

Course Progress and Procedure Policy	
Policy area	Student Support
Responsibility	CEO, RTO Manager, Admin Manager
Classification	Internal Only

Table of Content

1. Purpose	2
2. Definitions.....	2
3. Policy Statement	2
4. Considerations.....	5
5. Procedure.....	5
6. Other documents to consider with this policy	8
7. Flow Chart	10
8. References.....	11

1. Purpose

The purpose of this policy is to ensure:

- International Technical Institute (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 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

2. Definitions

NONE

3. Policy Statement

2.1 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.
- 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.
- International Technical Institute (ITI) monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

2.2 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, International Technical Institute (ITI) course progress and attendance monitoring procedures will be followed.
- International Technical Institute (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.

2.3 Intervention Strategy

- International Technical Institute (ITI) ensures that it identifies, notifies and assists 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.
- 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 International Technical Institute (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 International Technical Institute (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.

2.4 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 International Technical Institute (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, International Technical Institute (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.

2.5 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, International Technical Institute (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 International Technical Institute (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.
- International Technical Institute (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.
- All records will be kept on the student's file including warning letters and the notice of intention to report.

2.6 Publication

- This policy and procedure will be published in the Student Handbook and on International Technical Institute (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.

4. Considerations

None.

5. Procedure

Steps	Person/s responsible
5.1 Monitor Course Progress	
i.	Assess and monitor students' course progress, in relation to the course progress through: <ul style="list-style-type: none"> o Reviewing attendance records
RTO Manager or delegate	

	<ul style="list-style-type: none"> ○ Reviewing class participation <p>Keep records of progress on each student's file or in general document such as attendance rolls.</p>	
ii.	<p>Unsatisfactory course progress – Stage 1</p> <ul style="list-style-type: none"> ○ Where a student's course progress is unsatisfactory, send a <i>First Warning Letter of Unsatisfactory Course Progress</i> and invite 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 <i>Intervention Plan</i>. ○ Ensure <i>Intervention Plan</i> is signed by the student to state that they agree to the intervention strategy. ○ Implement intervention strategy as documented in the <i>Intervention Plan</i> as soon as possible and within 5 working days of the meeting. ○ The students 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 or delegate

iii.	<p>Monitor student's progress following first warning</p> <p>Monitor student's progress through a weekly meeting with relevant trainers/assessors to discuss the intervention approach to adjust as required</p> <ul style="list-style-type: none"> ○ Review and update the <i>Intervention Plan</i> as required. ○ Discuss revisions with the student. ○ Implement any additional or revised interventions immediately. ○ Record outcomes of each meeting in the <i>Intervention Plan</i>. ○ Include the form in the student's file. 	RTO Manager or delegate
iv.	<p>Unsatisfactory course progress – Stage 2</p> <ul style="list-style-type: none"> ○ Where the student continues to fail to demonstrate satisfactory course progress as evidence through course progress monitoring, send <i>Second Warning Letter of Unsatisfactory Course Progress</i> 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 <i>Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress</i> or if he/she fails to attend the meeting – Final warning letter will be issued. 	RTO Manager or delegate
v.	<p>Inform student of intention to report following continuing unsatisfactory course progress</p> <ul style="list-style-type: none"> ○ 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. 	RTO Manager or delegate

	<ul style="list-style-type: none"> ○ Inform student in the same letter of their right to access International Technical Institute (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 International Technical Institute (ITI) 's intention to notify. Students must continue to attend classes during the appeals process as specified in International Technical Institute (ITI)'s <i>Complaints and Appeals Policy and Procedure</i>. ○ Place a copy of the Letter and any other relevant documentation will be placed on the student file 	
vi.	<p>Following the Notification of Intention to Report</p> <p>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.</p> <p>Monitor and record attendance</p> <ul style="list-style-type: none"> ○ 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. <p><i>Note: International Technical Institute (ITI) Does not intends to report students on attendance, However International Technical Institute (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</i></p>	Trainer/Assessor Administrator, RTO Manager

6. Other documents to consider with this policy

Policies

- Complaints Handling and Appeals Policy
- Admission and Enrolment

- Management Meetings
- Student record and Retention

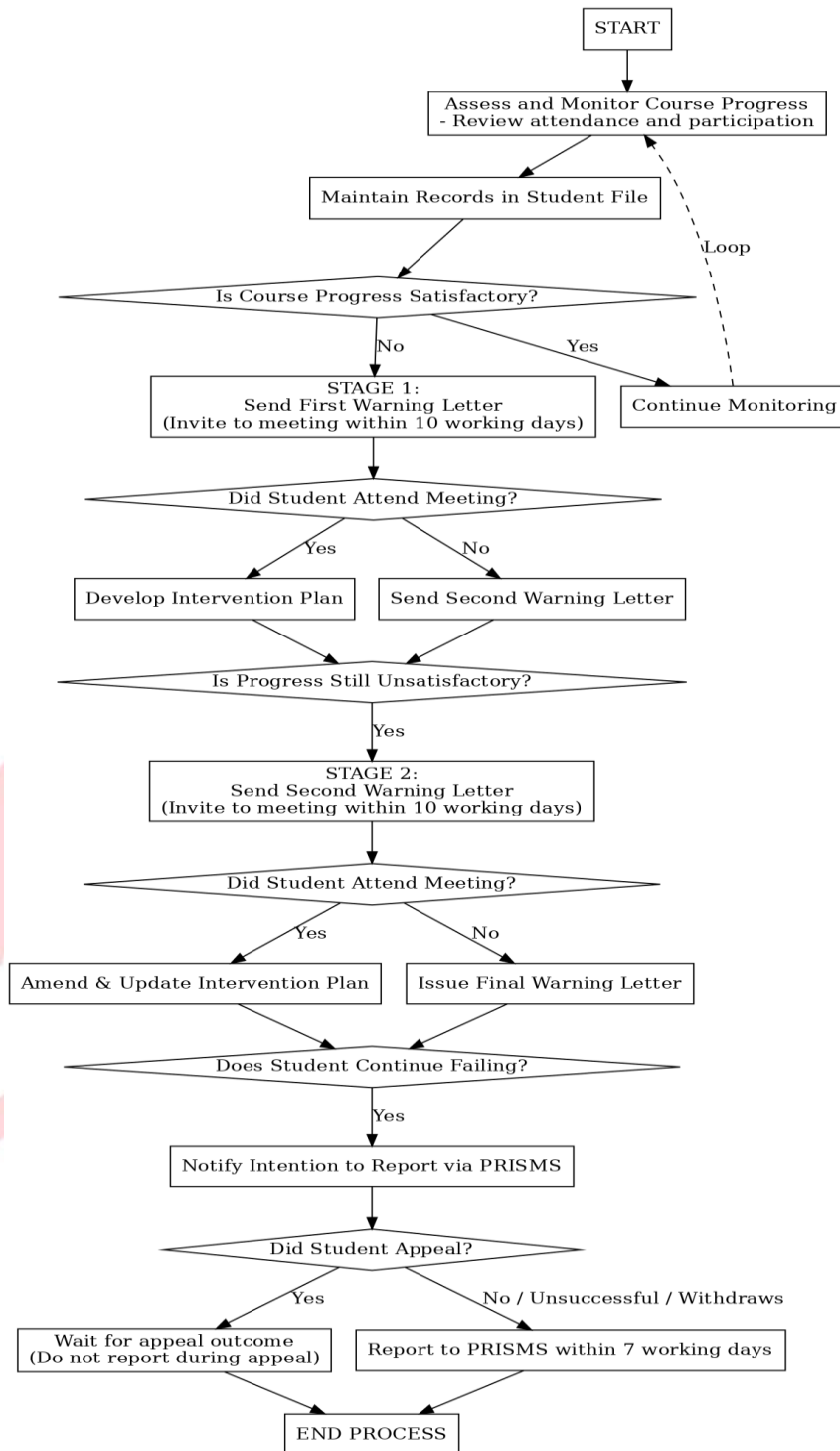
Forms

Intervention Plan



7.Flow chart

Course Progress



8. Reference(s)

Outcome Standards for RTOs, Standard 4.1: The RTO operates with integrity and is accountable for the delivery of quality services. The RTO demonstrates:

- (a) the governing persons are suitable to oversee the operation of the RTO, including by having regard to the Fit and Proper Person Requirements
- (b) the governing persons act diligently and make informed decisions to support compliance with the Standards
- (c) the governing persons lead a culture of integrity, fairness and transparency in the delivery of services.

Compliance Standards for RTOs, Schedule 1, Fit and Proper Person Requirements

Schedule 1—Fit and Proper Person Requirements

1 Application of Fit and Proper Person Requirements

The National VET Regulator must have regard to all matters it considers relevant that are specified in this Schedule when determining whether:

- (a) an NVR registered training organisation;
- (b) a governing person of an NVR registered training organisation;
- (c) a person applying to become an NVR registered training organisation; or
- (d) a governing person of a person applying to become an NVR registered training organisation,

is, or would be, a fit and proper person for the purposes of registration, renewing registration, or maintaining registration as an NVR registered training organisation under the Act.

Note: This section does not limit the types of persons which the National VET Regulator may have regard to when undertaking a fit and proper person assessment.

2 Compliance with law

- (1) Regardless of whether a conviction has been recorded, the National VET Regulator may have regard to whether the person has been found guilty of an offence against, or ordered to pay a pecuniary penalty under, a law of the Commonwealth or a State or Territory.

Note: Part VIIC of the *Crimes Act 1914* includes provisions that, in certain circumstances, relieve persons from the requirement to disclose spent convictions and require persons aware of such convictions to disregard them. Nothing in subsection (1) affects the operation of Part VIIC of the *Crimes Act 1914*.

- (2) The National VET Regulator may have regard to the seriousness of, and the time elapsed since the offence, conviction, or matter to which the pecuniary penalty relates occurred.
- (3) The National VET Regulator may have regard to whether the person is currently involved in proceedings before a court or tribunal.
- (4) The National VET Regulator may have regard to whether the person has been found guilty of a foreign offence (within the meaning of section 85ZL of the *Crimes Act 1914*).

3 Management history

- (1) The National VET Regulator may have regard to whether one or more of the following has been cancelled, revoked, suspended or rejected:
 - (a) the person's registration as an NVR registered training organisation;
 - (b) the person's application for registration or renewal of registration as an NVR registered training organisation;
 - (c) the person's approval as an approved course provider (within the meaning of the *VET Student Loans Act 2016*) or VET provider (within the meaning of the *Higher Education Support Act 2003*);
 - (d) subsidy funding arrangements with a State or Territory for the provision of education services by the person.
- (2) The National VET Regulator may have regard to whether the person has:
 - (a) breached a condition of registration as an NVR registered training organisation; or

- (b) had a condition imposed by way of sanction on a registration, approval or arrangement mentioned in subsection (1) and has breached such a condition.
- (3) The National VET Regulator may have regard to whether the person has ever been a manager or director of a registered higher education provider (within the meaning of the *Tertiary Education Quality and Standards Agency Act 2011*) or registered provider (within the meaning of the *Education Services for Overseas Students Act 2000*) during a period in which the registered higher education provider or registered provider was determined to have breached a condition of its registration under the:
- (a) *Education Services for Overseas Students Act 2000*; or
 - (b) *Tertiary Education Quality and Standards Agency Act 2011*.
- (4) The National VET Regulator may have regard to whether the person has ever been involved:
- (a) in the business of delivering courses or other services on behalf of a person that was the subject of regulatory action described in subsections (1), (2) or (3); or
 - (b) with an entity at the time that entity was found to have breached a government training contract.
- (5) The National VET Regulator may have regard to whether the person has been disqualified from managing corporations under Part 2D.6 of the *Corporations Act 2001*.

4 Financial record

The National VET Regulator may have regard to whether the person has:

- (a) been insolvent or bankrupt;
- (b) taken steps to take the benefit of any law for the relief of bankrupt or insolvent debtors;
- (c) compounded with one or more creditors;
- (d) assigned remuneration for the benefit of one or more creditors;
- (e) been under external administration (within the meaning of subsection 600H(2) of the *Corporations Act 2001*); or
- (f) outstanding debts to the Commonwealth.

5 Provision of information

The National VET Regulator may have regard to whether the person has provided false or misleading information to any of the following in circumstances where it is reasonable to assume the person knew the information was false or misleading:

- (a) a VET Regulator;
- (b) the Tertiary Education Quality and Standards Agency;
- (c) the TPS Director (within the meaning of the *Education Services for Overseas Students Act 2000*), including in the TPS Director's capacity as the VSL Tuition Protection Director under the *VET Student Loans Act 2016* and the Higher Education Tuition Protection Director under the *Higher Education Support Act 2003*;
- (d) the Minister, the Department or the Secretary; or
- (e) an authority of a State or Territory that deals with subsidy funding arrangements for education.

6 Previous conduct and involvements

(1) The National VET Regulator may have regard to whether the person has previously been found not to be a fit and proper person for the purposes of one or more of the following:

- (a) the Act;
- (b) the *Australian Education Act 2013*;
- (c) the *Education Services for Overseas Students Act 2000*;
- (d) the *Higher Education Support Act 2003*;
- (e) the *Tertiary Education Quality and Standards Agency Act 2011*;
- (f) the *VET Student Loans Act 2016*;
- (g) subsidy funding arrangements with a State or Territory for the provision of education; or
- (h) any other law of the Commonwealth or of a State or Territory.

(2) The National VET Regulator may have regard to whether the person has previously engaged in conduct that reasonably suggests a deliberate pattern of unethical behaviour.

- (3) The National VET Regulator may have regard to any other matter relating to a person's previous conduct or involvement that the Regulator considers relevant.

7 Additional considerations

The National VET Regulator may have regard to whether the public is unlikely to have confidence in the person's suitability to be involved in an organisation that provides, assesses or issues nationally recognised qualifications.

