

Monitoring Progress of Each Student Policy & Procedure (National Code Standard 8)

1 Policy: To outline the policy for monitoring the academic progress of international students to enable the identification and support of those at risk of not progressing academically, as required under the Education Services for Overseas Students (ESOS) Act 2000 and Standards 8 of the National Code 2018.

- 1.1 The Healey International College monitors' student's course progress to assist them in completing their course within the expected course schedule as stated on their CoE.
- 1.2 In order to meet the requirements of the National Code 2018, The Healey International College will monitor academic progress of international students and implement intervention strategies where necessary.
- 1.3 This policy applies to all international students on a Student Visa enrolled in a CRICOS Registered program at The Healey International College and the staff involved in training and assessment delivery and in the management and support of international students.
- 1.4 The National Code 2018 has Standard 8 that relate to academic progression of international students. Standard 8 Completion within the expected duration of study Standard which requires The Healey International College monitoring the progress of each student to ensure that the student is in a position to complete the program within the expected duration, as specified in the student's Confirmation of Enrolment (CoE).
- 1.5 Whilst monitoring progress against the program duration is a separate requirement to monitoring academic progress for reporting purposes, there may be some overlap in processes. For example, The Healey International College will review the results of all international students at the end of each study period. At the same time, The Healey International College will also check the student's progress towards completion of the program within the specified duration as per this policy.
- 1.6 The Healey International College provides support in accordance with the College Student support policy and procedure (standard 6) to assist international students completing their course within the expected duration.
- 1.7 The Healey International College extends the duration of an international students CoE in the limited circumstances identified in item 1.10 of this policy and procedure.
- 1.8 If due to exceptional circumstances identified in item 1.10 of this policy and procedure The Healey International College amends an international student's CoE via PRISMS, it issues the new CoE to the student and places a copy in the student's file.
- 1.9 International Students study at least one unit that is not Distance or E learning in each study period.
- 1.10 The Healey International College extends the scheduled duration of study in the following exceptional circumstances:

Compassionate or compelling circumstances are generally those beyond the control of the student and which have an impact upon the student's course progress or wellbeing. These could include, but are not limited to:

- 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
- major political upheaval or natural disaster in the home country requiring emergency travel when this has impacted on the student's studies; or
- a traumatic experience which could include:
 - involvement in, or witnessing of a serious accident
 - Witnessing or being the victim of a serious crime.
- where the College was unable to offer a pre-requisite unit
- inability to begin studying on the course commencement date due to delay in receiving a student visa
- If student is at risk of not achieving satisfactory course progress and the College is implementing its intervention strategy that requires the period of study to be extended (reference Student support policy and procedure)
- If an approved deferral of commencement of studies or the suspension of study has occurred under standard 9 (Deferring, suspending or cancelling the overseas student's enrollment)

1.11 Reasons for the changes to the duration of their course are recorded in the student's file.

1.12 In case of changes to the duration of course, Provider must advise the student to contact immigration to seek advice on any potential impact on their visa.

1.13 International students full time load is considered as a minimum of 20 scheduled hours of attendance per week unless:

- There are compassionate or compelling circumstances for reducing the load
- The reduced load is part of the College's intervention strategy
- The students study load has been reduced through a successful Credit Transfer application
- The students study load has been reduced through a successful Recognition of prior learning application
- Part of the course is delivered via distance learning
- Pre-requisite units are not available in that study period

1.14 The duration of any study period excluding holiday breaks is 13 weeks.

Definitions:

- CRICOS: Commonwealth Register for Institutions and Courses for Overseas Students
- Department of Education (DoE): Commonwealth Government department that provides protection for international students through the Education Services for Overseas Students (ESOS) Act
- DIBP: Department of Immigration and Border Protection, www.border.gov.au
- PRISMS: Provider Registration and International Student Management System [PRISMS]. Through PRISMS, certain Australian Government agencies can monitor student

compliance with visa conditions and provider compliance with the Education Services for Overseas Students Act 2000 (ESOS Act). PRISMS is a secure system for providers to: - issue 'Confirmations of Enrolment' to overseas students intending to study in Australia (the Department of Immigration and Border Protection requires these to issue a student visa), and report changes in overseas student's course enrolment.

- Expected duration for the purposes of Standard 8: the expected duration of a course is the duration of the course as registered on The Australian Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS). The expected duration for overseas students should not differ from the expected duration for domestic students. The course duration includes approved holiday periods.
- CoE: Confirmation of Enrolment. A CoE is issued to the student based on the registered duration of a course (or a shorter duration if the student has already completed part of the course). A student should complete the course within the length of the CoE unless the circumstances specified in National Code 2018 Standard 8.16 applies
- Compulsory study period: A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 9. A compulsory study period does not include periods in which the student can elect to undertake additional studies.

1.15 Students must submit verifiable documentary evidence when applying for the scheduled duration of their course to be extended.

1.16 The CEO is responsible for the implementation of this policy and procedure.

1.17 This policy is implemented in compliance with the requirements of the National Code of Practice 2018 Standard 8.

2. Procedure

Course duration

- 2.1 **Course:** The program of study that consists of units of competency the student enrolls into.
- 2.2 **Course requirements:** To meet course requirements in order to be awarded a qualification, students must successfully complete required assessments (including theory and practical components) for all units of competency they are enrolled into in that study period.
- 2.3 **Course Progress Policy:** The Department of Education and Training-DIBP Course Progress Policy and Procedures for CRICOS Providers of VET Courses
- 2.4 The Healey International College develops AQF courses in consultation with Students, academics and industry.
- 2.5 Course duration is set and approval gained through the regulator.
- 2.6 The Healey International College courses for international students are CRICOS registered.
- 2.7 All international students are issued CoE's with the course duration indicated in accordance with the CRICOS registered course duration.
- 2.8 International students are issued timetables at the beginning of their course indicating the scheduled duration.
- 2.9 An orientation program is provided outlining the expectations of students in achieving satisfactory course progress and in completing their course within the expected duration.

The outcome of not achieving satisfactory course progress and completing the course within the expected duration is also explained.

- 2.10 The availability of support services is communicated pre and post enrolment to assist students in completing their course within the expected duration.
- 2.11 Students attempt each unit within their course as per the course schedule provided.
- 2.12 The importance of attending all classes is explained along with completing all assessment tasks as per the course schedule.
- 2.13 Student attendance is monitored and intervention employed where appropriate in accordance with the Course progress policy and procedure.

3. Monitoring of academic progress

- Unit assessment results are inputted into the SMS (Student Management System) on a weekly basis.
- The Training Manager and Trainers monitor course progress in accordance with the Course progress policy and procedure of the RTO (Registered Training Organization).
- The Healey International College implements an intervention strategy to assist students who are identified as being at risk of not completing their course within the expected duration.
- The Healey International College will:
 - Outline the course requirements for students during orientation and also in the first class of each unit of study
 - Monitor, record and assess the academic progress of each student for each unit of competency in the program
 - Assess whether the student has achieved competency in a unit once the student has completed both the theory and practical components of the unit
 - Review the results of students at the end of each term and identify students at risk of not completing their program
 - Develop and implement an intervention strategy where the student has been deemed not yet competent in at least 50% of the course requirements in that study period
 - Check the student's progress towards the completion of the program within the specified duration at the end of each study period.

Intervention strategy

An individual 'plan' developed in consultation with an international student and his/her trainer to provide specific academic support and/or assistance and/or advice to a student identified 'at risk' of not achieving satisfactory academic progress.

The National Code 2018

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students established under the Education Services for Overseas Students (ESOS) Act 2000.

Satisfactory Academic Progress

A student is progressing satisfactorily and is on track to successfully complete their program within the expected duration of study and has achieved competency in at least 50% of the course requirements in that study period. Only the units that were assessed in that study period will be included in the determination.

Study period no less than 10 weeks

Unsatisfactory Academic Progress

A student who has not achieved competency in at least 50% of the course requirements in that study period. The Healey International College will report a student for unsatisfactory progress only when the student has been identified as not making satisfactory course progress in two (2) consecutive study periods and has not made a successful appeal against this decision.

The primary purpose of an Intervention Strategy:

- To provide specific academic support, assistance and/or advice to address the issues preventing the student from achieving satisfactory academic progress in that study period.
- An Intervention Strategy is an individual 'plan' developed and implemented by the Training Manager/CEO of The Healey International College in consultation with an international student and the trainer.
- The Training Manager/CEO will review the results of all international students at the end of each quarter/term to identify students 'at risk' of not achieving satisfactory academic progress i.e. of not achieving competency in at least 50% of the units required to be undertaken in the study period
- A student at risk will generally be identified by the teaching staff responsible for the program being undertaken. However, other The Healey International College's staff such as the Student Administration Officer (SAO) may also identify a student to be at risk.
- The Training Manager will also check the student's progress towards the completion of the program within the specified duration at the end of each study period.
- The Training Manager will notify the SAO where a student has failed to attend classes for 5 consecutive days without a medical certificate, since this may indicate a risk of satisfactory progress.
- The Training Manager may choose to activate an intervention strategy at any point during the study period.
- Students at risk of progress will be asked to attend a meeting with the Training Manager.
- The must be agreed to and signed by the Training Manager and the international student, and a copy forwarded to the SAO for the student's file.
- Following implementation of an Intervention Strategy, The Healey International College will continue to monitor the academic progress of the student for the remainder of the term; and review their results at the end of the term.

4. Student support

- 4.1 Intervention strategies are employed in compliance with the Course progress policy and procedure for students who are identified at risk of not completing the course within the expected duration.
- 4.2 Students who are identified as falling behind the training schedule may have their study schedule modified in order to ensure they complete within the expected duration.
- 4.3 Strategies for assisting student's completing within the expected duration include:
 - Re-assessments

- Undertaking additional units during holiday periods
- Undertaking additional units during subsequent study periods
- Strategies identified in the Course progress policy and procedure

- 4.4 Students who have their program modified are given an explanation of the necessity for this and considerations. Explanations are provided verbally and in writing and the student given opportunities to clarify information.
- 4.5 The effectiveness of modified program is monitored by the Training Manager with remedial action taken where appropriate.
- 4.6 If a student's program is modified all communications and documentation employed is placed in the student file.

5. Extending scheduled course duration

- 5.1 If after having their program modified and/ or being placed on an intervention strategy the student is unable to complete their course within the expected duration the College will extend the duration of the CoE only in compliance with item 1.10 of this policy and procedure.
- 5.2 All changes to a student's course duration are reported to DoE via PRISMS and records /documents/ reasons for the decision are placed in student files.
- 5.3 Students are issued a new CoE.
- 5.4 Student progress is monitored and assistance provided in accordance with this, Student support and the deferment, suspension or cancellation of enrolment policy and procedures.

6. Notification of intention to report

- 6.1 If, following implementation of intervention strategies the student still fails to achieve competency in at least 50% of the units required in two (2) consecutive study periods, the student will be notified in writing of The Healey International College's intention to report the student for unsatisfactory course progress (Notice of Intention to Report for Unsatisfactory Course Progress) via PRISMS.
- 6.2 The Healey International College may send the Notice of Intention to Report by surface mail, electronically or in person.
- 6.3 International students will have 20 working days in which to lodge their internal appeal with The Healey International College
- 6.4 When it is evident that a student will not complete their course in the expected duration and one or more of the relevant conditions in clause 1.10 of the Policy are not met, the student's enrolment will be cancelled as per the Deferral, Suspension and Cancellation Policy.
- 6.5 The student will be sent a letter informing them of the College's intention to report.
- 6.6 The student will be advised of the process for appealing against this decision via the College Complaints and Appeals process and informed they have 20 working days to appeal the decisions.
- 6.7 Students who choose to access this process will not be reported if they appeal within 20 days of the letter indicating the College's intention to notify. Students must continue to attend classes during the appeals process as specified in College's Complaint and Appeals Policy.

- 6.8 If the student does not appeal against the decision to report them or if their appeal is unsuccessful, the student is reported on PRISMS and their enrolment is cancelled.
- 6.9 A hard copy of the PRISMS entry will be included in the student's file.

7. Internal appeal of Notice of Intention to Report for unsatisfactory course progress

- The student may lodge an appeal against the Notice of Intention to Report for unsatisfactory course progress within 20 working days (stipulated in the letter) in line with Complaints and Appeals policy
- A student may appeal on the following grounds:
 - ✓ The Healey International College has failed to record or calculate a student's results accurately
 - ✓ Compassionate or compelling circumstances (NB if there are compassionate or compelling reasons for lack of progress, The Healey International College will provide ongoing support via the intervention strategy and The Healey International College will not report the student)
 - ✓ The Healey International 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.
 - ✓ If the student is successful in the internal appeal, then the student will not be reported to DIBP for unsatisfactory course progress. If the internal appeal is not successful against unsatisfactory course progress, and the student has not requested an appeal to an external party, then the student will be reported to DIBP through PRISMS by the International Student Administration/Support Officer.

8. Reporting to Department of Education and Training (DET)

Reporting to the DET may result in the cancellation of the student's visa. International students will be reported to DET through PRISMS for Unsatisfactory Course Progress under Section 19 (2) Non-compliance with Student Visa Conditions under the following conditions:

- The intervention strategy has been given time to run its course; and
- The student did not achieve satisfactory academic progression in two consecutive study periods; and
- All complaints and appeals process (The Healey International College's Complaints and Appeals Policy) have been finalised and it is confirmed that the student has failed to achieve satisfactory course progress.