Monitoring Course Progress

International Training College systematically monitors students’ course progress and is proactive in notifying and counseling students who are at risk of failing to meet course progress requirements. International Training College will report students, under section 19 of the ESOS Act, who have breached the course progress requirements.

The International Training College has now implemented the DEEWR-DIAC Course Progress Policy and Procedures for all its VET courses. A copy of that document is available to all students in the Handbook. Policy: Student progress is monitored and reported as per the Procedure below. If a student fails to meet course progress requirements as per the relevant procedure, the Manager (or Delegate) will intervene to take appropriate action within requirements of Standard 10 of the 2007 National Code.

During the induction and orientation, students are informed of the student visa condition relating to course progress. They are also informed that International Training College uses the DIBP Course Progress Policy and Procedures for CRICOS Providers of VET Courses. Students are also advised that whilst we do not monitor attendance, International Training College still record attendance for VET students and attendance is encouraged for all classes. Students are also advised that DIBP may request attendance details at any time for a student. Students must attend a minimum of one day per week.

Purpose

The purpose of this policy and procedure is to ensure that course progress of students is monitored and that International Training College is proactive in notifying and counseling students who are at risk of failing to meet course progress requirements.

Scope

This policy and procedure applies to all staff of International Training College who are involved in training and assessing and in the administration of this area. Trainer/assessor staff in particular should have a clear understanding of this policy and procedure so that they can ensure learner/candidates are aware of this process.

Policy

1. International Training College will monitor, record and assess the course progress of each student for the course in which the student is currently enrolled.

2. International Training College must assess each student’s progress at the end of each compulsory study period. International Training College defines a study period as being one month.
3. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.

International Training College will define course requirements for each study period and will identify when a student has not demonstrated competency in 50% or more of the course requirements.

The course requirements for each study period will also be made clear to the student at the start of the course during orientation.

4. International Training College has an intervention strategy for any student who is not making satisfactory course progress. It is made available to staff and students and specifies:

- Procedures for contacting and counselling students;
- Strategies to assist identified students to achieve satisfactory course progress; and
- The process by which the intervention strategy is activated.

5. The intervention strategy includes provisions for:

- Where appropriate, advising students on the suitability of the course in which they are enrolled
- Assisting students by advising of opportunities for the students to be reassessed for tasks in units to demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency
- Advising students that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIBP.

6. At the end of each compulsory study period, students are assessed against the course progress policy. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is then implemented. The intervention strategy must be activated within the first four weeks of the following study period.

However, if a provider identifies that a student is at risk of making unsatisfactory course progress before the end of the study period, the provider is encouraged to implement its intervention strategy as early as practicable.

7. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course International Training College will notify the student of its intention to report the student to DIBP for unsatisfactory progress. The provider does this through the written notice described in below in number 8.

8. The written notice (of intention to report the student for unsatisfactory progress) informs the student that he or she is able to access the registered provider’s complaints and appeals process under Standard 8 and that the student has 20 working days in which to do so. A student may appeal
on the following grounds:

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

9. Where the student’s appeal is successful, the outcomes may vary according to the findings of the appeals process.

- If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the provider does not report the student, and there is no requirement for intervention.
- If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the provider’s intervention strategy, and the provider does not report the student.
- The student has chosen not to access the complaints and appeals processes within the 20 working day period
- The student withdraws from the process, or
- The process is completed and results in a decision supporting the registered provider (ie. the student’s appeal was unsuccessful) the International Training College will notify the Secretary of DIBP through PRISMS as soon as practicable of the student not achieving satisfactory course progress.

**Procedure – Intervention**

International Training College will assist students who are at risk of not making satisfactory course progress in accordance with this intervention strategy. International Training College need to ensure that they follow their intervention strategy as failure to do so may provide a student with grounds for a successful appeal. Failure to implement the intervention strategy may also constitute a breach of the National Code 2007.

International Training College will make students aware of opportunities and services to assist them if they are identified as at risk of not making satisfactory course progress by providing in writing by email and letter.

International Training College will keep records of advice and intervention strategies they have given to students.
Strategies to assist students to achieve satisfactory course progress:

- Students are to meet with the Trainer/Assessor once a week to go through course progress.
- Individual Training plans are issued and explained at orientation and students must bring them to their meeting with trainers each week.
- If student does not attend their weekly meeting an email and text will be sent to the student advising that they have not attended and will need to contact the College immediately.
- A report will be forwarded to each student on a four week basis advising their course progress, this will provide a list of units which are competent and the percentage of their course completed.
- Students are required to attend the college a minimum of once per week.

Strategies to assist identified students to achieve satisfactory course progress:

Possible intervention strategies include:

- Promoting regular attendance at lectures
- Contact with Trainers once per week
- the submission of assessment
- Where appropriate, students will be advised on the suitability of the course in which they enrolled.
- Staff will assist students by advising them of opportunities for reassessment of the task in units in which they had not been previously able to demonstrate competency.
- Extension of course duration as per International Training College Intervention Extension Policy.

International Training College will save each written notice to students in their academic file.

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International Training College will make students aware of opportunities and services to assist them.
if they are identified as at risk of not making satisfactory course progress by providing in writing by email.

**Unsatisfactory Course Progress is Failure to Meet Two or More of the Requirements.**

**The written notice of intention to report a student for unsatisfactory progress**

International Training College will provide written notice to report a student for unsatisfactory progress.

**Reporting students for unsatisfactory progress**

Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in two consecutive compulsory study periods, and the student has not made a successful appeal against this assessment.

Course progress in a non-compulsory study period is to be disregarded when considering whether there has been unsatisfactory progress in two consecutive compulsory study periods.

If a student is identified for a second, but not consecutive, study period as not making satisfactory course progress, the provider does not report the student for unsatisfactory course progress.

When a student is reported for unsatisfactory course progress DIBP will consider all the information available and if they decide to consider cancellation, DIBP will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student’s visa. Students will be given an opportunity to respond to the NOICC and explain their situation.

Section 19(2) of the ESOS Act 2000 requires International Training College to report the student for unsatisfactory course progress ‘as soon as practicable’ after the breach occurs. Good practice would be to report the student through PRISMS within 5 days of finalising the decision to report (i.e. within 5 days of 3.9 i., ii., or iii. occurring).

**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).

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. International Training College will use our professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, International Training College will consider documentary evidence provided to support the claim. International Training College will keep copies of these documents, together with a record of why the decision was made, in the student’s file.

1. Course requirements for each compulsory training period (four weeks of study) shall be defined and made clear to the student by the Trainer/Assessor at the start of each compulsory training period, on the individual student Training and Assessment Plan.

2. At the first compulsory study period as outlined on the Training Plan (every four weeks of study) the Trainer/ Assessor will gather data on student’s progress for each unit against the expected timetable for the student as outlined on the training plan requirements.

3. If the student is successfully progressing or demonstrating competency in at least 50% of the course, this will be documented for review at the end of the next study period.

4. If the student is not successfully progressing or demonstrating competency in at least 50% of the course, the Trainer/Assessor will issue a Progress Warning Letter. This is the first stage of the intervention strategy.

5. At the end of the second compulsory period (end of 2nd study period) the Trainer/ Assessor will gather data on student’s progress for each unit against the expected timetable for the student as outlined on the training plan requirements.

6. If the student is not successfully progressing or demonstrating competency in at least 50% of the course at the end of the second compulsory study period, the Trainer/Assessor will advise the Manager or delegate.

The Manager or delegate will issue the Notice of Intention to Report for Unsatisfactory Progress Letter on behalf of the Chief Executive Officer.

7. The student may accesses the Complaints and Appeals process as detailed in the student handbook within 20 working days.
At Risk of Non-Completion

Failure to hand in assessment by the due date may result in the student being unable to complete the full qualification by the course end date.

Students who have any outstanding assessments on their course Training Plan at the completion of each study period but are not recognized as failing to progress through the DIBP Course Progress Policy will be issued with a RISK OF NON COMPLETION letter advising them they are at risk of not completing their enrolled course.

Should a student achieve unsatisfactory course completion, they may be deemed ineligible to progress to the next AQF level, as per the requirements of the Training Package.

Reference

Complaints/Appeals Register
International Student Handbook
The National Code 2007
Intention to report for unsatisfactory attendance and progress – Form 114.1