



SC9-I: Course Progress Policy & Procedures

International Students

Contents

Contents	1
Purpose.....	1
Definitions	1
Policy	3
1. Completion within expected duration	3
2. Course progress requirements	3
3. Intervention Strategy	4
4. Extension to an expected course duration	4
5. Online or distance learning enrolment	5
6. Reporting students	5
Procedure	6
1. Monitor course progress.....	6
Document Control.....	9

Purpose

The purpose of this policy is to ensure that Elizabeth Institute 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.

Definitions

CoE means Confirmation of Enrolment

Compulsory study period means a discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the provider as long as that period does not exceed six months.

DET means Department of Education and Training

ESOS Act means the Education Services for Overseas Students Act 2000

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018

Study period is defined as one term of the course in which the student is enrolled.



SC9-I: Course Progress Policy & Procedures

International Students

Course progress Satisfactory Course Progress is where a student meets course progress requirements for a study period as identified in the Training and Assessment Strategy for each course.

Unsatisfactory Course Progress is where a student does not meet course progress requirements for a study period as identified in the Training and Assessment Strategy for each course.

Training Product means AQF qualification, skill set, unit of competency, accredited short course or module.

PRISMS means Provider Registration and International Student Management System (PRISMS)



SC9-I: Course Progress Policy & Procedures

International Students

Policy

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.
- Elizabeth Institute monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

2. Course progress requirements

- Satisfactory and unsatisfactory course progress including a process for determining the point at which the overseas student has failed to meet course progress requirements is clearly defined in each course's Training and Assessment Strategy.
- 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 each Course Outline and 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, Elizabeth Institute course progress procedures will be followed.
- Elizabeth Institute 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.



SC9-I: Course Progress Policy & Procedures

International Students

3. Intervention Strategy

- Elizabeth Institute 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.
- An intervention plan will include an interview with the Trainers/Assessors 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 Elizabeth Institute 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;
 - providing access to supplementary or modified materials
 - providing supplementary exercises to assist understanding
 - attending academic skills programs;
 - attending tutorial or study groups;
 - receiving individual case management;
 - attending study clubs;
 - attending counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organizations where Elizabeth Institute 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. 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;



SC9-I: Course Progress Policy & Procedures

International Students

- 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 Elizabeth Institute is unable to offer a pre-requisite unit.
 - 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 Elizabeth Institute'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, Elizabeth Institute 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.

5. Online or distance learning enrolment

- Elizabeth Institute will not deliver a course exclusively by online or distance to an international student.
- At no time during a compulsory study period will a student study more than one-third of the units (or equivalent) by online or by distance learning.
- Elizabeth Institute will ensure that in each compulsory study period for a course, the overseas student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.
- A student's participation in on-line study will be monitored.
- Elizabeth Institute will ensure it takes all reasonable steps to support students who may be disadvantaged by:
 - Additional costs or other requirements, including students with special needs, from undertaking online or distance learning.
 - Inability to access the resources and community offered by the education institution, or opportunities for engaging with other students while undertaking online or distance learning.

6. Reporting students



SC9-I: Course Progress Policy & Procedures

International Students

- Where a student has demonstrated unsatisfactory course progress in a study period despite interventions implemented, Elizabeth Institute 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 the reasons for the intention to report.
- Students have the rights to appeal against this decision as per Elizabeth Institute *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.
- Elizabeth Institute 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.

7. Publication

- This policy and procedure will be published in the Student Handbook and on Elizabeth Institute'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 in the Course Outline and at their orientation.

Procedures

1. Monitor course progress

National Code: Standard 8

Procedure	Responsibility
<p>A. Monitor course progress</p> <ul style="list-style-type: none"> • Assess and monitor students course progress, in relation to the course progress requirements set out in the Training & Assessment Strategy through: <ul style="list-style-type: none"> ○ Reviewing class participation 	<p>Student Service Officer/s</p> <p>Trainers/Assessors</p>



SC9-I: Course Progress Policy & Procedures

International Students

Procedure	Responsibility
<ul style="list-style-type: none"> ○ Evaluating formative assessment ○ Evaluating summative assessment ● Keep records of progress on each student's file or in general document such as attendance rolls. 	
<p>B. 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 inviting the student to attend a meeting to develop an intervention strategy. ● 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>. ● 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. 	Student Service Officer/s
<p>C. Monitor student's progress following first warning</p> <ul style="list-style-type: none"> ● Monitor student's progress through scheduled meetings with relevant trainers/assessors to discuss the intervention approach to adjust as required. ● 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. 	Student Service Officer/s
<p>C. 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</i> 	Student Service Officer/s



SC9-I: Course Progress Policy & Procedures

International Students

Procedure	Responsibility
<p><i>Warning Letter of Unsatisfactory Course Progress</i> to the student inviting them to a meeting.</p> <ul style="list-style-type: none"> 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>. 	
<p>D. 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. Inform student in the same letter of their right to access Elizabeth Institute'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 Elizabeth Institute's intention to notify. Students must continue to attend classes during the appeals process as specified in Elizabeth Institute'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. 	Student Service Officer/s
<p>E. Following the Notification of Intention to Report</p> <ul style="list-style-type: none"> 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 requirements with 7 working days. 	PEO



SC9-I: Course Progress Policy & Procedures International Students

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