Policy - Course Progress Monitoring Policy and Procedure

Purpose

- This Policy outlines the processes involved in monitoring the academic progress of International Students as required under the Education Services for Overseas Students (ESOS) Act 2000, and contained in the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code 2018)

Scope

- This Policy applies to all International Students who are enrolled at Wattle College.

Requirements

- Standard 8 of the National Code 2018 outlines compliance requirements for the monitoring of overseas Student progress, attendance, and course duration. Specifically, this Standard specifies that the registered provider must:

    - monitor the overseas Student's course progress and attendance according to the requirements of their sector;
    - identify and offer support to those at risk of not meeting course progress or attendance
      requirements; or
    - only extend the duration of an overseas Student's enrolment in certain circumstances and
      advise them of the potential impacts on their Student visa

Definitions

Units of Competency	Subjects that the Students will be studying in the qualification
Competent	Successfully completing a unit of competency
Not Yet Competent (NYC)	Refers to a grade that is given when a Student attempts an assessment item and does not reach the level that is expected, or when a Student does not submit an assessment item
"At risk" Students	Students are considered to be "at risk" of completing their course within the expected duration of study who for any reason, is considered as not, or potentially not, meeting course progression requirements. For instance, when a student fails a pre-requisite unit of competency or does not achieve satisfactory results or competence in 50% or more units in a study period. This could be due to one or more of the following factors: • level of English language proficiency insufficient to successfully achieve course requirements; • continued non-attendance of scheduled classes; • lack of participation in class activities; • failure to submit assessments; or • continued late arrival at class and/or poor behaviour

Compassionate or compelling circumstances	These may include but are not limited to: • serious illness or injury, where a medical certificate states that the overseas Students was unable to attend classes; • bereavement of close family members; • major political upheaval or natural disaster in the home country requiring emergency travel; • where the Student is unable to access required units in a study period; or • inability to begin studying on the course commencement date due to delay in receiving a Student visa.
Course requirements	To fulfil course requirements, Students must successfully complete all formative and summative assessments for all scheduled classes for all units they are enrolled into in that study period.
CRICOS	Commonwealth Register for Institutions and Courses for Overseas Students.
Intervention Strategy	An individual plan to provide academic support and/or assistance to an international Student identified as “at risk” of not achieving satisfactory academic progress in the current or previous study period.
PRISMS	Provider Registration and International Students Management System - the management information system used by Department of Education and the Department of Home Affairs to record international Student program enrolment details.
Satisfactory Progress	A Student who has successfully completed 50% or more of course requirements in a study period is deemed to have satisfactory progress.
Satisfactory Class Attendance	Defined as attending a minimum of 80% of scheduled classes throughout the term or semester
Study period	A study period is defined as one of the following: • a term of 10 weeks duration (for courses of six months duration or less); or • a semester of 20 weeks duration (for courses of more than six months duration).
Unsatisfactory Progress	A Student who has not successfully completed 50% or more of course requirements in a study period is deemed to have unsatisfactory progress.

Student Monitoring Process

Step 1 - Identify and contact Students

(a) Wattle College monitors, records, and assesses the course progress of each student for the course in which the student is currently enrolled in. The RTO assesses each student's progress during and at the end of each study period.

(b) Every fortnight Trainers and Assessors will email an Academic Progress Monitoring Register to Student services team (See Appendix 1)

(c) This register is already populated with Student names, ID's, course units, start and end dates.

(d) The trainers complete the register weekly using the register key/legend and the register will automatically identify each Student's course progress in the given period at that point of time by calculating average of successful outcomes over the duration of the course.

(e) The trainer has the option to make comment on the Student's progress, contact feedback etc.

(f) Student Services team at Wattle College will identify from the register:

1. Students who are at risk of not meeting their course progress; and
2. Students who are nearly, at risk, of not meeting their course progress

(g) For Students who are nearly at risk of not meeting their course progress, an email – Early Intervention Communication, will be sent.

(h) Students who are at risk and have not met course progress requirements will be identified at this point and contacted by a phone call and then formalised by sending a Warning Letter 1 via post and/or email.

Step 2 - Organise a meeting with the Student

(i) The purpose of contacting the Student is to arrange a meeting and discuss the reasons as to why the Student has not been successful in meeting satisfactory course progress. The Student is expected to attend this meeting within 5 days of contact. Student will be asked to sign an agreement confirming the discussion and plan to achieve satisfactory course progress. However;

(j) If the discussion highlights a bigger issue demonstrating the Student will continue to struggle to meet satisfactory course progress an intervention strategy will be activated to assist the Student with their course requirements.

(k) If the Student fails to respond withing the prescribed time frame and/or their progress continues to decline, they will be sent 'Warning Letter 2' via post or email.

Step 3 - Intervention Strategy

(l) An Intervention Strategy is an individual plan developed by the RTO Coordinator or equivalent, in consultation with the Student; which provides details of specific assistance and/or advice given to the Student to address the issues preventing the Student from achieving competency.

(m) Students will be placed on an Intervention Strategy if they are identified as "at risk" or if they have shown unsatisfactory progress.
(n) The Intervention Strategy may include the following but not limited to:

- arranging extra learning support and advice re study habits and time management, including class attendance and submission of assessments by due dates;
- arranging counselling for assistance with personal issues;
- providing opportunities for students to be reassessed or to repeat subjects;
- arranging to vary or reduce the enrolment load for the semester; or
- providing advice re course suitability and transfer to an alternative course where appropriate.

(o) The Intervention Strategy must be discussed with and agreed to by the RTO Coordinator and the Student.
(p) The RTO Coordinator will document all meetings with the Student including a description of the specific Intervention Strategy being implemented and a signed acknowledgement by the Student
(q) The RTO Coordinator will ensure that copies of paper-based documentation and/or electronic documents are forwarded to Student administration and placed into the Student administration file.
(r) The RTO Manager will monitor the progress of the Student against the agreed targets on the Intervention Strategy for the remainder of the study period.
(s) The Student will be closely monitored to ensure intervention strategy outcomes are achieved, if the Student fails to meet intervention strategy benchmarks within expected duration a second warning letter will be issued.
(t) Where a Student's progress has been unsatisfactory for two consecutive study periods, a Notice of Intention to Report unsatisfactory course progress will be issued by Wattle College to the Student.
(u) Students who do not appeal this decision or whose appeal is not upheld will be reported to DHA (Department of Home Affairs) for unsatisfactory course progress.

Appeals

(a) International Students who have received written notification of Wattle College's Intention to Report them to the Department of Home Affairs (DHA), and information on how to access the appeals process; will have 20 working days in which to lodge their appeal.
(b) International Students may lodge an appeal on the following grounds:

- inaccurate calculation and recording of the Student's results, records, events or account balance;
- compassionate or compelling circumstances; or
- the Intervention Strategy and other policies that have been made available to the Student have not been implemented.

(c) Students must submit their appeal in writing to the Student Services Team
(d) If the appeal is upheld due to inaccurate calculation or record keeping, then the Student will not be reported to the Department of Home Affairs and their enrolment remains current.
(e) If the appeal is upheld for compassionate or compelling circumstances, then the Student's enrolment remains current, but the Student may be placed on an Intervention Strategy for the next study period.
(f) If an appeal is unsuccessful the Student will be informed by formal letter that their appeal was not successful and the reason/s for this decision. This letter will also notify the Student that they have the right to access the external appeals process.

External Appeals

The external appeals process is conducted by:

Overseas Students Ombudsman (OSO)
GPO Box 442 Canberra ACT 2601
Tel: 1300 362 072
Fax 02 6276 0123
Email: ombudsman@ombudsman.gov.au Website: www.oso.gov.au
https://forms.australia.gov.au/forms/ombudsman/ombudsman-complaint-form

(a) Once a Student initiates the external appeal, OSO will inform the College of the application. The Student's enrolment will be maintained during the appeals process.
(b) If required, all documentation from the Student and the College related to the appeal will be forwarded to the OSO. After examining and reviewing the appeal and documentation, OSO will forward the decision to the Student and the College.
(c) Should the OSO support the College's decision, the College will act accordingly. Alternatively, if the OSO's decision is in favour of the Student, the College will comply and advise the Student accordingly, and, if appropriate, institute any corrective or preventative measures immediately.
(d) If the Student does not access the external appeals process after 5 working days from the date indicated in the Unsuccessful Appeals Letter, the College will follow through their decision on the Student.

Reporting unsatisfactory course progress in PRISMS

Wattle College will only report an international Student for unsatisfactory course progress or attendance in PRISMS after:

(a) the internal and external complaints processes have been completed and the breach has been upheld;

(b) the overseas Student has chosen not to access the internal complaints and appeals process within the 20-working day period;
(c) the overseas Student has chosen not to access the external complaints and appeals process; or
(d) the overseas Student withdraws from the internal or external appeals process, by notifying the registered provider in writing.

Completion within the expected duration of study

(a) International Students must maintain full time enrolment loads in each semester to ensure that the course will be completed within the expected duration of study International Students enrolled at Wattle College may be approved for a reduced study load in the following situations:

- as part of an Intervention Strategy; or
- where they are unable to access required units in a study period, due to timetabling constraints;

(b) Wattle College will extend the duration of the Student's study only where it is clear that the Student will not complete the course within the expected duration, as specified on the Student's COE, as the result of;

- Compassionate or compelling circumstances (for example illness where a medical certificate states that the Student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
- Wattle College implementing its intervention strategy for Students who were at risk of not meeting satisfactory course progress; or
- An approved deferment or suspension of study has been granted

(c) Wattle College will report the change in enrolment through PRISMS Records of variation will be maintained in the Student file.