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International Student Course Progress Policy and Procedure

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Document Control

Version History

Version	Date	Description
V1.0	20.11.2020	Policy defined and created
2.0	01.11.2022	Policy updated and reviewed for re-registration

Review Process: This policy shall be reviewed annually in compliance with the VET Quality Framework including the Standards for Registered Training Organisations (RTOs) 2015 and Australian Qualifications Framework (AQF Framework); and the Education Services for Overseas Students (ESOS) Framework including but not limited to: The Education Services for Overseas Students Act 2000 (ESOS Act 2000), Education Services for Overseas Students Regulations 2019 (ESOS Reg 2019) and the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code 2018); and all other applicable State and Commonwealth legislation.



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Purpose

The purpose of this policy is to ensure New England College students are managed responsibly and in accordance with the requirements of the ESOS Framework and specifically the ESOS Act 2000 and Standard 8 of the National Code 2018.

The Department of Home Affairs (DoHA) states that if an international student holds a student visa, they should be attending class, studying and passing their units, within the period stated on their Confirmation of Enrolment (CoE).

Scope

The scope of this document includes all overseas students studying VET qualifications offered by New England College.

Definitions

Academic Results: The measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill-based competencies.

Academic Participation: The measure of advancement within a course towards the completion of that course on the basis of the attendance and active participation in classes.

At Risk: Any student who may be at risk of not completing their course within its expected duration. At risk students will be subject to an intervention strategy outlined in this policy. Students shall receive Written Warning Letters and offered counselling/assistance as outlined in the policy/procedure.

Compassionate or compelling circumstances: Generally, those beyond the control of the student and which have an impact upon the student's course progress or wellbeing.

These could include, but are 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;
or
- a traumatic experience which could include:
 Involvement in, or witnessing of a serious accident; and
 Witnessing or being the victim of a serious crime.
And this has impacted on the student (these cases should be supported by police or psychologists' reports) or where New England College was unable to offer a pre-requisite unit.

Any other circumstance would require evidence to be considered as compassionate or compelling.

Intervention Strategy: Intervention Strategy will be implemented once a student has been assessed as not having met satisfactory course progress as outlined in this policy. This will aim to providing assistance to help them improve his/her academic performance.

No Show: Failure to attend the scheduled Intervention Strategy Meeting without any prior information.



Non-Compliance/Breach of Student Visa Conditions: The failure or refusal to abide by the conditions of a Student Visa or college Policy or Procedure including the Code of Conduct.

Notice of Intent to Report: Communication advising student of provider's intention to cancel the student on unsatisfactory course progress and report to DoHA outlining the appeals process and what action needs to be taken.

Periodic Marking: At New England College, during the middle and end of every term, there are dedicated Marking periods for the trainers to conduct periodic marking, enter the results in student management system (TEAMS) and an academic result sheets, to ensure timely identification of 'At Risk' students.

Term/Study Period: For ESOS purposes, the New England College study period is defined as a 'term' of study. The duration of a term varies within different courses, however, cannot exceed 26 weeks.

Unit: A discrete component of study within a course.

Unsatisfactory Academic Results: Unsatisfactory Course Progress is defined as students failing 50% or more, units of competency in a study period.

Unsatisfactory Participation: Unsatisfactory Participation is defined as students failing to attend 80% attendance for each teaching period.

For the purpose of this policy/procedure, unsatisfactory academic performance, requiring the College to report the student to DoHA, is where a student has failed to achieve satisfactory course progress over two consecutive study periods.

Vocational Placement: Vocational placement provides students with the opportunity to receive practical on-the-job training and experience as an assessable part of their vocational education and training course.



Policy Principles

New England College will assess, monitor and record student's progress on completion of each unit of competency or at the end point of each study period (1 term), at the minimum.

The ESOS framework and DoHA visa conditions require that students maintain satisfactory academic progress in their course and attend full time study (20 hours per week).

A generic course progress policy may not be appropriate for more than one course. Courses that require additional or varied progress rules will be provided a separate course progress policy.

Following outlined are the key principles of course progress monitoring, including VET course attendance requirements as per the National Code 2018, and as identified by New England College, to ensure that overseas students studying VET courses are fully informed of their course progress and attendance obligations, and, are given all reasonable assistance in correcting any poor progress / attendance, in order to complete their chosen qualification, in the duration of their COE.

A) Satisfactory Academic Results Requirements

Any student who falls below 60% of their academic progress at any point in a term will be deemed as 'at risk' and sent an 'at risk' of not reaching academic progress notification letter. The students are invited to meet with a support officer and / or their trainer and discuss strategies to improve their progress.

Students are required to achieve competency in a minimum of 50% of enrolled units in each term (study period), regardless of the term/study period length.

WARNING LETTER 1 –

Students who fall below 50% progress for a Term will receive an official Warning Letter (Warning 1)

- Resubmission attempts will not be factored into the monitoring deadline, unless compassionate or compelling circumstances apply.
- Students who fail to achieve the minimum competency will be subject to implementation of an intervention strategy and will be invited/required to attend an Intervention Strategy Meeting.
- *All students who fall below the 50% satisfactory academic progress requirement over two consecutive terms and have no supporting reasons shall be reported to Department of Home Affairs via PRISMS for a breach of their visa condition, specifically not meeting satisfactory course progress requirements.*

WARNING LETTER 2 –

Any student who falls below 75% in the current term after falling to 50% in the previous term will be sent a 2nd Warning Letter, notifying them they are at risk of breaching their requirement to maintain academic progression for failing two consecutive study periods.

B) Satisfactory Participation Requirements

Students are required to attend full time study (20 hours per week) however they must attend a minimum of 80% of total scheduled hours in each term (study period), regardless of the term/study period length, to avoid formal action.



- Students must participate in the training as set out in training plan such as participating in scheduled classes, course-related information sessions, supervised study sessions, and mandatory and supervised work-based training.
- If student is not attending scheduled classes, but is still making satisfactory progress in their course, then the course duration set is not suitable for that student—because they must already have the skills, knowledge and experience to progress in their course without receiving structured training.
- In this case, New England College will reduce the duration of the course to the minimum duration required given the student's existing skills and knowledge, while maintaining a minimum of 20 scheduled course contact hours per week.

C) “At Risk” of Completing the Course within Expected Duration

New England College advises the course and study requirements for each study period clearly to students on commencement. Any variations are advised to students in writing as soon as they are known.

Any student who may be ‘at risk’ of not completing their course within its expected duration, not attending regular classes or as identified by trainer, are termed as ‘at risk’ Students.

New England College has a process of periodic and objective marking periods to monitor student progress for identification of those students who might be at risk of not completing their course within the duration of their CoE and allows for intervention strategies to be implemented as soon as students are identified as ‘at risk’.

Trainers will discuss any concerns with students and offer assistance as situations arise to help prevent students falling behind in their course progress. Trainers will constantly monitor the progress of students and report any concerns to the Campus Manager as soon as identified.

Early interventions may be triggered through any of the following means:

- Trainer identifies a student as ‘at risk.’
- Trainer identification of student disengagement, poor assessment results and/or low participation/attendance in scheduled class lectures.
- Where the student is deemed to be Inactive
- Where the student has not been attending regular classes
- Where New England College staff identify that the student’s vocational placement is pending due to student’s incapability to attend placement arranged by New English College (without any compassionate and compelling grounds)
- Student misbehavior as outlined in New England College’s Code of Conduct, or on a case-by case basis where the matter constitutes a physical or emotional threat to other students or staff.
- Student-initiated
- Identification of an emergent support needed which was not a factor upon enrolment.

Students who have been placed on early intervention are still subject to the requirements for attendance and progress and post-assessment intervention strategies outlined in this policy, unless compassionate or compelling circumstances apply.

NOTE students may be deemed as ‘at risk’ due to a number of factors (such as but not limited to: low attendance, difficulty keeping up in class, lack of participation during class, language issues) by themselves or a staff member, and recommended for intervention at any point in their studies, to enable early intervention and assist the student to get a assistance and reach their study goals.



Procedure and Implementation of the Student Progress Policy

Students progression is monitored on periodic basis by end of each Term. Unless student has been identified by trainer or admin staff as “at risk” at early stage.

Student progress is assessed on following parameters at end of term.

Academic Results - Students are required to achieve competency in a minimum of 50% of enrolled units in each term (study period), regardless of the term/study period length.

Academic Results are graded as following:

100% course progress	“Term Passed”
50% to 99% course progress	“Term Passed with intervention”
Below 50% course progress	“Term Failed” – Warning Letter

Student Participation - Students are required to Attend at minimum 80% of total scheduled hours in each term (study period), regardless of the term/study period length.

Academic Participation is graded as following:

Greater than or equal to 80%	“Term Passed”
Greater than or equal to 70% and less than 80%	“Term Passed with intervention”
Below 75%	“Term Failed” – Warning Letter
Fails 50% for 2 consecutive Terms	Intention to Report Letter – unsatisfactory course progress

Progression Rules and Actions

- Students who fail in academic results are graded as - **“Overall Term Failed”**
- Students who fail in student participation but pass in academic results will be subject to **duration review of their current COE.**

All students that fail over two consecutive terms, or three terms in the Course and have no supporting reasons, shall be reported to the Department of Home Affairs via PRISMS for a breach of their visa condition, specifically not meeting satisfactory course progress requirements.

Result Card Meeting

New England College must record and assess student progress at the end of each study period.

The results and outcome will be shared by admin staff to students in a Result Card Meeting, and a result card for the current term up to the current date, will be shared with students.



The outcomes of these meetings may include but not limited to:

Implementing an Intervention Strategy

Extending COE duration

Cancelling the COE and reporting unsatisfactory progress to DoHA.

Student can appeal the decision an action will depend on the result of the appeal.

All documents are to be kept on the student academic file, recorded in 'TEAMS' as well as tracked and analysed further via the course attendance and progress excel spreadsheets.

This further analysis ensures warnings, a Notice of intention to Report, is sent as required.

Applying Intervention Strategy

Intervention Strategy will be applied if:

- Student has failed any Term
- Student has passed the Term with Intervention
- Student has been identified as "At Risk"
- Student initiated the intervention request.
- Or at discretion of Campus Manager/PEO

Intervention Strategies to be discussed may include but not limited to –

- Identify what support strategies would best suit the situation and planning the implementation.
- Academic and / or personal support/counselling offered to the student internally or externally as appropriate.
- Planned regular follow up and feedback from the teaching staff to track attendance and/or progress and keep communication open.
- Advice on alternate units/courses if considered more suitable/appropriate for the student.
- Re-sitting unit assessments
- attending academic skills programs
- attending tutorial or study groups
- receiving individual assistance / mentoring
- attending study groups
- attending counselling
- receiving assistance with personal issues which are influencing progress.
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction/increase in course load.
- Any other support appropriate to the individual circumstances.

All records MUST be recorded on an Intervention Form and signed and accepted by the student and a New England College representative.

Extending Course Duration

New England College will not extend the duration of the overseas student's enrolment if the overseas student is unable to complete the course within the expected duration unless:

- Implementation of a signed intervention strategy for students not making satisfactory course progress and/or attendance



- An approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).
- There are Compassionate or Compelling circumstances, which include, but not limited to:
 - Serious illness or injury, where a medical certificate states that the student was unable to attend classes;
 - Bereavement of close family member such as parents or grandparents;
 - Major political upheaval or natural disaster in the home country requiring emergency travel which has impacted on the student's studies;
 - Traumatic experience which could include:
 - Involvement in, or witnessing of a serious accident;
 - witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports)

Reporting 'Breach of Student Progress'

All students who fall below progress requirement for two consecutive terms and have no supporting reasons, shall be reported to the Department of Home Affairs via PRISMS for a breach of their visa condition.

The Notice of Intention to Cancel issued, must describe intervention so far/warning letters already sent/ what has taken place and the intention to report the student for unsatisfactory Course Progress. It also must detail their right to appeal the decision and provide advice on what the student must do regarding their visa.

All intention to report notices must be sent by registered post and noted in the ISM tracker.

Students have 20 working days from receiving the Notice of Intention to Cancel, to appeal the decision. New England College shall also include the reasons for the intention to report. If they do not choose to use this option or the appeal is unsuccessful, then the breach of visa conditions shall be reported as indicated.

This process of reporting breaches via PRISMS is the responsibility of the Post Enrolment Officer/Campus Manager.

The Confirmation of Enrolment (CoE) will be cancelled and the Department of Home Affairs will be notified via PRISMS for unsatisfactory course progress as a breach of VISA condition 8202 and Standard 8 of the National Code 2018 in accordance with section 19(2) of the ESOS Act if the:

- The internal and external complaints processes have been completed and the breach has been upheld;
- The overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period;
- The overseas student has chosen not to access the external complaints and appeals process; or
- The overseas student withdraws from the internal or external appeals process by notifying New England College in writing.



Students who have received a Notice of Intention to Cancel their Enrolment must consult with the Campus Manager prior to attending any further classes.

Appealing the Decision on Cancellation

If a student chooses to access the provider's Complaints and Appeals Process, the College must maintain the student's enrolment while the complaints and appeals process is ongoing as per our Complaints and Appeals Policy and Procedure.

A student may appeal on the following grounds:

i. The College's failure to record or calculate the student's results/participation accurately.

If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress, the College does not report the student, and there is no requirement for intervention.

ii. Compassionate or Compelling circumstances, or

If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through New England College's Intervention Strategy, and the College does not report the student.

iii. The College's documented policies and procedures that have been made available to the student were not followed.

Students will be cancelled and reported if:

The student chooses not to access the complaints or appeals processes within the 20 working day period or withdraws from the process

OR

On completion of the appeals process unsatisfactory course progress is confirmed, they will be reported to DET and DoHA via PRISMS within 5 working days of finalising the decision to report, for unsatisfactory course progress.

Reference Documents

[Overseas Student Attendance Fact Sheet \(asqa.gov.au\)](https://www.asqa.gov.au)

[Standard 8: Overseas Student Visa Requirements Face Sheet \(internationaleducation.gov.au\)](https://www.internationaleducation.gov.au)

[New England College Complaints and Appeal Policy](#)