



Course Progress Policy & Procedure

Introduction

Australian Technical College Western Australia ATCWA ensures that it has a process in place to establish and monitor the course progress of international students in CRICOS registered courses.

Purpose

The purpose of this policy is to outline the procedure for monitoring, recording and assessing course progress of international students enrolled at ATCWA.

This policy and procedure ensures that ATCWA meets the requirements of Part B Standard 8 of the National Code 2018.

Scope

This policy and procedure applies to all CRICOS registered courses offered by ATCWA for qualifications and Statements of Attainment issued under the Australian Qualifications Framework.

Responsibilities

Trainers and Assessors, Director of Studies, Student Support Officer, Compliance Manager, Operations Manager, Director of Operations.

Definitions

Active participation means meeting the minimum attendance requirements at ATCWA, completing all required assessment tasks in accordance with the assessment schedule, participation in tuition activities, tutorials, class excursions or other structured learning activities that form part of the CRICOS registered course.

Compassionate and compelling circumstances are generally those beyond the control of the student and which affect 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 (where possible a death certificate should be provided);
- 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 could include:
 - Involvement in, or witnessing of a serious accident; or
 - 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);
- Where the registered provider was unable to offer a pre-requisite unit; or

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- Inability to begin studying on the course commencement date due to delay in receiving a student visa.

Erratic course progress means attendance that does not meet the minimum attendance requirements of ATCWA and is not regular. Attendance is usually considered erratic when it is sporadic and interspersed. ATCWA also considers erratic course progress to mean when an international student attends only specific occasions such as the mandatory orientation session, assessment days or attends for the purpose of marking their attendance on the attendance register and leaves soon after consistently.

Extenuating circumstances means circumstances relating to the welfare of the student that may include, but are not limited to the following. The student:

- Refuses to maintain approved care arrangements (only for students under eighteen (18) years of age);
- Is missing;
- Has medical concerns, severe depression or psychological issues which lead the provider to fear for the student's wellbeing;
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- Is at risk of committing a criminal offence.

Any claim of extenuating circumstances will need to be supported by appropriate evidence.

International student means international students or intending international students on a student visa under the Migration Act 1958.

Intervention strategy means the identification and implementation of support strategies to enhance the student's progress. Intervention strategies could include provision of English language support, formal counselling, tutorial assistance, catch up classes and/or re assessment.

Misbehaviour means any conduct that is a breach of ATCWA's policies and procedures, including the ATCWA Code of Conduct and Student Misconduct Policy, Australian law, erratic course behaviour, behaviour that is not consistent with the international student's principal purpose of enrolment at ATCWA being to learn or where the international student's behaviour is so grave that it compromises the health, safety and/or wellbeing of any stakeholder of ATCWA. It is important to note that misbehaviour also includes academic misconduct which includes (but is not limited to) cheating, plagiarism and collusion. Misbehaviour also includes any visa condition that the international student may have breached that ATCWA is required by law to report on (for example, non-payment of tuition fees).

Satisfactory course progress means the student is deemed competent (C) in more than 50% of the subjects/units attempted in a study period. Satisfactory course progress also includes a minimum attendance requirement of 80% and active participation in all scheduled classes. All international students are expected to maintain satisfactory course progress.

Study period means one (1) term (10 weeks) of scheduled classes.

Unsatisfactory course progress means the student is Not Yet Competent (NYC) in 50% or more of the subjects/units attempted in a study period and/or has not maintained an attendance record of a minimum of 80% and/or has not actively participated in their CRICOS registered course. Erratic course progress is closely linked to unsatisfactory course progress and will be managed in the same way.

- *If a student is deemed competent (C) in 50% or more of the units in the study period but is deemed Not Yet Competent (NYC) in a unit(s) ATCWA will offer appropriate intervention which may include but not limited to, reassessment opportunity if attendance is sufficient or catch up classes in term break or on top of the students existing timetable. This process will not follow the official course progress procedure as the student has achieved satisfactory course progress but the intervention



will be documented using the Reassessment/Catch-up Class Intervention Form and the Reassessment/Catch-up Class Intervention Result Form- Trainer.

Alignment	
National Code of Practice for Providers of Education and Training to Overseas Students 2018	
Part B (Standard)	8

Document Control			
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001	6 June 2019	ATCWA	Creation of policy
002	8 August 2019	ATCWA	Updated
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Policy

ATCWA will monitor, record and assess the course progress of each international student in accordance with ESOS legislation including the National Code 2018.

Standard 8 of the National Code 2018 relates to the monitoring of student course progress. It states:

“The registered provider must monitor overseas students’ course progress and, where applicable, attendance for each course in which the overseas student is enrolled.”

Course progress will impact upon international students in a number of ways including their ability to comply with student visa conditions and the course that they are enrolled in. Likewise, the requirements for achieving and maintaining satisfactory course progress will change from one sector to another so it is vital that international students are provided with this information and this policy when they commence a new CRICOS registered course at ATCWA. Any breach of a student visa condition by the international student could lead to his/her student visa being cancelled, and the student being asked to leave Australia.

International students must be made aware of this Course Progress Policy and Procedure during the compulsory orientation program and at the commencement of each CRICOS registered course, which will be the implementation of the course progress policy. The Monitoring Attendance Policy and Procedure is closely linked to this Course Progress Policy and Procedure. The Course Progress Policy and Procedure, as well as the Monitoring Attendance Policy and Procedure are notified to all international students via their Pre Enrolment Information Guide and college website before they commence their enrolment.

It is important to note that for the purposes of the Course Progress Policy and Procedure, any academic misconduct including (but not limited to) plagiarism, cheating and collusion are grounds for an immediate notification of intention to report for unsatisfactory course progress. Academic misconduct will not be tolerated at ATCWA as we wish to ensure that all our CRICOS registered courses uphold the utmost academic integrity and the outcomes of the award to be gained by any international student. ATCWA considers this to be a serious offence. In recognition of the fact that there are different approaches to learning and teaching in different countries where such behaviour may be tolerated and/or encouraged, international students may, where there is sufficient evidence to support this circumstance, to continue with their enrolment but will be required to re-sit the unit of competency or subject again. Any further academic misconduct that is identified by ATCWA in relation to the international student will result in an immediate notice of intention to report and this circumstance can no longer be relied upon beyond the first offence.

The course progress of each enrolled international student will be monitored, recorded and assessed each study period. Where a student is deemed at risk due to ‘unsatisfactory course progress’ ATCWA will implement an intervention strategy on a case by case basis and consistent with the student’s needs. The aim of the intervention strategy is to assist international students to achieve satisfactory course progress. The intervention strategy commences with notification to the international student that they have been identified as having unsatisfactory course progress, there are concerns about their course progress that ATCWA would like to discuss with them and support them with and an invitation to a meeting to discuss those concerns.

International students who fail to attend the intervention meeting without a reasonable reason will be sent the next warning letter, or in the event that this is the second consecutive warning for unsatisfactory course progress, a notice of intention to report letter via post to the student's address in ATCWA's records and, if applicable, electronically (email). A copy will also be kept in the student's file.

If the international student suggests that the letter was not received because they had changed their address, confirmation of this change of address must be provided to Student Support Officer Where this change of address occurred more than seven (7) days prior to the warning letter or notice of intention to report being issued (according to the date on the said formal correspondence), this will not be accepted as a reasonable reason. The student may be issued with a notice of intention to report for breaching their student visa condition and condition of enrolment in relation to notification of a change of address and ensuring that ATCWA has the international student's current contact details within seven (7) days (as per National Code 2018, Part B, Standards 3.5.1, 3.5.2, 3.5.3).

Intervention Meetings

At each intervention meeting, The Director of Studies, Student Support Officer and/or Compliance Manager or appropriate ATCWA staff describes the reason/s why the international student has been identified as being at risk of unsatisfactory course progress, providing them with a summary in writing via the Record of Intervention Meeting Course Progress. In addition to providing the international student with details regarding why ATCWA has identified the international student as being at risk of unsatisfactory course progress, the intervention strategy record also documents the strategies that have been negotiated and agreed to between the international student and ATCWA representatives. It provides the international student with an additional pre-arranged future meeting time to follow up on the intervention strategies that are to have been implemented and to monitor the international student's progress subsequent to their implementation. This meeting also provides an opportunity for the intervention strategy to be adjusted if required.

The following intervention strategies are examples of, (but not limited to), what might be put in place however these are discussed, assessed, negotiated and implemented on a case-by-case basis with each individual international student:

- A revised international student attendance schedule for that specific international student;
- An international student study time table established for that specific international student;
- Extra tutorial support arranged for that specific international student;
- A resit/re submission or repeat of an assessment task(s);
- Arranged catch up classes outside of the students existing timetable;
- Additional one-on-one time with the trainer for clarification and/or expansion /explanation of the knowledge and/or skill and/or performance of the unit(s) for which progress has been identified as non-satisfactory;
- A fortnightly intervention meeting for the current study period with the trainer and assessor and/or relevant Management;
- Where a fortnightly intervention meeting is implemented, the following may be reviewed at that meeting:

- Fortnightly attendance (where attendance, including erratic course progress, is a contributing factor to unsatisfactory course progress);
- Fortnightly academic participation; and
- Implementation of an individualised timetable and/or study plan;
 - International students failing to attend the fortnightly intervention without a reasonable reason may be sent a final unsatisfactory course progress warning letter, or, where this is the second consecutive intervention strategy, a notice of intention report letter via post and if applicable electronically (email), a copy will also be kept on the international student's file. These will be issued to the international student's current contact details held by ATCWA. If the international student suggests that the letter was not received because they had changed their address, confirmation of this change of address must be provided to Student Support Officer. Where this change of address occurred more than seven (7) days prior to the warning letter or notice of intention to report being issued (according to the date on the said formal correspondence), this will not be accepted as a reasonable reason. The international student may be issued with a notice of intention to report for breaching their student visa condition and condition of enrolment in relation to notification of a change of address and ensuring that ATCWA has the international student's current contact details within seven (7) days (as per National Code 2018, Part B, Standards 3.5.1, 3.5.2, 3.5.3).
- A fortnightly academic participation report requested from each trainer and assessor involved in the international student's CRICOS registered course.

A record of the intervention strategy agreed to between the international student and ATCWA, as well as the outcome will be provided to the international student and will be documented on the Record of Intervention Meeting Course Progress document and on the Course Progress Register and a copy will also be kept in the international student's file.

Procedure

Students will be provided with a range of unit of competency training and assessment information for each subject/unit that outlines the material to be covered, the workload, the class schedule, the delivery and assessment methods, any assessment dates and the assessment schedule. These documents include (but are not limited to) the following documents:

- Subject or Unit of Competency Overview;
- Assessment Overview;
- Student Timetable.

ATCWA administration will receive training progress information which includes results and attendance records from trainers and assessors throughout the study period. Student Administration will maintain records regarding student assessments upon receipt from ATCWA trainers and assessors, student attendance records and individual student course progress via entry into ATCWA Student Management System "RTO Manager" within three (3) business days of receiving the information from the relevant trainer and assessor.

The Director of Studies will provide Student Administration and relevant staff with a course progress report in week 8 of the study period. Where an international student is considered 'at risk of unsatisfactory course progress' in week eight (8) of the study period, Student Administration will enter the international student's details in the "Course Progress Register" **and** advise relevant ATCWA staff in writing. Once the relevant staff has been advised that the international student may be at risk of unsatisfactory course progress, the Student Support Officer or his/her delegate will:

- Send a letter requesting that the student attend a meeting;
- Within two (2) weeks of that study period (even if this falls on a CRICOS registered study break), meet individually and formally with each international student at risk of unsatisfactory course progress (the Director of Studies and/ or Compliance Manager will also be present); and
- Negotiate an intervention strategy, noting issues relating to difficulties, outcomes and any intervention strategy on the Record of Intervention Meeting Course Progress document.

The international student will be asked to declare that they understand and agree with the outcome of the meeting and sign the Record of Intervention Meeting Course Progress document to indicate that:

- They agree with what has been discussed;
- They agree with what has been documented; and
- That they agree to the intervention strategy that has been proposed.

If the international student continues to be identified as being at risk of unsatisfactory course progress at week eight (8) of the second consecutive study period, they will be sent a letter requesting the international student to attend a meeting (Warning Letter 2). Where an international student is considered 'at risk of unsatisfactory course progress' Student Administration is to enter the international student's details in the 'Course Progress Register' **and** advise relevant ATCWA staff in writing. Once relevant staff has been advised that the international student may be at risk of unsatisfactory course progress in a second consecutive study period, Student Support Officer will:

- Send a letter requesting the international student to attend a meeting;
- Within two (2) weeks of the study period meet individually and formally with each international student at risk (the Director of Studies and/ or Compliance Manager will also be present); and
- Negotiate an intervention strategy, noting issues relating to difficulties, outcomes and any intervention strategy on the Record of Intervention Meeting Course Progress document.

The international student will be asked to declare that they understand and agree with the outcome of the meeting and sign the Record of Intervention Meeting Course Progress document to indicate that:

- They agree with what has been discussed;
- They agree with what has been documented; and
- That they agree to the intervention strategy that has been proposed.

Continued Unsatisfactory Progress

If an international student maintains unsatisfactory course progress after a second **consecutive** study period, the international student must be notified in writing of ATCWA's intention to report the international student

to the Department of Education and Training (DET) and Department of Home Affairs (DHA) for unsatisfactory course progress.

The letter will inform the international student that they are able to access the *ATCWA Complaints & Appeals Policy & Procedure (CRICOS)*. This Policy allows the international student twenty (20) working days in which to challenge the decision. The international student must also outline the reasons for unsatisfactory progress together with any **compassionate or compelling circumstances** or **extenuating circumstances** where relevant (see following and in the definitions of this policy and procedure).

During this period of twenty (20) working days, the international student must continue to attend classes, consistent with ATCWA's *Deferral, Suspension and Cancellation Policy and Procedure* unless they are advised in writing otherwise. ATCWA will continue to provide learning opportunities for the international student during this twenty (20) working day period unless to do so would not be appropriate for an educational setting due to the safety of the international student, other international students or other stakeholders of ATCWA. The reason that ATCWA continues to provide learning opportunities for international students while the twenty (20) working day period is in place is that to exclude the international student from class for this time period might impact on the future capacity to maintain satisfactory course progress. If the student is successful in their appeal, it is possible that several weeks or months pass and the international student may be disadvantaged by missing so much class time and this would then require extending the international student's Confirmation of Enrolment thus impacting on their student visa and pathway courses (where relevant). As such, it is expected that the international student continues to attend classes and participate as normal, their attendance will be monitored accordingly and included in their standard attendance calculation recording.

The Director of Studies in conjunction with the Compliance Manager, Director of Operations and/or Operations Manager or their delegate, will exercise professional judgment in relation to whether or not learning opportunities will continue to be provided to the international student while an appeal period exists and will assess each case on its merits. Where the learning opportunities will be withdrawn, the international student will be advised in writing of this situation by Student Support Officer. No additional notice will be provided to the international student to confirm that a decision has been made that learning opportunities will continue to be provided, it is an expectation of this policy and procedure and is stated in the warning letter.

Compassionate or Compelling Circumstances

Compassionate or compelling circumstances are generally those circumstances beyond the control of the international student and have an impact on the international student's capacity and/or ability to progress through a CRICOS registered course. These circumstances could include (but are not limited to):

- Serious illness or injury, where a medical certificate states that the international student was unable to attend classes or bereavement involving close family members such as parents or grandparents (evidence may be required);
- An emergency situation that has impacted on their studies such as a major political upheaval or a natural disaster in the international student's home country requiring the international student to travel home urgently; or

- A traumatic experience which could include, but is not limited to, involvement in, or witnessing of an accident or a crime committed against the international student or the international student has been a witness to a crime and this has had an impact on the international student. These cases should be supported by police or psychologists' reports.

Note: The above are some examples provided by the Department of Education and Training (DET) of what may be considered Compassionate or Compelling Circumstances.

Extenuating Circumstances

Extenuating circumstances are those circumstances relating to the welfare of any international student that may include, but are not limited to the following. The international student:

- Has not, or refuses to maintain approved care arrangements (only for students under eighteen (18) years of age);
- Is missing;
- Has medical concerns, severe depression or psychological issues which lead the provider to fear for the international student's wellbeing;
- Has engaged or threatens to engage in behaviour that is reasonably believed to endanger the international student or others; or
- Is at risk of committing a criminal offence.

Any claim of extenuating circumstances will need to be supported by appropriate evidence.

When determining whether compassionate or compelling circumstances or extenuating circumstances exist, all documentary evidence provided to support the claim must be considered. Copies of these documents, together with a record of reasons for a decision must be retained in the student's file.

Outcomes

Appeal Accepted

If the international student's explanation is accepted by ATCWA, continuing support, counselling and monitoring will be provided to ensure that they are given every opportunity to maintain satisfactory course progress in the future. The international student will also be required to commit to complying with any conditions or intervention strategies attached to the decision. This outcome means the matter will not be referred to DHA.

No Appeal Lodged, Withdraws from the Appeal or the Appeal is Rejected

If the international student chooses not to access the grievance process within the twenty (20) working day period, withdraws from the process or the outcome is unsuccessful, the student will be reported to DHA for unsatisfactory course progress.

Reporting International Students for Unsatisfactory Course Progress

Reporting a student for unsatisfactory course progress occurs only when:

- The student has been identified as not making satisfactory course progress in two **consecutive** compulsory study periods;
- An intervention strategy was implemented after the student was assessed as not making satisfactory progress at the end of the first compulsory study period, **and** after which the student was again assessed as not making satisfactory progress at the end of the second compulsory study period; and
- The student has not made a successful appeal against this assessment, not lodged an appeal against this assessment or has withdrawn from the process.

If an international student is identified for a second but not consecutive study period as not making satisfactory course progress, ATCWA does not report the international student for unsatisfactory course progress. However, an intensive support and counselling strategy must be implemented with close monitoring in accordance with this policy. This intensive counselling and support strategy may include (but is not limited to) for example:

- One-on-one support by trainers and assessors;
- Mandatory attendance at tutorials;
- Academic support; and/or
- Referral to relevant welfare or other support agencies as appropriate.

When an international student is reported for unsatisfactory course progress, DHA will usually cancel the student's visa unless there are exceptional circumstances. DHA will rely on ATCWA's records as evidence of unsatisfactory progress **and** that ATCWA has followed these procedures.

If a student is dissatisfied with ATCWA's processes or decisions, the student may lodge a complaint with the Overseas Students Ombudsman in accordance with National Code, Part B, Standard 10.

Related Documents

- Attendance Monitoring Policy and Procedure;
- Attendance Register;



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- Complaints and Appeals Policy & Procedure ;
 - Completion within the Expected Duration Policy & Procedure ;
 - Deferment, Suspension and Cancellation Policy & Procedure ;
 - International Student Handbook;
 - Record of Intervention Meeting Course Progress;
 - Reassessment /Catch up- Class Intervention Form;
 - Reassessment/Catch-up Class Intervention Result Form- Trainer;
 - Notice of Intention to Report Letter;
 - Course Progress Register;
 - Warning Letter 1 – Unsatisfactory Course Progress; and
 - Warning Letter 2 – Unsatisfactory Course Progress.