

1. Purpose:

This policy and procedure relates to the Overseas Student Visa Requirements relating to monitoring of students' academic performance/course progress and the consequent procedures for reporting to Department of Home Affairs of unsatisfactory academic progress.

2. Scope:

This policy/procedure applies to all international student operations of the Australian College of Trade (ACOT)

3. Relevant Standards from Standards for Registered Training Organisations 2015/ESOS Act ESOS National Code 2018 Standard 8 – Overseas Student visa requirements

Completion within the expected duration of study

The registered provider must have and implement documented policies and procedures for monitoring the progress of each student to ensure that the student can complete the course within the expected duration as specified on the student's COE. In monitoring this enrolment load, the registered provider must ensure that in each compulsory study period for a course, the student is studying at least one unit that is not by distance or online learning.

ESOS National Code – Monitoring course progress

Registered providers such as ACOT must systematically monitor students' course progress. Registered providers such as ACOT are proactive in notifying and counselling students who are at risk of failing to meet course progress requirements. Registered providers report students, under the ESOS Act, who have breached the course progress requirements.

As the registered provider, ACOT must monitor records and assess the course progress of each student for each unit of the course for which the student is enrolled in accordance with the registered provider's documented course progress policies and procedures.

As the registered provider, ACOT must have and implement appropriate documented course progress policies and procedures for each course, which must be provided to staff and students, that specify the:

- requirements for achieving satisfactory course progress
- process for assessing satisfactory course progress
- procedure for intervention for students at risk of failing to achieve satisfactory course progress
- process for determining the point at which the student has failed to meet satisfactory course progress, and the
- procedure for notifying students that they have failed to meet satisfactory course progress requirements.

As the registered provider, ACOT must assess the course progress of the student in accordance with the registered provider's course progress policies and procedures at the end of every study period.

As the registered provider, ACOT must have a documented intervention strategy, which must be made available to staff and students, that specifies the procedures for identifying and assisting students at risk of not meeting the course progress requirements. The strategy must specify:

- procedures for contacting and counselling identified students
- strategies to assist identified students to achieve satisfactory course progress, and
- the process by which the intervention strategy is activated.

As the registered provider, ACOT must implement the intervention strategy for any student who is at risk of not meeting satisfactory course progress requirements. At a minimum, the intervention strategy must be activated where the student has failed or is deemed not yet competent in 50% or more of the units attempted in any study period.

Where ACOT, as the registered provider has assessed the student as not achieving satisfactory course progress, the registered provider must notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice must inform the student that he or she can access the registered

provider's complaints and appeals process as per Standard 10 (Formerly Standard 8, Complaints and appeals) and that the student has 20 working days in which to do so.

Where the student has chosen not to access the complaints and appeals processes within the 20-working day period, withdraws from the process, or the process is completed and results in a decision supporting the registered provider, the registered provider must notify the Secretary of Department of Education and Training through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

4. Definitions:

Academic performance/course progress relates to assessment of competency as the student progresses through the qualification. For the purposes of this policy/procedure unsatisfactory academic performance/course progress which requires the College to report a student to the Department of Education and Training via PRISMS is where a student has failed to/yet to achieve competence in most units of competency undertaken in any two consecutive study periods of the qualification.

5. Compliance Evidence:

For ACOT to illustrate that it is complying with this Standard, it has in place the following evidence:

- a documented policy and procedure for monitoring, recording and assessing course progress;
- a documented intervention strategy for students at risk of not making satisfactory course progress;
- evidence of assessing students' course progress at the end of each study period;
- documented evidence in students' files of the intervention measures implemented for them;
- evidence in students' files of written notice informing the students that the provider intends to report them for not making satisfactory progress and advising them that they can access the provider's complaints and appeals process within 20 working days;
- evidence of an appeal in accordance with Standard 8, if a student appeals; and
- Evidence in the student's file for example, warning letters, documents reporting to Department of Home Affairs via PRISMS.

6. Procedure:

Advice to students

At their induction/orientation session students will be advised of the meaning and requirements for academic performance/course progress and of the requirement to complete the course by the scheduled end date of the course. This includes meeting with their pastoral trainer and being provided with a training plan that specifies the order of units being taught in their qualification. Students are also made aware of the consequences if they fail to maintain satisfactory academic course progress.

Recording of Academic performance/course progress using the Training Plan and WiseNet

Trainers will receive assessment from students for each completed unit of competency. Once this work has been assessed the trainer will update the student's details in the WiseNet student management system.

Nominated Training and administration staff members are to be trained in the use of WiseNet and in the use of student Training Plans. The Training Plan sets milestones for unit completion dates. WiseNet displays updates of student information including their assessment completion.

As each unit is completed this will be recorded in WiseNet and updated accordingly. Trainers and Administration staff can monitor a student's progress through use of the WiseNet student management system.

Detection of, and intervention in, unsatisfactory academic performance/course progress

Based on information that is updated to the WiseNet student management system student course progress can be monitored at any time during a study period using WiseNet report "0148 Course Progression Unit Count Summary". This report lists the course progress of all students in a summary format that shows units satisfactorily completed, units commenced and units not yet commenced. At ACOT the report will then be modified to sort students by key identifiers such as the course being studied, course commencement date as well as commencement date order to identify students most at risk. Individual student data can also be downloaded where required where training staff have a concern about individual students or a cohort that is experiencing study difficulties.

As defined at ACOT a study period is 22 weeks or two terms plus term breaks. To achieve satisfactory academic performance/course progress a student must achieve a competent (C) result in a minimum of 50% of the units attempted in a study period.

To facilitate a structured method for monitoring each student's academic performance/course progress the required versions of the "0148" report will be produced during a term, during weeks 7 or 8. When the report is created, it will be analysed by senior training and administration staff. Where they have any uncertainty regarding borderline students, they will meet with trainers and administration staff to finalise a list of students requiring intervention.

In the meetings following the release of the "0148" reports the following will be discussed:

1. At Risk students, will be identified and processes put in place to arrange initial meetings to discuss academic performance/course progress. The identification process will involve matching each student's academic performance/course progress in terms of units completed against the portion of the course that has elapsed as per the "0148" report. The report will clearly show where a student has not achieved a level of 50% academic performance/ course progress at any point in time

2. Staff members will be assigned tasks in terms of:

a. contacting "at risk" students in the following order:

i. Initially by telephone, text and/or email

ii. If all the above do not result in a student's satisfactory response, Correspondence with student's specifics will sent to the student's home mail (post) and email addresses

b. Once contact has been made, a meeting between the student and their Trainer/Assessor and either the Director of Studies or Student Support Officer, will be held, ideally within 14 business days of the "0148" staff meeting.

c. Updates are to be noted in the student's profile in WISENET in relation to the above process

d. Nominated staff are to Monitor students that have not satisfactorily responded to the above process until the next "0148" report has been produced and distributed. Administration staff will also create a file that helps to monitor the compliance of students to the intervention process.

3. Students that have been identified as having unsatisfactory academic performance/course progress from the previous term will have their course progress analysed for further action as required. This will include:

a. Sending the student required warning letters

b. Follow up contact to each warning letter in the form of telephone, text and/or email

c. Intervention meetings convened to agree a strategy to enable the student to achieve satisfactory academic performance/course progress. Each meeting is to be documented using form "VCID.SMS.21 Record of Student Interview"

d. Update to WiseNet intervention checklist in regards to the above process

e. Following a documented process that includes informing each student of their right to appeal ACOT's intention to report them to the Department of Education and Training via PRISMS

f. Cancellation of enrolment

The above will be an ongoing process that will be managed by the Director of Studies. Meeting minutes will be taken and actioned as per the format in Appendix 1.

The outcome of the above process is to ensure that from one meeting to the next all students that have been identified as having unsatisfactory academic performance/course progress have been:

- a. Contacted to attend a meeting to attempt to remedy their academic performance/course progress
- b. Provided access to such a meeting (or meetings) to:
 - i. determine the reasons for the unsatisfactory performance
 - ii. to develop strategies involving student support and student action to assist the student to return to satisfactory academic performance/course progress level by the end of their first study period.
 - iii. Staff members are to use VCID.SMS.21 Record of Student Interview to document the meeting and its outcomes.
- c. Served with documentation (in the format of formal warning letters) that clearly specifies the consequences of not achieving the required level of academic performance/course progress in instances where the student is:
 - i. Not responding to the college's attempts to contact them to attend a meeting to resolve their academic performance/course progress issues.
 - ii. Not adhering to an agreed strategy for addressing identified academic performance/course progress issues

Warning Letter 1

As per point "c" above ACOT student administration staff will create Warning letter number 1 to be sent to each student that has achieved unsatisfactory academic performance/course progress for the first time. In the letter, students will be asked to attend an intervention meeting at which the Student Support Officer and/or the Director of Studies and the student's pastoral trainer/assessor will attend to discuss the student's unsatisfactory academic performance/course progress. Contact will be made through personal contact via telephone and/or email and/or text message and by written notice, via registered mail.

Intervention meeting outcomes

The purpose of an intervention meeting is to determine the reasons for the student's unsatisfactory academic performance/course progress and to develop strategies involving student support and student action to assist the student to gain the necessary competence in a time frame that enables completion of the course within the expected course duration.

Students will be advised that academic performance/course progress of less than 50% competency achieved in two consecutive study periods could lead to the student being reported to the Department of Home Affairs via PRISMS, which will in turn may lead to cancellation of the student's visa, depending on the outcome of any appeals process.

Outcomes, actions and agreements of that meeting signed by at least one ACOT staff member (Student Support Officer and/or Trainer/Assessor and/or Director of Studies). A copy will be given to the student and a copy kept on the student's file.

Such outcomes and actions may include

The College:

- Advising the student on the suitability of the course that they are enrolled in
- Undertaking a review of the student's results
- Providing information concerning the scheduling of reassessment events
- Providing information concerning the potential need to report the student to Department of Home Affairs if they maintain unsatisfactory academic performance/course progress for two consecutive study periods
- Providing support and counselling

The student:

- Undertaking re assessment in each of the failed units.
- Undertaking a period of study during the scheduled break between study periods
- Repeating failed units during the next study period by:
 - Attending additional classes
 - Undertaking other additional programs
- Being required to undertake additional English language classes prior to re assessment

- Producing evidence of competence gained in the workplace.

In certain cases, the agreed actions will require the student to pay an additional fee for additional tuition or assessment services (as per the Enrolment Acceptance Agreement and Student Handbook).

Warning letter 2-Notice of Intention to report

A second warning letter, providing the student with notice of ACOT's intention to report the student to Department of Home Affairs, will be issued in one of two instances:

1. The student has failed to respond to the first warning letter. ACOT staff will follow a process which involves following up a student that has not attended an intervention meeting as per warning letter number one. In this letter the meeting date is between one and two weeks from the date of the letter to give the student ample time to arrange their affairs to attend the intervention meeting. Until evidence to the contrary is received, a student that ignores the meeting date specified in their warning letter and continues to not achieve satisfactory academic performance has signalled their intention to not study as per their visa requirements.

Nonetheless, the intention from ACOT is to assist the student to the best of the college's ability. All efforts will be made to continue to contact the student for a further two weeks (after the date of their missed intervention meeting) and schedule an intervention meeting to assist them to achieve the required level of satisfactory academic performance. Copies of all attempts to contact the student will be documented and retained.

Should these efforts fail, student administration staff will advise the Director of Studies, and following consultation with training staff, the Director of Studies will approve the issuing of Warning letter 2.

2. At the end of a second consecutive study period in which a student has achieved unsatisfactory academic performance/course progress the Director of Studies will advise Student Administration to notify the student in writing of its intention to report the student to the Department of Home Affairs for not achieving satisfactory course progress in two consecutive study periods.

This written notice will be sent by post and email to the last addresses as supplied by the student. The written notice will inform the student that he or she is able to access the College's complaints and appeals process as per ESOS Standard 10 (formerly Standard 8 -Complaints and Appeals) and that the student has 20 working days in which to do so. A copy of this letter is retained within the student's file.

If the student chooses not to access the complaints and appeals processes within the 20-working day period, withdraws from the process, or the process is completed and results in a decision supporting the College, the College will notify the Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Copies of all outcomes and notifications related to the appeal process are kept on the student's file in accordance with the College's complaints and appeals policy and procedure.

7. Study Period Extension and Mode

ACOT will only extend the duration of the student's study where the student will not complete the course within the expected duration, as specified on the student's COE, as the result of:

- a. compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit)
- b. the registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress, or
- c. an approved deferment or suspension of study has been granted under Standard 13.
- d. where there is a variation in the student's enrolment load which affects the student's expected duration of study, ACOT will record this variation and the reasons for it on the student file and ACOT will report the student via PRISMS and/or issue a new COE if the student can only account for the variation/s by extending his or her expected duration of study.
- e. ACOT will allow the student to undertake no more than 25 per cent of the student's total course by distance and/or online learning and will not enroll students exclusively in distance or online learning units in any compulsory study period, should on-line learning be part of any future courses.

Cancellation of enrolment

Where a student has had their COE (electronic Confirmation of Enrolment) cancelled they will only be able to apply to re-enrol in specific circumstances:

- a. If cancelled for non-payment of tuition fees they may be apply to re-enrol once they have paid all overdue tuition fees
- b. If cancelled for unsatisfactory academic progress they will need to attend a meeting with the Director of Studies and commit to academic milestones to be considered for re enrolment. The period of enrolment may require revision as per the previously cancelled eCOE. This will be calculated by the Director of Studies.
- c. Where ACOT has made an error in any of its processes regarding a student's enrolment and studies

In both of a. and b. above, the student will be approved for readmission where the college's staff can be confident that the student will adhere to college policies.

8. Director of Studies discretionary decisions

In addition to the above process the Director of Studies may approve the cancellation of a student's enrolment in cases where the student:

1. Has not been seen or heard from for at least 15 days during their studies despite being contacted by staff to attend the college. Contact may include any or all the following: Telephone, text message, email or posted paper documents
2. Does not attend an intervention meeting with relevant ACOT staff in relation to a warning letter (for either unsatisfactory academic progress or overdue tuition fees). ACOT staff will continue to contact the student for 15 days following the original appointment date to attempt to have them attend the meeting.
3. Attends an intervention meeting but does not return to implement the recommended actions for at least 15 days following that meeting
4. Does not return for at least 15 days following the completion of approved leave
5. Displays academic dishonesty such as persistent (proven) plagiarism or serious misbehaviour as highlighted in the Student Information Handbook (VCID.SMS.04)

In all the above cases the Director of Studies will explore all possibilities to avoid the cancellation of a student's enrolment by ensuring that all available methods of communication have been exhausted.

Once all attempts to make contact have been made with no student response (for at least 15 days) the Director of Studies will advise relevant staff to arrange for cancellation of the student's enrolment.

Alternatively, in some cases the Director of Studies may delay or stop a process that could lead to the cancellation of a student's eCOE where a student can provide evidence of extraordinary circumstances that have caused the student to breach any or all the college's policies as outlined above. Included would be compassionate and compelling circumstances as outlined in the International Student Handbook (ES0054) which can also be found at <https://internationaleducation.gov.au/Regulatory-Information/Documents/National%20Code%202018%20Factsheets/Standard%209.pdf> (relating to Standard 9 Deferring, suspending or cancelling the overseas student's enrolment)

Students at Risk

All international students enrolled at ACOT will be monitored for 'At Risk' situations.

Trainers should retain a list of students at risk. The results of student meetings, outcomes and proposed action are to be documented in one of the following formats:

- a. VCID.SMS.21 Record of Student Interview. A copy of this document should be placed in the student's file, both electronically in WiseNet and in the student's paper file.
- b. Noted in the Client Logbook in WiseNet.

9. Responsibility

Director of Studies

The Director of Studies also has the responsibility to ensure that administrative and training and assessing staff are aware of the requirement for students to satisfactorily complete the course within the specified time and of the obligation of the College to intervene if it is perceived that the student is 'At Risk' of not finishing their course on time.

Procedure Owner-The owner of this procedure is the Director of Studies

