P14_Course Progress Policy and Procedure

International Technical Institute
Level 2/15, Queen Street
Melbourne, Victoria 3000
RTO: 45771 **CRICOS**: 03959J
Phone: 03 8609 0584
Email: ceo@iti.edu.au
Website: www.iti.edu.au

1. Purpose

The purpose of this policy is to ensure that ITI monitors international students to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress or attendance requirements.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

This ensures compliance with Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

2. Scope

This policy applies to all the enrolled students of International Technical Institute (ITI).

3. Legislative Context

- National Vocational Education and Training Regulator Act 2011 (Cth)
- The ESOS Act 2000
- Education Services for Overseas Students (ESOS) Regulations 2001
- The National Code 2018

4. Policy

4.1 Completion within expected duration
- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- ITI monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

4.2 Course progress requirements
- Course progress requirements are defined in relation to study periods and may include (but is not limited to), any combination of the following.
  - Satisfactory completion of certain assessment tasks or a certain number of assessment tasks
  - Achieving competency for certain units of competency or a certain number of units of competency
  - Requirements to attend a certain number and/or percentage of classes or other training activities such as work-based training shifts.
- Requirements are designed to uphold the academic integrity of the registered course and meet requirements of the Training Products, with consideration to the length of the study period and number of units and assessment requirements of the course.
- Students are advised of course progress requirements in their course orientation.
- Students who do not meet course progress or attendance requirements are at risk of having their visas cancelled.
- Where requirements are not met, ITI course progress and attendance monitoring procedures will be followed.
- ITI uses a range of methods to monitor course progress including review of assessment tasks, participation in tuition activities and other measures of academic progress as defined in the procedures.
- All records of course progress are kept on file.
- Students must also ensure that they abide by academic conduct requirements in order to ensure that they can complete their course in the expected duration.

4.3 Intervention Strategy
- ITI ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, or Individual intervention plan will be developed based on the appropriate intervention strategy identified.

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- An intervention plan will include an interview with the admin manager/ rto Manager may include one or more of the following strategies:
  - Advising students on the suitability of the course in which they are enrolled and possible alternatives;
  - Advising students of opportunities for reassessment; and
  - Advising students of assistance that ITI can provide including:
    - Receiving English language support;
    - Reviewing learning materials with the student and providing information to students and in a context that they can understand;
    - Providing extra time to complete tasks;
    - Attending tutorial or study groups;
    - Receiving individual case management;
    - Attending counselling;
    - Receiving assistance with personal issues which are influencing progress;
    - Receiving mentoring;
    - Referral to external organizations where ITI is unable to address the identified learning or academic issues:
    - Being placed in a suitable alternative subject within a course or a suitable alternative course; or
    - A combination of the above and a reduction in course load.

4.4 Extension to an expected course duration
- Extensions to the course duration specified on the CoE are only allowed where:
  - Compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is 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 and this has impacted on the student's studies;
    - a traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
    - where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
  - Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or
  - An approved deferral or suspension of studies has been granted in accordance with ITI 's Deferral, Suspension and Cancellation Policy and Procedures.
- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the DET via PRISMS.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
- Where the duration of the student's enrolment is extended, ITI will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

4.5 Reporting students
- Where a student has demonstrated unsatisfactory course progress in a study period and/or has failed to meet attendance requirements despite interventions implemented, ITI will be required to report the student to DET via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and/or attendance and the reasons for the intention to report.
- Students have the rights to appeal against this decision as per ITI Complaints and Appeals Policy and Procedure. If the student chooses to access this process, the student will not be reported until this process is complete.
- ITI will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:
  - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
  - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
  - the student has chosen not to access the external complaints and appeals process: or
  - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.

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- All records will be kept on the student's file including warning letters and the notice of intention to report.

4.6 Publication

- This policy and procedure will be published in the Student Handbook and on ITI 's website to ensure that course progress requirements are clearly communicated to students before they commence their course. Course progress requirements will also be communicated to students at their orientation.

5. Procedures

5.1 Monitor course progress

National Code: Standard 8

Procedure	Responsibility

A. Monitor course progress
 	
• Assess and monitor students course progress, in relation to the course progress through:
 	
  o Reviewing attendance records
 	
  o Reviewing class participation
 	
• Keep records of progress on each student's file or in general document such as attendance rolls.
	RTO Manager
	Trainer/Assessor

B. Unsatisfactory course progress – Stage 1 • Where a student's course progress is unsatisfactory, send a *First Warning Letter of Unsatisfactory Course Progress* and inviting the student to attend a meeting to develop an intervention strategy within 10 working days. • Discuss the reasons for the unsatisfactory course progress with the student and agree on appropriate intervention with the student. • Inform students of the implications of amending their CoE, if applicable. • Record outcomes of the meeting in the *Intervention Plan*. • Ensure *Intervention Plan* is signed by the student to state that they agree to the intervention strategy. • Implement intervention strategy as documented in the *Intervention Plan* as soon as possible and within 5 working days of the meeting. • The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DET via PRISMS and that this will affect their visa. • To issue a new CoE to extend the duration of the student's study, the administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension. • Place all documentation on the student's file. • In case if the student fails to attend meeting send 2nd warning letter.	RTO Manager Administrator
C. Monitor student's progress following first warning • Monitor student's progress through a weekly meeting with relevant trainers/assessors to discuss the intervention approach to adjust as required.	RTO Manager Administrator

Procedure	Responsibility
• Review and update the *Intervention Plan* as required. • Discuss revisions with the student. • Implement any additional or revised interventions immediately. • Record outcomes of each meeting in the *Intervention Plan*. • Include the form in the student's file.	
C. Unsatisfactory course progress – Stage 2 • Where the student continues to fail to demonstrate satisfactory course progress as evidence through course progress monitoring, send *Second Warning Letter of Unsatisfactory Course Progress* to the student inviting them to a meeting within 10 working days. • At the meeting, discuss the reasons for continuing unsatisfactory course progress and discuss further intervention required. Amend the Intervention Plan as required. • Advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a *Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress* or if he/she fails to attend the meeting – Final warning letter will be issued. .	RTO Manager
D. Inform student of intention to report following continuing unsatisfactory course progress • Continue to monitor course progress. Where the student is still not meeting course progress requirements despite interventions implemented, send the student a notice of intention to report them via PRISMS. • This notice must be sent by post to the student's registered address, as well as by email. • Inform student in the same letter of their right to access ITI's Complaints and Appeals process and that they have 20 working days in which to do this from the date specified on the letter. • Students who choose to access this process will not be reported if they appeal within 20 working days indicating ITI 's intention to notify. Students must continue to attend classes during the appeals process as specified in ITI's *Complaints and Appeals Policy and Procedure*. • Place a copy of the Letter and any other relevant documentation will be placed on the student file.	RTO Manager Administrator
E. Following the Notification of Intention to Report • If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, report the student via PRISMS for breach of course progress and/or attendance requirements with 7 working days.	RTO Manager Administrator

5.2 Monitor attendance

National Code: Standard 8

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Procedure	Responsibility
Monitor and record attendance • Record students' attendance in Attendance Sheet and submit the Attendance Sheet at the end of each week to Administrator • Generate and analyse weekly attendance reports. *Note: ITI Does not intends to report students on attendance, However ITI will monitor student class participations, as unit of competency requires practical observations and further benefit to detect early intervention strategies during the course of enrolment.*	Trainer/Assessor Administrator

6. Responsibility

Trainers and assessors are responsible for providing assessment feedback and an early detection of academic performance issues, and a possible "At Risk" notifications to the Admin Manager.

The Admin Manager is responsible for maintaining records on course progress in the student database.

The Admin Manager is responsible for notifying students of their failure or risk of failure to meet satisfactory course progress and issuing Final Warning letters.

The Admin Manager is responsible for reporting Students to the Secretary of DE through PRISMS.

The Admin Manager is responsible for effective implementation and management of this policy as well as provision of information on ways to resolve complaints of breaches of this policy.

The CEO has overall responsibility for the implementation and review of this policy.

Any complaints or breaches in relation to this policy should be reported to the Chief Executive Officer in person or by email to: ceo@ITI.edu.au

Course Progress Procedure

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                          ┌────────────────────┐
                          │  Course Progress   │
                          └────────────────────┘
                                   │
  ┌──────────────┐      ┌─────────────────────┐         Report if student
  │ During 1st   │─────▶│ Monitor Participation│ ........ absent for two
  │ Study Period │      │  and Performance     │         consecutive weeks
  └──────────────┘      └─────────────────────┘
                                   │
                              ◇ Satisfactory ◇ ──No──▶ ┌─────────────────────┐
                                   │                    │ Informal Meeting &  │
                                  Yes                   │ First Warning Letter│
                                   │                    └─────────────────────┘
  ┌──────────────┐      ┌─────────────────────┐                  │
  │  End 1st     │─────▶│   Review Results    │              ◇ Resolved? ◇ ──Yes──▶ ┌─────────┐
  │ Study Period │      └─────────────────────┘                  │                   │ Monitor │
  └──────────────┘                │                             No                   └─────────┘
                              ◇ Satisfactory ◇ ──No──▶ ┌─────────────────────┐         (A)
                                   │                    │ Intervention Meeting│
       (A)                        Yes                   │ & Second Warning    │
                                   │                    │ Letter              │
  ┌──────────────┐      ┌─────────────────────┐        └─────────────────────┘
  │ During 2nd   │─────▶│ Monitor Participation│                  │
  │ Study Period │      │  and Performance     │             ◇ Resolved? ◇ ──Yes──▶ ┌─────────┐
  └──────────────┘      └─────────────────────┘                  │                   │ Monitor │
                                   │                             No                   └─────────┘
                              ◇ Satisfactory ◇ ──No──▶ ┌─────────────────────┐
                                   │                    │ Third Intervention  │
  For courses longer               │                    │ Meeting             │
  than 26 weeks (2                Yes                   └─────────────────────┘
  study periods),                  │                              │             Letter of
  same course                      │                         ◇ NOITC ◇ ........ Intention to
  progress procedure               │                              │             Cancel Enrolment
  applies for Study                │                    ┌─────────────────────┐
  Periods 3, 4 and so              │                    │ Internal Appeal     │  Prepare a new
  on.                         ┌─────────┐                │ Process, if Accessed│  study plan and
                              │   End   │                └─────────────────────┘  duration
                              └─────────┘                           │
                          ┌─────────────────┐                  ◇ Successful? ◇ ──Yes──▶ ┌──────┐
                          │ Cancel Enrolment:│◀──No───                                   │ Plan │
                          │ Report on PRISMS │                                            └──────┘
                          └─────────────────┘
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