

Course Progress and Intervention Strategy Policy and Procedures - International Students

Policy

1. This policy supports Standard 8 of the ESOS National Code 2018.
2. The College monitors overseas/ international students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.
3. The expected duration of study specified in the overseas student's CoE must not exceed the CRICOS registered duration.
4. The College monitors the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student's CoE. This is done using the Completion within Expected Duration of Study Policy and Procedures in conjunction with the Course Progress and Intervention Strategy Policy and Procedures.
5. The College has and implements these documented Course Progress and Intervention Strategy Policy and Procedures to identify, notify and assist an overseas student at risk of not meeting course progress requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.
6. The College clearly outlines and informs the overseas student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.
7. As an ELICOS provider, the College has and implements these documented policy and processes for monitoring and recording course progress for the overseas student, specifying:
 - a. requirements for achieving satisfactory course progress for the course
 - b. processes for recording and assessing course progress
 - c. details of the College's intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress
 - d. processes for determining the point at which the student has failed to meet satisfactory course progress.
8. The College as a registered provider of a VET course as defined in the NVETR has and implements these policy and processes for assessing course progress that includes:
 - a. requirements for achieving satisfactory course progress, and policies that promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and processes to address misconduct and allegations of misconduct described in the Plagiarism and Cheating Policy and Procedures. Please see Plagiarism and Cheating Policy and Procedures on the College's website.
 - b. processes for recording and assessing course progress requirements
 - c. processes to identify overseas students at risk of unsatisfactory course progress
 - d. details of the registered provider's intervention strategy to assist overseas students at risk of not meeting course progress requirements in sufficient time for those overseas students to achieve satisfactory course progress
 - e. processes for determining the point at which the overseas student has failed to meet satisfactory course progress.

9. Where the College has assessed the overseas student as not meeting course progress requirements, the College will give the overseas student a written notice as soon as practicable which:
 - a. notifies the overseas student that the College intends to report the overseas student for unsatisfactory course progress
 - b. informs the overseas student of the reasons for the intention to report
 - c. advises the overseas student of their right to access the College's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals) of the National Code 2018, within 20 working days.
10. The College will only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:
 - a. the internal and external complaints processes have been completed and the decision or recommendation supports the College, or
 - b. the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - 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 processes by notifying the College in writing.
11. The College will be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements.
12. The College monitors, records and assesses the course progress of each student for each unit of the course for VET students or for each level for ELICOS students for which the student is enrolled in accordance with these policy and procedures.
13. The College assesses the course progress of students in accordance with these policy and procedures at the end point of every study period. A study period is defined as 10 weeks duration of study
14. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.
15. Students are informed during an orientation about their course requirements.
16. The College takes appropriate intervention actions when a student is at risk of not progressing satisfactorily or completing their course. Every effort will be made to proactively assist students to achieve satisfactory course progress.
17. The College has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress. At a minimum, the intervention strategy is activated where the student has failed/ not completed or is deemed not yet competent in 50 per cent or more of the units attempted/ of the course requirements in any study period. The College may choose to intervene at any point before the end of a study period for example if the student does not attend the classes regularly or does not respond to the College's attempts to assist the student in achieving satisfactory course progress.
18. At the end of each compulsory study period, students will be assessed against the Course Progress and Intervention Strategy Policy and Procedures. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy will be activated within 10 working days of the following study period.
19. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the College will notify the student of its intention to report the student to the ESOS Agency and Department of Home Affairs for unsatisfactory progress. The College does this through the Intention to Report Letter – Unsatisfactory Course Progress that informs the student that the student is able to access the College's

Complaints and Appeals Policy and Procedures that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- a. the College's failure to record or calculate a student's marks accurately,
 - b. compassionate or compelling circumstances, or
 - c. 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.
20. The Complaints and Appeals Policy and Procedures is available on the College website on the following link: <https://www.einsteincollege.vic.edu.au/pdfs/Complaints-and-Appeals.pdf>
 21. The Complaints and Appeal Form is available on the College website on the following link: <https://www.einsteincollege.vic.edu.au/useful-form>.
 22. Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
 - a. 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 College does not report the student, and there is no requirement for intervention.
 - b. 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 will be provided to the student through the College's intervention strategy, and the College will not report the student.
 23. Where the student has chosen not to access the College's 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 College (i.e. the student's appeal was unsuccessful), the College will notify the ESOS Agency and Department of Home Affairs through PRISMS as soon as practicable of the student not achieving satisfactory course progress.
 24. The College notifies the ESOS Agency and Department of Home Affairs through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the College's decision to report.
 25. This policy applies to the College's international students and staff.
 26. The CEO is responsible for the implementation of the policy and procedures and to ensure that students and staff are aware of its application and implement its requirements.

Procedures

Requirements

1. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period. Students who are "at risk" of not meeting satisfactory course progress requirements will be interviewed, counselled and will be placed on a course intervention strategy.
2. All causes of unsatisfactory course progress or being "at risk" are to be considered including academic causes and non-academic causes such as personal issues.
3. The progress of each student is systematically monitored, recorded and assessed.
4. The College assesses each student at the end point of each study period according to this policy.
5. The College has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress.

6. Where the college has assessed the student as being “at risk” the College will inform the student and implement an intervention strategy.
7. Where the College has assessed the student as not meeting satisfactory course progress in a second consecutive study period, the College will inform the student in writing of its intention to report the student and that he or she is able to access the College’s complaints and appeals process within 20 working days.
8. The College will notify the ESOS Agency and Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress after the appeals process (if actioned) is finalised and upholds the College’s decision to report the student.

Definitions

1. A study period is defined as 10 weeks duration of study.
2. Being “at risk” of not meeting satisfactory course progress requirements means:
 - fails more than 50% of units attempted or the course requirements in any study period; or
 - is unable to complete a course within the expected duration of study as recorded on the CRICOS register and the students CoE after having their program reviewed by the Director of Studies/ ELICOS Coordinator or delegate; or
 - is absent for 28 consecutive days without prior approval or a medical certificate from a registered medical practitioner.
3. Failing a unit means being assessed as “Not Yet Competent” for a completed unit.
4. Satisfactory progress means that students have not been identified as being “at risk”.

Procedures

A. For Vocational Education and Training (VET) Students

1. The trainers monitor VET students’ progress for each unit through formative and summative assessments and record students’ progress. Every two weeks, the trainers are to enter students’ assessment results for each unit into a unit offer matrix and submit it to the Administration staff. When the trainers identify that the students are at risk of not being able to successfully complete the unit as scheduled, the trainers will provide extra support to help the students. If the students are deemed “Not Yet Competent” in a unit, after providing extra support, trainers will organise re-assessments for the students.
2. Overall VET student progress is monitored through the completion of unit assessments, which occur as a minimum at the end of each study period. A Study Period is equal to 10 weeks.
3. VET student competency results are recorded in the College's Student Management System, Wisenet.
4. The college also monitors VET students’ attendance. Please see the Attendance Monitoring Policy and Procedures. The attendance monitoring for VET students is used for supporting the students in achieving satisfactory course progress and not used for the purpose of reporting to the ESOS Agency/ Department of Home Affairs.
5. The College may choose to intervene at any point before the end of a study period for example if the student does not attend the classes regularly. The Student Support Officer will monitor the students’ attendance records from Wisenet every fortnight for VET students as per the Attendance Monitoring Policy and Procedure. Any students at

risk of not meeting course attendance requirements will be identified, notified via email and assisted before failing to meet the attendance requirements. If students do not respond to the college's attempt to assist them, the VET students will be followed up/ contacted by phone to meet the Director of Studies or delegate so that an early intervention strategy can be implemented.

6. If the student who is at risk of not meeting the attendance requirements does not respond to the College's attempts to assist the student to meet the attendance requirements and the student is at risk of not meeting satisfactory course progress in the first study period, the student will be sent the Unsatisfactory Course Progress Initial Warning Letter by the Student Support Officer. The Student Support Officer is to check the student's assessment result records from Wisenet. The Final Unsatisfactory Course Progress Final Warning letter/ Intention to Report Letter - Unsatisfactory Course Progress Letter may be sent to the student if the student does not attend the classes regularly or does not respond to the College's attempts to assist the student in achieving satisfactory course progress.
7. Review dates are electronically set up on the Director of Studies or delegate's calendar for a reminder.
8. Within 10 working days of the completion of a study period, the Director of Studies or delegate will generate a unit offer matrix report from Wisenet for VET students. The Director of Studies/ ELICOS Coordinator or delegate will review the progress of all students for Satisfactory Course Progress in the study period.
9. The Director of Studies or a delegate will review a VET student competency result report and mark students who have not successfully completed at least 50% of the number of assessments/ part of assessments that are supposed to be finished.
10. The Director of Studies or a delegate will inform the Student Administration to send warning letters to the students who are "at risk" of not meeting satisfactory course progress requirements. The Student Administration will send relevant warning letters to the students with unsatisfactory course progress results by email.
11. A trainer/ an assessor is to notify the Director of Studies as appropriate for all relevant students who are observed as at risk of risk of not completing the course.
12. There are 2 warning letters to be sent to students with unsatisfactory course progress. They are Unsatisfactory Course Progress Initial Warning and Unsatisfactory Course Progress Final Warning letters. They are sent by email.
13. VET students will be counseled by the Director of Studies or delegate. ELICOS students will be counselled by the ELICOS Coordinator or delegate.
14. The course counselling interview and fortnightly intervention meetings will be initiated by the Director of Studies/ ELICOS Coordinator however appropriate personnel such as student contact officers/ Student Support Officers or counsellors may be called on to assist with the process or to be a delegate for the Director of Studies/ ELICOS Coordinator.
15. At the course counselling interview, academic and non-academic issues are to be explored, solutions sought and the following intervention strategies may be put in place where appropriate:
 - Programs to address academic and non-academic issues
 - Student attendance timetable drawn up
 - Student study time table drawn up
 - A fortnightly intervention meeting for the current study period with the Director of Studies, ELICOS Coordinator or a delegated person will be scheduled

- A fortnightly academic involvement report requested from each subject trainer
 - Resitting assessments
 - Undertaking additional units in subsequent study periods to “catch up” with the training program schedule
 - Optional holiday programs to “catch up” or undertake additional units
 - Place a copy of the warning letter and all other relevant documents in the students file.
 - At the fortnightly intervention meeting the following can be reviewed
 - Fortnightly attendance
 - Fortnightly academic involvement
 - Implementation of the study timetable
16. Students will be required to accept the intervention strategy proposed by the College that is recorded in the Intervention Strategy Form by signing the completed form.
 17. Students failing to attend the course counselling interview/ intervention meeting without a reasonable reason may be sent the next warning letter/ intention to report letter by email, a copy will also be kept in the student's file by the Student Administration.
 18. Students failing to attend the course counselling interview or fortnightly intervention meeting without a reasonable reason may be sent an Unsatisfactory Course Progress Final Warning letter/ Intention to Report Letter - Unsatisfactory Course Progress Letter by email, a copy will also be kept on the students' files by the Student Administration.
 19. If a student fails more than 50% of units/ course requirements in two consecutive study periods, the College will notify the student in writing of its intention to report the student for not achieving satisfactory academic progress. The student will be sent an Intention to report letter by email, a copy will also be kept on the student's file. The student is informed he/ she has 20 working days to appeal to the College by accessing the College's Complaints and Appeals Policy and Procedures.
 20. If the appeal is not upheld or the student withdraws from the appeal process, the Director of Studies or delegate will report the student to the ESOS Agency and Department of Home Affairs through PRISMS. The Director of Studies or delegate will inform the CEO about the reporting.
 21. The Report to ESOS Agency-Unsatisfactory Course Progress letter signed by the Director of Studies will be sent by email, a copy will also be kept on the student's file by the Student Administration.
 22. If applicable, the following will be maintained on the students' files:
 - Unsatisfactory Course Progress Initial Warning letter
 - Unsatisfactory Course Progress Final Warning letter
 - Notes from counselling sessions
 - Medical certificates
 - Appeal documents
 - Intention to report letter -Unsatisfactory Course Progress
 - Report to ESOS Agency - Unsatisfactory Course Progress letter
 - Other relevant documents
 23. The college is to ensure that it consistently implements its processes by requiring students to still attend a meeting with the relevant college's staff, although the student course progression has been satisfactory after the college sends a warning letter, if at the time of the letter, the students had been identified as at risk of not meeting course progress requirements.

B. For ELICOS Students

1. The progress of ELICOS students is monitored through completion of required assessments. The ELICOS teachers monitor students' progress for each course through formative and summative assessments and record students' progress. The first five weeks of an English level is called Unit Block 1 and the second five weeks is called Unit Block 2. Summative assessments in Listening, Reading, Writing, and Speaking are held at the end of each Unit Block. Students must also complete formative assessments for each Unit Block. Formative assessments are conducted every week.
2. Every week, the teachers are to enter students' formative assessment results for each course level in the college's ELICOS result recording system. Summative assessments are done in week 5 which is a Mid-course Test and in week 10 which is an End of Course Test. The results of the summative assessments are also entered in the ELICOS result recording system and Wisenet.
3. Review dates are electronically set up on the ELICOS Coordinator or delegate's calendar for a reminder
4. The ELICOS Coordinator and teachers together with the Student Support Officer are to monitor students' course progress.
 - a. Early identification of underperforming students
Students who have not met requirements in one or more skills of summative assessments including the weekly formative assessment from Unit Block 1 of their level (or fail more than 50 % of the requirements) are considered underperforming students.
 - b. By the end of Week 5 of Unit Block 1, an email will be sent by the Student Support Officer to the underperforming students informing them to meet their relevant teacher and discuss their results. The relevant ELICOS teacher will counsel the students on how to improve their course progress. An intervention strategy is implemented. It may include, among others, attending regular teacher/student consultations, academic consultations or undertaking additional homework. Students will be required to accept the intervention strategy proposed by the College that is recorded in the Intervention Strategy Form by signing the completed form.
 - c. Identification of "at risk" students
If students have failed one or more skills of summative assessments including the weekly formative assessment from Unit Block 2 of their level (or fail more than 50 % of the requirements), they are considered at risk of unsatisfactory course progress.
 - d. By the end of Week 10 (or Week 5 of Unit Block 2), an Unsatisfactory Course Progress Initial Warning letter will be sent by the Student Support Officer to the students who are at risk of unsatisfactory course progress informing them to meet the ELICOS Coordinator. The relevant ELICOS Coordinator will counsel the students on how to improve their course progress. An intervention strategy is implemented. It may include, among others, attending regular teacher/student consultations, academic consultations or undertaking additional homework. Students will be required to accept the intervention strategy proposed by the College that is recorded in the Intervention Strategy Form by signing the completed form.
The students will be advised of their options which may include:
 - Deferring their chosen course and extending their ELICOS course or
 - Taking an English Language Proficiency Test or
 - Changing their chosen course
 - e. Repeated failure

Any student who has failed to pass a level after 15 weeks will be sent an Unsatisfactory Course Progress Final Warning letter for not achieving satisfactory progress. Students are continuously supported by the relevant ELICOS teacher to achieve satisfactory course progress.

f. Intention to Report for Unsatisfactory Course Progress

Any student who has failed to pass a level after 20 weeks will be emailed an Intention to Report Letter-Unsatisfactory Course Progress for not achieving satisfactory progress. A copy will also be kept on the student's file. The student is informed he/ she has 20 working days to appeal to the College by accessing the College's Complaints and Appeals Policy and Procedures.

5. If the appeal is not upheld or the student withdraws from the appeal process, the Director of Studies or delegate will report the student to the ESOS Agency and Department of Home Affairs through PRISMS. The Director of Studies or delegate will inform the CEO about the reporting.
6. The Report to ESOS Agency-Unsatisfactory Course Progress letter signed by the Director of Studies will be sent by email, a copy will also be kept on the student's file by the Student Administration.
7. If applicable, the following will be maintained on the students' files:
 - Unsatisfactory Course Progress Initial Warning letter
 - Unsatisfactory Course Progress Final Warning letter
 - Notes from counselling sessions
 - Medical certificates
 - Appeal documents
 - Intention to report letter -Unsatisfactory Course Progress
 - Report to ESOS Agency - Unsatisfactory Course Progress letter
 - Other relevant documents