

SC9-IE: Course Progress Policy & Procedures

International Students

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Purpose

The purpose of this policy is to ensure that Hunter Education Group 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 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, as well as English Language Intensive Course for Overseas Students (ELICOS) Standards 2018 Standard P4.

Definitions

Academic staff includes staff involved in Teaching, Training and/or Assessment to overseas students for either VET or ELICOS

CoE means Confirmation of Enrolment

DE means Department of Education

DHA means Department of Home Affairs

ELICOS Standards means the English Language Intensive Course for Overseas Students (ELICOS) Standards 2018

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 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 registered provider as long as that period

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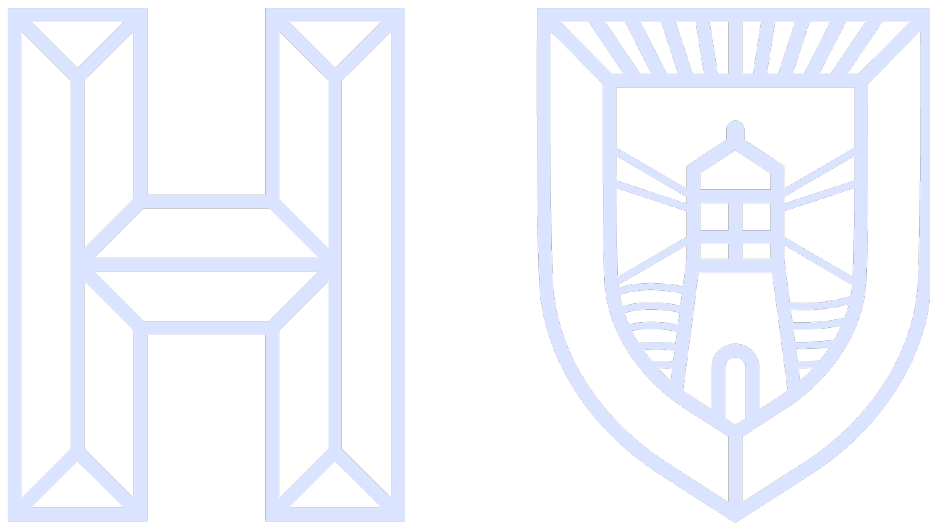
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does not exceed six months. For ELICOS courses, study periods are described as levels and are typically 10 – 12 weeks.

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

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

ESOS agency is ASQA



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

2. Study Periods

• For VET Students

- Study periods may also be known as 'terms' and are described Training and Assessment Strategies and Course Outlines. They are designed to ensure the academic integrity of the course is upheld.
- Each study period is divided in half forming a monitoring point at mid and end points at which students are assessed for satisfactory course progress. A student must be identified as at risk prior to being reported as having not met satisfactory course progress requirements.

• For ELICOS Students

- Study periods may also be known as 'levels', each level is as defined in the relevant ELICOS curriculum. The curriculum document also describes the weeks in which summative assessment occurs, which also marks the end of each subsequent monitoring period. A monitoring period is typically 3 – 4 weeks.

3. Determining if a student has meet course progress requirements

- Students who do not meet course progress requirements are at risk of having their visas cancelled.
- Students must have demonstrated satisfactory course progress requirements by the end each study period.
 - **For VET students** - this means, they must have successfully completed all the required assessment tasks.
 - **For ELICOS students** - this means that they must have achieved a passing grade – 60% each summative assessment tests and attended at least 80% of classes in a given study period.

4. Determining at risk students

For VET Students

- VET Students will be deemed at risk of not meeting course progression requirements if they:
 - do not participate in a summative assessment task.
 - do not submit an assessment task 2 weeks after the due date.
 - have received an assessment outcome of Not Yet Competent for one or more assessment tasks.

For ELICOS Students

- ELICOS Students will be deemed at risk of not meeting course progression requirements if they:
 - do not participate in formative and summative assessment tests.
 - have not achieved a passing rate on a summative assessment test of 60% at the end of the study period.

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- are not maintaining satisfactory attendance of at least 80% in each study period or have been absent for more than 5 days consecutive days without approval.

5. Progress Monitoring

- All students progress will be monitored using the *LMS/SMS*.
- At the end of each monitoring period:
 - The monitoring report is updated by the Director of Studies including a status of progressing, at risk or not progressing for all overseas students on each reporting date. This is based on current evidence located in student files and other academic records.
 - The Director of Studies will consult with academic staff if there is any uncertainty or more evidence needed to confirm or deny a student's course progress status.
- The monitoring report will also record commencement and review dates for all Intervention Strategies.

6. Intervention Strategy

- Hunter Education Group 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, an individual intervention plan will be developed that documents the support that will be provided. This may include:
 - 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 counselling;
 - receiving assistance with personal issues which are influencing progress;
 - receiving mentoring;
 - referral to external organizations where Hunter Education Group 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.

7. Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:
- Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or
- An approved deferral or suspension of studies has been granted in accordance with Hunter Education Group's *Deferral, Suspension and Cancellation Policy and Procedures*. Compassionate or compelling circumstances apply, (suitable evidence must be 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;

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- 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 Hunter Education Group 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.
- 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 Department of Education (DE) 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, Hunter Education Group 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.

8. Online or distance learning enrolment

- **VET Students**
 - Hunter Education Group will not deliver a course exclusively by online or distance to an international student.
- **ELICOS Students**
 - Hunter Education Group will only offer online or distance learning in addition to the required 20 hours contact time per week and as approved by ASQA.

9. Reporting students

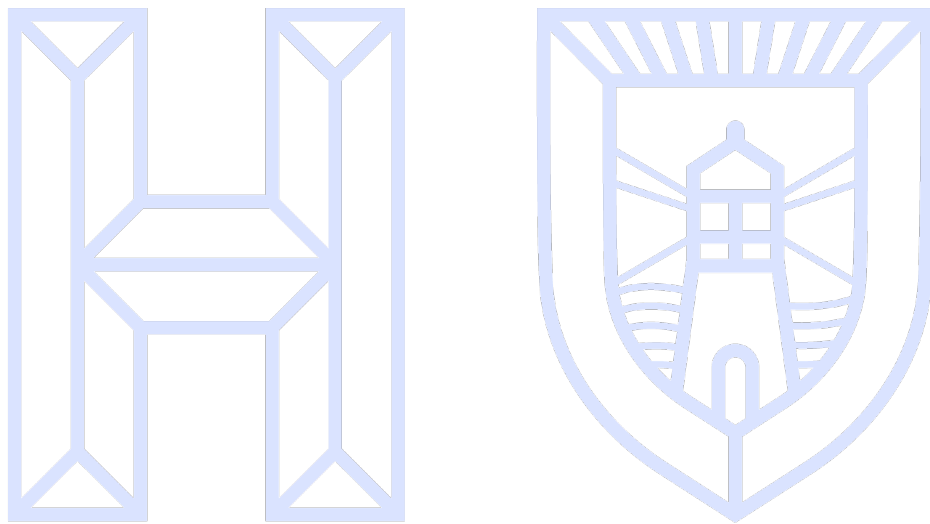
- Where a student has demonstrated unsatisfactory course progress despite interventions implemented, Hunter Education Group will be required to report the student to DHA via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report. Student will have received first and second warning letters before the notice of intention to report is issued.
- Students have the rights to appeal against decision to report as per Hunter Education Group's *Complaints and Appeals Policy & Procedures*. If the student chooses to access this process, the student will not be reported until this process is complete.
- Hunter Education Group will only report unsatisfactory course progress 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.

10. Publication

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- This policy will be referenced in the *International Student Handbook*, published on the website and available within the LMS, to ensure that course progress requirements are clearly communicated to students before they commence their course.
- This policy will also be covered during orientation for international students and induction for all academic staff.



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Procedures

1. Monitor course progress

National Code: Standard 8

Procedure	Responsibility
A. Monitor course progress - Monitor students course progress to determine if students are at risk of not meeting course progress requirements. - Use class activities, formative tasks and class participation to informally monitor students in class. - Use the Progress and Attendance Monitoring Tool to monitor formal progress - This tool should also be used record any informal strategies or issues noted.	VET Trainer/Assessor ELICOS Teacher
B. Risk of Unsatisfactory course progress – Stage 1 - Where a student's course progress is at risk of unsatisfactory, send a <i>First Warning Letter Risk of Unsatisfactory Course Progress</i> and inviting the student to attend a meeting to develop an intervention strategy. - For VET Students: - This notice must be sent within the first 4 weeks of the following study period. However, if a student is identified as at risk before the study period end the notice and intervention plan can be implemented sooner. - For ELICOS students - Discuss the reasons for identifying the student as being at risk of unsatisfactory course progress with the student and agree on appropriate intervention strategy 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 the <i>Intervention Plan</i> is signed by the student to state that they agree to the intervention strategy. - Immediately 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 DHA 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.	Director of Studies PRISMS Administrator
C. Monitor student's progress following first warning	Director of Studies

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Procedure	Responsibility
- Monitor student's progress according to the Intervention Plan. - In collaboration with the student, adjust the <i>Intervention Plan</i> as required. - Record outcomes of meetings in the <i>Intervention Plan</i>. - Include the form in the student's file.	Trainer/Assessor ELICOS Teacher
C. Risk of Unsatisfactory course progress – Stage 2 - Where the student continues indicate there is a risk of demonstrating satisfactory course progress as evidence through course progress monitoring, send <i>Second Warning Letter of Risk of Unsatisfactory Course Progress</i> to the student inviting them to a meeting. - 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>.	Director of Studies
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 should be sent as soon as practicable by post to the student's registered address, as well as by email. - Inform student in the same letter of their right to access Hunter Education Group'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 Hunter Education Group's intention to notify. Students must continue to attend classes during the appeals process as specified in Hunter Education Group'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.	Director of Studies 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 requirements with 7 working days.	Director of Studies Administrator

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2. Monitor attendance – ELICOS

National Code: Standard 8

Procedure	Responsibility
A. Monitor and record attendance - Record students' attendance in <i>Attendance Roll</i> and submit at the end of each week to Administrator - Administrator records attendance results in the Student Management System. - Generate and analyse weekly attendance reports. - Use the <i>Progress and Attendance Monitoring Tool</i> to check if attendance is satisfactory.	ELICOS Teacher Administrator
B. Risk of Unsatisfactory attendance – Stage 1 - Where a student's attendance in a given study period is drops below 90% but is above 80% or has been absent for more than 5 days without approval, send a <i>First Warning Letter of Risk of Unsatisfactory Course Progress</i> inviting the student to attend a meeting to develop an intervention strategy. - Discuss the reasons for the unsatisfactory attendance 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. - Immediately 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 DHA via PRISMS and that this will affect their visa. - Place a brief summary of this discussion, as well as a copy of this letter on the student's file. - Continue to monitor the student's attendance.	Director of Studies ELICOS Teacher Administrator
C. Risk of Unsatisfactory attendance – Stage 2 - Where a student's attendance drops below 85% but is above 80% in a given study period or has been absent for a second period of more than 5 days without approval, send a <i>Second Warning Letter Risk of Unsatisfactory Course Progress</i> inviting the student to attend a meeting to develop an intervention strategy. - At the meeting, discuss the reasons for continuing unsatisfactory attendance and discuss further intervention required. Amend the Intervention Plan as required. - Advise the student that if their attendance drops below 80%, they will receive a <i>Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress</i>.	Director of Studies Administrator

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Procedure	Responsibility
D. Send a Final Warning including intention to notify DHA via PRISMS - If a review of a student's attendance record show that even if the student attends classes every day for the rest of the terms, their attendance will not meet the 80% requirement. - Issue a <i>Notice of Intention to Report for Unsatisfactory Attendance</i> of Hunter Education Group's intention to notify DHA via PRISMS. - Do not report students where the student provides the necessary documentation to show that their attendance was affected by compassionate or compelling circumstances. In some instances the student's studies may be temporarily suspended as per Hunter Education Group's <i>Deferral, Suspension and Cancellation Policy and Procedure</i>. - Advise the student of the process for appealing against this decision via Hunter Education Group's Complaints and Appeals process and that they have 20 working days to decide if they wish to appeal the decisions. - Students who choose to access this process will not be reported if they appeal within 20 days of the Final Warning Letter indicating Hunter Education Group's intention to notify. Students may continue to attend classes during the appeals process as specified in Hunter Education Group's <i>Complaints and Appeals Policy and Procedure</i>. - Place a copy of the Notice of Intention to Report any other relevant documentation on the student's file.	Director of Studies Administrator
E. Following the Notice of Intention to Report If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS by the Administrator for breach of attendance requirements.	Director of Studies Administrator

Document Control

Document No. & Name:	SC9-IE - Course Progress P&P V1.3
Quality Area:	SC Students & Clients
Author:	RTO Advice Group Pty Ltd
Status:	Approved
Approved By:	Martin Boyce
Approval Date:	03/03/2025
Review Date:	03/03/2026
Standards (National Code):	Standard 8
Standards (ELICOS):	Standard P4