

# SC9-IE: Course Progress Policy & Procedures

## International Students

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### Purpose

The purpose of this policy is to ensure that Insight Academy of 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 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*, as well as *English Language Intensive Course for Overseas Students (ELICOS) Standards 2018* Standard P4.

### Definitions

**Academic staff** includes staff involved in Teaching, Training and/or Assessment to overseas students for either VET or ELICOS

**ASQA** is the Australian Skills Quality Authority

**CoE** means Confirmation of Enrolment

**ELICOS Standards** means the English Language Intensive Course for Overseas Students (ELICOS) Standards 2018

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

**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.
- Insight Academy of Australia monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.
- VET Students may not submit assessments for any units they have not attended at least one class for without applying for RPL and a reduction in course duration.

### 2. Course Progress and Attendance Monitoring

- The monitoring report:
  - will indicate when warning letters have been sent and intervention strategies commenced.
  - is updated by the Academic 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. The Academic Manager will consult with academic staff if there is any uncertainty or more evidence needed to confirm or deny a student's status.
- A student must be identified as at risk prior to being reported as having not met satisfactory course progress requirements.
- Where a student is at risk of not meeting course progress or attendance requirements, they will be formally notified and an Intervention Strategy put in place.
- Students who subsequently do not meet course progress requirements, will be formally notified and unless the decision is appealed in the timeframe indicated in the notification letter, they will be reported to the Department of Education, which may jeopardise their student visa.
- **For VET Students**
  - Course Progress and Attendance Monitoring will be completed at scheduled monitoring points.
  - Monitoring points for course progress are listed in the course Delivery Schedule to coincide with the due date for each scheduled unit of competency to be marked (two weeks after the final assessment is due to allow time for marking).
- **For ELICOS Students**
  - Course Progress & Attendance Monitoring will be completed at the end of each study period.
  - Study periods may also be known as 'levels', each level is as defined in the relevant ELICOS curriculum.

### 3. Determining at risk students

#### For VET Students

- VET Students will be deemed at risk of not meeting course progression requirements if at the monitoring point they:
  - have a Not Yet Competent result on the third attempt for one or more units of competency, or
  - have been absent for all scheduled classes for a given unit of competency

#### For ELICOS Students

- ELICOS Students will be deemed at risk of not meeting course progression requirements, at the end of a study period they:
  - do not participate in a final summative assessment test
  - have not achieved a passing rate on a summative assessment test of 60%
  - are not maintaining satisfactory attendance of at least 90% of the scheduled course hours, or
  - have been absent for more than 5 days consecutive days without approval.

#### 4. Determining if a student has met course progress requirements

- Students will be considered to have not met course progress requirements if:

##### For VET students

They have previously been identified as at risk and:

- they have a Not Yet Competent result for 25% (or more) of the total number of units of competency contained within a course, or
- they have not attended all of the classes for a given unit of competency

##### For ELICOS students.

They have previously been identified as at risk and:

- they have not achieved a passing grade of at least 60% each summative assessment test, or
- have not participated in a final summative assessment test
- they have not attended at least 80% of scheduled course hours

#### 5. Intervention Strategy

- Insight Academy of 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 tutorial or study groups;
  - attending study clubs;
  - attending counselling;
  - receiving assistance with personal issues which are influencing progress;
  - receiving mentoring;
  - referral to external organizations where Insight Academy of 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



- Insight Academy of Australia will only report unsatisfactory course progress 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.

### 9. Publication

- This policy will be published in the *International Student Handbook* and available for download on the Insight Academy of Australia's website 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.

## Procedures

### 1. Monitor course progress

National Code: Standard 8

Procedure	Responsibility
<p><b>A. Monitor course progress</b></p> <ul style="list-style-type: none"> <li>Monitor students course progress to determine if students are at risk of not meeting course progress requirements.</li> <li>Use the Progress and Attendance Monitoring Tool to record outcomes in accordance with the policy.</li> <li>This tool should also be used record any informal strategies or issues noted.</li> </ul>	<p>VET Trainer/Assessor or ELICOS Teacher</p>
<p><b>B. Risk of Unsatisfactory course progress – Stage 1</b></p> <ul style="list-style-type: none"> <li>Organise a time for the teacher or trainer/assessor to attend an intervention strategy meeting with the student and Academic Manager.</li> <li>Where a student's course progress is at risk of unsatisfactory, send a <i>First Warning Letter Risk of Unsatisfactory Course Progress</i> and inviting the student to attend a meeting to develop an intervention strategy.</li> <li>Inform students of the implications of amending their CoE, if applicable.</li> <li>Record outcomes of the meeting in the <i>Intervention Plan</i>.</li> <li>Ensure the <i>Intervention Plan</i> is signed by the student to state that they agree to the intervention strategy.</li> <li>Immediately implement intervention strategy as documented in the <i>Intervention Plan</i>.</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 may affect their visa.</li> <li>Place all documentation on the student's file.</li> </ul>	<p>Academic Manager  Administration Officer</p>
<p><b>C. Monitor student's progress following first warning</b></p> <ul style="list-style-type: none"> <li>Monitor student's progress according to the Intervention Plan.</li> <li>In collaboration with the student, adjust the <i>Intervention Plan</i> as required.</li> <li>Record outcomes of meetings in the <i>Intervention Plan</i>.</li> <li>Include the form in the student's file.</li> </ul>	<p>Academic Manager Trainer/Assessor ELICOS Teacher</p>
<p><b>C. Risk of Unsatisfactory course progress – Stage 2</b></p> <ul style="list-style-type: none"> <li>Where the student continues indicate there is a risk of demonstrating satisfactory course progress (ie at subsequent monitoring point) as evidence through course progress monitoring, send <i>Second Warning Letter of Risk of Unsatisfactory Course Progress</i> to the student inviting them to a meeting.</li> </ul>	<p>Academic Manager</p>

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<ul style="list-style-type: none"> <li>At the meeting, discuss the reasons for continuing unsatisfactory course progress and discuss further intervention required. Amend the Intervention Plan as required.</li> <li>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>	
<p><b>D. Inform student of intention to report following continuing unsatisfactory course progress</b></p> <ul style="list-style-type: none"> <li>Continue to monitor course progress and attendance. 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.</li> <li>This notice must be sent should be sent as soon as practicable by post to the student's registered address, as well as by email.</li> <li>Inform student in the same letter of their right to access Insight Academy of 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.</li> <li>Students who choose to access this process will not be reported if they appeal within 20 working days indicating Insight Academy of Australia's intention to notify. Students must continue to attend classes during the appeals process as specified in Insight Academy of Australia's <i>Complaints and Appeals Policy and Procedure</i>.</li> <li>Place a copy of the Letter and any other relevant documentation will be placed on the student file.</li> </ul>	<p>Academic Manager Administration Officer</p>
<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 with 7 working days.</li> </ul>	<p>Academic Manager Administration Officer</p>

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### 2. Monitor attendance – ELICOS

National Code: Standard 8

Procedure	Responsibility
<p><b>A. Monitor and record attendance</b></p> <ul style="list-style-type: none"> <li>Record students' attendance in Attendance Sheet and submit the Attendance Sheet at the end of each week to Administrator</li> <li>Administrator records attendance results in the <i>Course Progress and Attendance Monitoring Sheet</i>.</li> <li>Record the hours a student attends for a given week in order to calculate the percentage from the total scheduled course contact hours.</li> </ul>	<p>Teacher</p> <p>Administration Officer</p>
<p><b>B. Risk of Unsatisfactory attendance – Stage 1</b></p> <ul style="list-style-type: none"> <li>Where a student's attendance is drops below 90% but is above 80% or has been absent for more than 5 days without approval, send a <i>First Warning Letter of Risk of Unsatisfactory Course Progress</i> inviting the student to attend a meeting to develop an intervention strategy.</li> <li>Discuss the reasons for the unsatisfactory attendance with the student and agree on appropriate intervention with the student.</li> <li>Inform students of the implications of amending their CoE, if applicable.</li> <li>Record outcomes of the meeting in the <i>Intervention Plan</i>.</li> <li>Ensure <i>Intervention Plan</i> is signed by the student to state that they agree to the intervention strategy.</li> <li>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 DET via PRISMS and that this may affect their visa.</li> <li>Place a brief summary of this discussion, as well as a copy of this letter on the student's file.</li> <li>Continue to monitor the student's attendance.</li> </ul>	<p>Academic Manager</p> <p>ELICOS Teacher</p> <p>Administration Officer</p>
<p><b>C. Risk of Unsatisfactory attendance – Stage 2</b></p> <ul style="list-style-type: none"> <li>Where a student's attendance continues to be below 90% but is above 80% or has been absent for more than 5 days without approval, send a <i>Second Warning Letter Risk of Unsatisfactory Course Progress</i> inviting the student to attend a meeting to develop an intervention strategy.</li> <li>At the meeting, discuss the reasons for continuing unsatisfactory attendance and discuss further intervention required. Amend the Intervention Plan as required.</li> <li>Advise the student that if their attendance drops below 80%, they will receive a <i>Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress</i>.</li> </ul>	<p>Academic Manager</p> <p>Administration Officer</p>
<p><b>D. Send a Final Warning including intention to notify DET via PRISMS</b></p>	<p>Academic Manager</p>



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<ul style="list-style-type: none"> <li>If a review of a student's attendance record show that even if the student attends classes every day for the rest of the terms, their attendance will not meet the 80% requirement.</li> <li>Issue a <i>Notice of Intention to Report for Unsatisfactory Attendance</i> of Insight Academy of Australia's intention to notify DET via PRISMS.</li> <li>Do not report students where the student provides the necessary documentation to show that their attendance was affected by compassionate or compelling circumstances. In some instances the student's studies may be temporarily suspended as per Insight Academy of Australia's <i>Deferral, Suspension and Cancellation Policy and Procedure</i>.</li> <li>Advise the student of the process for appealing against this decision via Insight Academy of Australia's Complaints and Appeals process and that they have 20 working days to decide if they wish to appeal the decisions.</li> <li>Students who choose to access this process will not be reported if they appeal within 20 days of the Final Warning Letter indicating Insight Academy of Australia's intention to notify. Students may continue to attend classes during the appeals process as specified in Insight Academy of Australia's <i>Complaints and Appeals Policy and Procedure</i>.</li> <li>Place a copy of the Notice of Intention to Report any other relevant documentation on the student's file.</li> </ul>	Administrator
<p><b>E. Following the Notice 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, report the student via PRISMS by the Administrator for breach of attendance requirements.</li> </ul>	Academic Manager Administration Officer

### Document Control

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