter within 14 days (after the end of the first week of the term) via email. The ITR letter informs him/her of Skills Training Australia's intention to report the breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to the Grievance and Appeals Procedure for further details.

- If the student's end of term result indicates that he/she has not successfully completed or demonstrated competence in 50% of non-placement component of allocated units of competencies at the end of the second term, the Student Support Officer issues a Non-Compliant Rate of Course Progress letter (CPL2-18M) to the student via email before the commencement of the following term, indicating that he/she has unsatisfactory course progress.
- Student issued with CPL2-18M is advised to contact the Academic Officer for a one on one meeting by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress Letter (CPL2-18M). The student attends the meeting with the Academic Officer and intervention strategies are implemented. Student continues in new subjects after paying for reassessment (if applicable) or agreeing to any other intervention strategy by the Academic Officer. The student is also kept on probation the following term. Any intervention strategies implemented are documented on the student management system.
- If the student does not contact the Academic Officer by Friday of the first week of the term as per the Non-Compliant Rate of Course Progress letter (CPL2-18M), he/she will be issued with an \*ITR Letter within 14 days (after the end of the first week of the term) via email. The ITR letter informs him/her of Skills Training Australia's intention to report the student's breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Grievances and Appeals Policy Procedure for further details.
- If the student's end of term result indicates that he/she has not successfully completed or demonstrated competence in 50% of non-placement component of the allocated units of competencies at the end of the third term, the Student Support Officer issues a Continued Non-Compliant Rate of Course Progress letter (CPL3\_18M) to the student via email before the commencement of the following term, indicating that he/she is at risk of not achieving satisfactory course progress.
- The student issued with CPL3-18M is advised to contact the Academic Officer for a one on one meeting by Friday of the first week of the term as per Continued Non-Compliant Rate of Course Progress Letter (CPL3-18M). The student attends the meeting with the Academic Officer and intervention strategies are implemented. Student continues in new subjects once outstanding assessments are submitted and have been deemed competent or continues at the Academic Officer's discretion if he/she has demonstrated an active attempt at resolving course progress issues. The student is also kept on probation for the following term. Any intervention measures implemented is documented on the Student Management System.
- If the student does not contact the Academic Officer by Friday of the first week of the term as per the Continued Non-Compliant Rate of Course Progress letter (CPL3-18M), he/she will be issued with an \*ITR Letter within 14 days (after the end of the first week of the term) via email. The ITR letter informs him/her of Skills Training Australia's intention to report the student's breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and

the student will have 20 working days to appeal the decision. Refer to Grievances and Appeals Policy and Procedure for further details.

- If the student does not show improvement after contacting the Academic Officer by failing to abide by the agreed intervention strategies and satisfactorily complete the reassessment (if applicable) and as a consequence fails to complete or demonstrate competency in 50% of the course requirements, he/she will be issued with an ITR Letter via email. (The Student Support Officer in consultation with the Academic Officer generates a list of students to be reported to Student Administration). The ITR letter informs him/her of Skills Training Australia's intention to report the student's breach to the Department of Education and the Department of Home Affairs via PRISMS. This letter will also inform the student of his/her right to appeal this decision, and the student will have 20 working days to appeal the decision. Refer to Grievances and Appeals Policy and Procedure for further details.
- Where the student has chosen not to access the grievances and appeals processes within the 20 working days period, withdraws from the process, or the process is completed and results in a decision supporting Skills Training Australia, the Student Support Officer is responsible for notifying the Secretary of Department of Education and the Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act.

**\*Non-contact Intention to Report will not be issued if:**

- Student has notified the Student Support Officer of his/her request to withdraw from Skills Training Australia, including a request to transfer to another provider and does not require a release from Skills Training Australia.
- Student has contacted Skills Training Australia indicating that he/she no intention of attending course progress counselling to meet course progress requirements.

**Extension of Course**

- During each intervention process the Academic Officer will review the student's academic progress and study plan. A new study plan is agreed between the Academic Officer and the student, taking into consideration the following factors:
  - Student's academic progress within the enrolled program i.e. remaining subjects to complete.
  - If it is established that any academic difficulties in the previous term (intervention strategy).
  - Student's expected end date as per the electronic Confirmation of Enrolment (eCOE).
- If the student is unlikely to complete the course within expected duration of the eCOE as a result of the unsatisfactory course progress, the student will be advised to apply for an extension to their eCOE by completing the Application for Extension of Course Form. The Academic Officer will consider whether to reduce the current work load of the student - a reduction in work load does not result in reduction of hours in class.

**Note:** An eCOE may generally be extended once, due to the implementation of intervention strategy, for a maximum of 1 study period only.

- Applications for extension of course must be assessed and approved by the Academic Officer. For students who enrolled in nested qualifications/package courses (with multiple eCOE),



the extension of one eCOE will result in the deferral of the following eCOE/s of the higher qualification/s.

- The student must submit the approved Extension to eCOE form and pay the additional tuition fees as a result from the extension to Student Administration for processing. Student Administration will enter a variation to the student's enrolment in PRISMS and provide the student with a new eCOE covering the period which the student can reasonably be expected to complete his/her enrolled program. To issue a new eCOE to extend the duration of the student's study, Student Administration goes into the Course Variation screen, and chooses 'Student requests change to existing enrolment'. When the provider changes the student's course start and end dates for the eCOE, PRISMS recognises that the provider is issuing an 'extension' Confirmation of Enrolment and asks the provider to indicate the reason for this 'extension'. Student Administration then records this variation and the reasons for it on the student file and in the student management system.

*Note: 'Reporting' the student (issuing a new eCOE) should occur when the provider knows the student cannot reasonably complete his or her course within the expected duration as specified on the student's eCOE. The College does not need to issue a new eCOE until they can accurately predict how long an extension of duration of study the student will require.*

### Requirements for Student Details Updates

Skills Training Australia will confirm with the student, at least every 6 months, that the details referred to below are correct and records are updated accordingly. Any changes to a student's details will be updated on PRISMS by within 14 days of the change.

- the student's current residential address;
- the student's mobile phone number (if any);
- the student's email address (if any);
- the student's emergency contact details; and
- any other details prescribed by the regulations.

### Monitoring Course Progress

Skills Training Australia divides its vocational courses into four study periods per academic year. These study periods are named terms. Each term comprises 10 weeks. Within these terms specific subjects are allocated to the student to make up a full-time study workload of twenty (20) contact hours per week. The student's allocated subjects, detailed in the timetable, must be followed. A student wishing not to undertake the required unit of competency, must obtain approval from the Academic Officer within the first two weeks of the term.

If the student is in his/her last term of study the full-time study workload of twenty (20) contact hours per week will be adjusted to reflect the remaining number of subjects/units of competency/modules that the student is required to complete in order to satisfy their course requirements.

To check that the student's course progress is satisfactory Skills Training Australia monitors academic performance in each unit of competency in each term. Progress is assessed throughout each subject and results are collated at the end of every term. At the same time, Skills Training Australia checks the student's progress towards completion of the course within the specified duration.

A student returning from Leave of Absence (LOA) is expected to meet course progress requirements. When a student returns from LOA he/she is expected to meet course progress and catch up on his/her studies in the following term. Failing to do so would trigger the reporting process. Any previous warning letters would also be counted towards the reporting cycle.

## Satisfactory Course Progress

To meet the requirement for satisfactory course progress, students enrolled for courses with duration of more than one year must pass a minimum of 50% of the non-placement assessments of allocated subjects at the end of each term. Students enrolled for courses with duration of two terms or less (6 months) must endeavour to successfully complete all subjects allocated in each term. This will enable them to complete the course within the expected duration.

Course progress is monitored based on the duration of the course a student is enrolled in.

Warning letters such as Risk of Unsatisfactory Course Progress and Non-Compliant Rate of Course Progress are sent to students by email. Intention to report letters are sent to students by email.

## Intervention Strategies

For students identified as being at risk of not meeting, or have not met course progress requirements, the following support / intervention strategies may be implemented to assist the student:

- English language course to support oral and written comprehension
- Supplementary assessment/program
- Assistance with academic skills such as essay and report writing, meeting assessment requirements and research skills provided by the supervising Trainer/Assessor
- Counselling with the Student Support Officer for assistance with personal issues affecting course progress
- Opportunity for reassessment
- Changing courses
- Mentoring by the supervising Trainer
- Referral to external organisations for assistance (by Student Support Officer)
- Reduction in course load approved by the Academic Officer
- Extension of course
- Combination of the above

When an intervention strategy is implemented the student will be required to meet the Academic Officer on a regular basis for follow up. This is to be determined as part of the intervention strategy. The student will be reminded by the Academic Officer that continued failure to meet satisfactory progress for a course could lead to the student being reported to the Department of Education and the Department of Home Affairs.

It is the responsibility of the student on probation to maintain contact with the Academic Officer. An academic staff member may initiate and recommend to the Academic Officer a support program at any stage during the term if he/she believes that the student is at risk of not achieving satisfactory course progress. Intervention measures implemented is documented on the Student Management System. Students are able to discuss any additional support that they require with their Trainer/Assessor at any stage during their studies. This will be recorded in the Student Management System.



## Student's Study Load

During the intervention process the Academic Officer will review the student's academic progress and study plan. A new study plan is agreed between the Academic Officer and the student, taking into consideration the following factors:

- Student's academic progress within the enrolled program i.e. remaining subjects to complete
- Any academic difficulties in the previous term (intervention strategy)
- Student's eCOE duration

If the student is unlikely to complete the program within the eCOE period, the student will be advised to apply for an extension to their eCOE by completing the Application for Extension of Course Form. The Academic Officer will decide whether to reduce the current work load of the student – a reduction in work load does not result in reduction of hours in class.

A student cannot undertake more than one-third of the total course by distance and/or online learning at any one enrolment period.

Generally, an eCOE may be extended once, due to the implementation of intervention strategy, for a maximum of one term only.

## Change of Course

The student may be advised to change course as part of the intervention process, or the student advises the Academic Officer of his/her intention to change course. The student must complete the Application to Change Courses form and submit to the Academic Officer within the first week of the term for assessment and approval.

**Note:** Students must satisfy the minimum course progress requirements of the course prior to changing the course or has demonstrated an active attempt at resolving course progress issues.

Once the application is approved, the student gives the signed form to Student Administration for processing and pays the relevant fee. SS will enter the variation to the student's eCoE in PRISMS and advise the day the student changes their course. Student Administration provides the student with the eCoE for the new course.

## Internal and External Appeal

A student may appeal the ITR issued for unsatisfactory course progress on the following grounds:

- Skills Training Australia's failure to record or calculate a student's marks accurately;
- Compassionate or compelling circumstances; or
- Skills Training Australia not having followed its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

The student has the right to appeal a decision made by Skills Training Australia to report his/her unsatisfactory course progress. The written notice (of intention to report the student for unsatisfactory progress) will inform the student that he/she is able to access Skills Training Australia's Grievance and Appeals process and that the student has 20 working days in which to do so. Refer to Skills Training Australia's Grievance and Appeals Policy and Procedure for further details such as on procedures for accessing external appeals.

## Reporting of Student's Unsatisfactory Course Progress

In the event that the student has not met the course progress requirements, Student Support Officer must notify the Department of Education and Department of Home Affairs through PRISMS within 31 days of finalising the decision to report in accordance with Section 19 of the ESOS Act. Student Support Officer also provides the student's contact details, residential address in Australia and overseas, termination of study date and the last day of studies.

## Approval Authority:

This Policy is approved by Skills Training Australia Management as indicated and the quality controlled copy is one that is maintained within the Quality Management System and as such all hard copies need to be verified.

## Documents Referenced:

- National Code of Practice for Providers of Education and Training to Overseas Students 2018
- PP13B – International Students - Academic and Non-Academic Grievance
- FM154/SMS version International Students – Intervention Strategy Record
- FM155 International Students - Application for Extension of ECOE
- TP091A International Students – CPL1-6M Non-Compliant Rate of Course Progress
- TP091B International Students – CPL1-18M Risk of Unsatisfactory Course Progress
- TP091C International Students – CPL2-18M Non-Compliant Rate of Course Progress
- TP091D International Students – CPL3-18M Continued Non-Compliant Rate of Course Progress
- TP091E International Students – ITR Intention to Report
- TP091F International Students – CPL-SAL Successful Appeals Letter Course Progress
- TP091G International Students – CPL-SAL Unsuccessful Appeals Letter Course Progress
- TP091H International Students – CPL-CDRD Confirmation of Decision to Report
- TP091I International Students – COD – Unsuccessful internal and external appeal
- TP091J International Students – COD - Unsuccessful internal appeal, no external appeal
- TP091K International Students – CPL1-9M Risk of Unsatisfactory Course Progress
- TP091L International Students – CPL2-9M Non-Compliant Rate of Course Progress
- FM120A Student Details Check