Course Progress and Intervention Strategy Policy and Procedures - International Students

Policy

1. This policy supports Standard 10 of the ESOS National Code 2007.
2. The College has elected to implement the Course Progress Policy and Procedures for CRICOS Providers of VET Courses (The Course Progress Policy) for reporting its international students.
3. The College systematically monitors students’ course progress.
4. The College is also proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements.
5. The College reports students, under section 19 of the ESOS Act, who have breached the course progress requirements.
6. The College monitors, records and assesses the course progress of each student for each unit of the course for which the student is enrolled in accordance with these policy and procedures.
7. The College must assess 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.
8. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.
9. Students are informed during an orientation about their course requirements.
10. 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.
11. 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 or is deemed not yet competent in 50 per cent or more of the units attempted 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.
12. 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 the first three weeks of the following study period.
13. 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 (ASQA) for unsatisfactory progress. The College does this through the Intention to Report Letter – Unsatisfactory Course Progress that informs the student that the College 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.
15. The Complaints and Appeal Form is available on the College website on the following link: https://www.einsteincollege.vic.edu.au/useful-form.
16. 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.
17. 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 Secretary of ESOS Agency through PRISMS as soon as practicable of the student not achieving satisfactory course progress.
18. The College notifies the Secretary of ESOS Agency 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.
19. This policy applies to the College's international students and staff.
20. The CEO is responsible for the implementation of the policy and procedures and to ensure that 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 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 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; 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”.

Method
1. The trainers monitor 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 completing 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 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. Student competency results are recorded in the College’s Student Management System, Wisenet.
4. Review dates are electronically set up on the Director of Studies’ calendar for a reminder.
5. Within 10 working days of the completion of a study period, the Director of Studies will generate and print a report from Wisenet a particular enrolment to be reviewed. The Director of Studies will review the progress of all students for Satisfactory Course Progress in the study period.
6. The Director of Studies will review a 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.
7. The Director of Studies 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 post and mail.
8. A trainer/ an assessor is to notify the Director of Studies for all students who are observed as at risk of not completing the course.
9. 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 post and email.
10. Students will be counseled by the Director of Studies.
11. The course counselling interview and fortnightly intervention meetings will be initiated by
the Director of Studies however appropriate personnel such as student contact officers or
counsellors may be called on to assist with the process or to be a delegate for the Director of
Studies.

12. 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 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

13. 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.

14. Students failing to attend the course counselling interview/ intervention meeting without a
reasonable reason will be sent the next warning letter/ intention to report letter by post and
email, a copy will also be kept in the student’s file by the Student Administration.

15. 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 post
and email, a copy will also be kept on the students’ files by the Student Administration.

16. If a student fails more than 50% of units 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 post
and 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.

17. If the appeal is not upheld or the student withdraws from the appeal process, the Director of
Studies will report the student to the ESOS Agency through PRISMS. The Director of Studies
will inform the CEO about the reporting. The CEO/delegate (Enrolment Officer) will complete
the TPS reporting requirements.

18. The Report to ESOS Agency-Unsatisfactory Course Progress letter will be sent by post and
email, a copy will also be kept on the student’s file by the Student Administration.

19. 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