

**Policy Number & Name:** RTOPRO017 Monitoring Course Progress Policy – International Students

**Policy Area:** Crown College International – International Students only

**CRICOS Provider No** 03582D

**Organisation Definition:**

Crown Melbourne Limited trades as Crown Melbourne Limited, Crown College and Crown College International. For the purpose of this policy, any reference to Crown College, or the “college” should be considered a reference to any of these respective trading names.

**1. Policy**

1.1 The purpose of this policy to continually monitor student’s course progress to ensure the achievement of academic requirements. This ensures students are in a position to complete their course within the expected duration as specified on the student’s CoE as required under the National Code 2018.

1.2 Crown College international requires students to demonstrate satisfactory academic course progress, by achieving at least 50% competency in their units of competency in each study period. At Crown College International, the study period is defined as a ‘term’ in the class timetable.

1.3 Crown College International has elected to implement the Department of Education – DIBP approved Course Progress Policy and Procedure for all International VET students.

**2. Scope**

2.1 This policy applies to all international students who are commencing, have commenced or are continuing study with Crown College International.

### **3. Responsibility**

3.1 The Academic Manager and the International Student Support Officer with support from the student administration team are responsible for the implementation of this policy/procedure and to ensure that employees and students are aware of its application and that employees implement its requirements.

### **4. Procedures**

#### **4.1 Monitoring Course Progress**

- 4.1.2 The Academic Manager tracks, records and assesses student's course progress via the enrolment within VETtrak.
- 4.1.3 During any study period the academic progress of each student is monitored by the trainers/assessors of each class or student cohort.
- 4.1.4 Where a trainer/assessor becomes aware at any time during the study period that a student might be at risk of not achieving competency in a unit a "Student at Risk" report is required to be completed by the trainer. This report is forwarded to the Academic Manager who follows up with the student and offers relevant support.
- 4.1.5 The Academic Manager will alert the student where necessary should they be falling below the requirement.
- 4.1.6 Assessment of student progress is undertaken 3 weeks prior to the end of each study period and following the submission of all assessment results and will be reviewed for suitable course progression. The Academic Manager will run a Course Progress Report from VETtrak and each individual student's progress will be monitored.
- 4.1.7 This progress is assessed on the basis of a student's performance in the last study period, but also takes into account their overall performance to date in the course in which they are currently enrolled.
- 4.1.8 Students are provided with the opportunity for one additional re-assessment of any initial failed assessment attempts.
- 4.1.9 Students are deemed to be making satisfactory academic progress if they are deemed competent in at least 50% of their units of competency in a study period with the offer of re-assessment and res-sits considered. Students under 50% will be placed on an Intervention Strategy.

4.1.10 Final Risk Assessment - a student will be monitored and considered at serious risk of not making satisfactory course progress by:

- i. Having not achieved 50% of the units of competency in which they are enrolled in any given study period (term)
- ii. Having not achieved competency after secondary re-assessment
- iii. Not having achieved conditions set out by the relevant training package including placement requirements when relevant

## **4.2 Intervention Strategies**

4.2.1 Crown College International will implement Intervention Strategies for students not meeting the course requirements.

4.2.2 The Academic Manager will contact the International Student Support Officer. The International Student Support Officer invites the student to attend a special meeting. The student may bring a support person if they require.

4.2.3 All students identified as “at risk” will be provided with an Intervention Strategy, outlining their current academic situation.

- a) An Intervention Plan will then be formulated
- b) If the student does not agree with the Intervention Plan or process, they shall have 20 days to access the Complaints and Appeals process.

4.2.4 Strategies to assist identified students to achieve satisfactory course progress are not limited to:

- a) Modifications in workload
- b) Extension in course duration
- c) Attending tutorial or study groups
- d) Time management skills
- e) Trainer’s assistance
- f) Personal counseling.

4.2.5 The student’s Intervention Strategy will be monitored over the next study period by the Academic Manager and the International Student Support Officer and records of student response and progress with the strategy will be recorded in VETtrak.

4.2.6 If the student does not improve sufficiently and achieve satisfactory course progress by the end of the next study period, the Academic Manager and/or the International Student Support Officer will advise the student in writing of the intention to report the student for breach of visa conditions and they have twenty (20) working days in

which to access Crown College International's Complaints and Appeals Policy. The student must also outline the reasons for unsatisfactory progress together with any evidence of compassionate or compelling circumstances where relevant.

4.2.7 Crown College International will only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:

- i. The internal and external complaints processes have been completed and the decision or recommendation supports Crown College International; or
- ii. The student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
- iii. The student has chosen not to access the external complaints and appeals process; or
- iv. The student withdraws from the internal or external appeals process by notifying Crown College International in writing.

4.2.8 In the event Crown College International varies a student's workload or expected duration of study on completion of the Intervention strategy, the International Student Administrator will:

- i. Record this in VETtrak as well as on the students file
- ii. Issue a new CoE
- iii. Report this variation via PRISMS.

4.2.9 Crown College International will also inform the student to contact DIBP to discuss any issues with their VISA requirements.

### **4.3 Extension of Course Duration and CoE**

4.3.1 In cases where a student's CoE will expire due to unsatisfactory academic progress the International Student Support Officer in consultation with the Academic Manager will approve and organise the appropriate renewal or extension if approved.

4.3.2 Such variations will be recorded in the student's file and a new CoE will be issued and DIBP notified of this course extension via PRISMS.

4.3.3 If the Academic Manager deems that an extension of the CoE is not appropriate, the International Student Support Officer will contact the student to advise why. If a student is dissatisfied with the decision they may submit a written appeal against the decision in accordance with the Complaints and Appeals Policy.

4.3.4 Crown College International will only extend the duration of the student's study where it is clear that the student will not complete the course within the expected duration, as specified on the students CoE, as the result of:

- i. Compassionate or compelling circumstances

- ii. After implementing an Intervention Strategy for students who are at risk of not meeting satisfactory course progress, or
- iii. An approved deferment or suspension of study has been granted in accordance with the Deferral, Suspension or Cancellation Policy.

4.3.5 All Intervention Strategies or Extensions will be assessed individually, taking into account the circumstances of the student. Each student Intervention Strategy will be treated on an individual basis.

4.3.6 Except in the circumstances listed above, the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.

4.3.7 Where Crown College International decides to extend the duration of the student's study, the International Student Administrator will report this change via PRISMS within 14 days and/or issue a new CoE if required.

## 5. Related Documents

- Complaints and Appeals Policy – International Students
- Early Intervention Strategy for International Students
- “Student at Risk” report
- Confirmation of Enrolment (CoE)

## 6. Policy Publication

6.1 All policies and procedures that are applicable to prospective students and enrolled students (domestic or international) and all relevant organisation employees/contractors are made available on request at all times, and form part of the induction and orientation for employees/contractors and students and are made available via the website (where appropriate), student administration/management systems, learning management system and internal electronic systems.

## 7. Definitions

**Approved Absence** - is the case of a student deemed to have been absent due to compassionate or compelling circumstances and is normally substantiated by supporting evidence, e.g. illness where a medical certificate states that the student was unable to attend classes.

**At Risk** - a student who appears likely to fail or has failed two or more units of competency in a study period.

**Confirmation of Enrolment (CoE)** - a document registered with DIBP to confirm a student's acceptance into a particular course for a specified duration.

**Course progress** - the measure of advancement or progress made by the student within a course towards its completion.

**Department of Immigration and Border Protection (DIBP)** – is the Australian Government agency responsible for issuing students with visas.

**Department of Education and Training (DET)** – is the Australian Federal Government’s administrative division for policy and program development on higher education, and administration of the ESOS Act 2000 legislation.

**The Education Services of Overseas Students Act 2000 (ESOS ACT 2000)** - This Act regulates the delivery of education services to international students.

**Intent to Report** - Communication advising an International student of Crown College International’s intention to report them to DIBP due to non-compliance and outlining the appeals process and what action needs to be taken to correct the issues.

**National Code** - The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students (amendment effective July 2007).

**Non-Compliance** - The failure or refusal to abide by the conditions of a “Student Visa”.

**Provider Registration and International Student Management System (PRISMS)** – the database and recording system used to process information given to the Secretary of DET by CRICOS providers.

**Study Period** - the period of study within a course, namely in which a student undertakes and completes units of competency.

**Unsatisfactory Progress** - as defined as failing more than 50% of the units studied in a given study period.

**Compassionate or compelling circumstances** – circumstances beyond the control of the student that has an impact on the student’s course progression. These could include but not limited to:

- a) Serious illness, where a medical certificate is provided stating that the student is unable to attend classes
- b) Bereavement of a close family member
- c) Major political upheaval or natural disaster in the student’s home country and emergency return to their country
- d) A traumatic experience that has impacted on the student that is supported by a psychologists or police report if possible
- e) Inability to commence the course on the due date due to delay in receiving a student visa
- f) For other circumstances to be considered as compassionate or compelling,

evidence would need to be provided to show the circumstances were having an impact on the student's progress through a course.

## 8. Amendment Schedule

Table detailing any amendment made to the policy between review dates:

Date	Modification	Version	By
27.2.2018	Review National Code 2018. Amend 1.1, 4.1.3, 4.2.3, Delete 4.2.2 and 4.2.7	2.0	Vanessa Hoppe

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