

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

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

**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 outline how Crown College International monitors 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 This policy ensures that academic progress processes are transparent, consistent and fair.

**2. Scope**

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

### **3. Responsibility**

3.1 The Group Operations Manager and the Training Lead Culinary with support from the Student Services team are responsible for the implementation of this policy and procedure and to ensure that employees and students are aware of its application.

### **4. Procedures**

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

- 4.1.1 All students are ultimately responsible for their own academic progress and are expected to complete their studies within the time specified on their Confirmation of Enrolment.
- 4.1.2 Crown College International has a legal obligation to notify the Australian Government Department of Home Affairs of onshore international students who have made unsatisfactory course progress, which may result in the cancellation of their student visa.
- 4.1.3 Crown College International will monitor student's academic progress to ensure that students having difficulties are quickly identified.
- 4.1.4 During any study period the academic progress of each student is monitored by the trainers/assessors of each class or student cohort.
- 4.1.5 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 to be completed by the trainer. This report is forwarded to the Training Lead Culinary.
- 4.1.6 Students displaying the following behaviours will be considered as having poor performance and may be considered "at risk":
  - i. Low and ineffective engagement in theory classes and activities;
  - ii. Low and ineffective engagement in practical kitchen classes;
  - iii. Attendance rate of less than 80%;
  - iv. Poor assessment performance in any pre-requisite units.
- 4.1.7 Appropriate learning and support services will be offered to all students, in particular those students identified as being at risk of not achieving and maintaining satisfactory academic progress.

## **4.2 Students at Risk**

- 4.2.1 A student may be identified as “at risk” of not making satisfactory course progress when:
- i. The student has received a result of Not Yet Competent in any pre-requisite unit;
  - ii. The student has received poor assessment results in tasks and practical observations throughout the study period.
- 4.2.2 The Training Lead Culinary will make time to meet with the student to discuss their performance, provide advice and make recommendations on matters including:
- i. Any academic assistance that may be required (including English culinary language skills)
  - ii. Organising for referral to Support Services to assist with any personal or welfare services;
  - iii. Organising any mentoring/coaching sessions; or
  - iv. Any combination of the above.
- 4.2.3 The Training Lead Culinary will explain to the student the possible consequences of further poor performance and when an Academic Action Plan may be implemented.
- 4.2.4 The Training Lead Culinary will complete a “Student at Risk” form and save in the students file.
- 4.2.5 It is a student’s responsibility to read and act upon any recommendations when they are identified as “at risk”. A students failure to respond to any notification may be taken into account should further unsatisfactory course progress occur.

## **4.3 Monitoring Course Progress**

- 4.3.1 The Training Lead Culinary will regularly review the Task Progress Report from VETtrak and each individual student’s progress will be monitored.
- 4.3.2 The Group Manager Operations and the Training Lead Culinary will examine each individual student’s course progress at a mid term review.
- 4.3.3 Students may be identified as at risk and referred to Student Services for the implementation of an intervention strategy.
- 4.3.4 Students will be advised by Student Services of the potential risk to academic progress for the study period and the possible consequences of an Academic Action Plan.

- 4.3.5 The Group Manager Operations and the Training Lead Culinary will again examine each individual student's course progress at least 2 weeks prior to the end of each study period.
- 4.3.6 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.
- 4.3.7 Students are provided with the opportunity for one additional re-assessment of any initial failed assessment attempts.
- 4.3.8 Students are deemed to be making satisfactory course progress if they achieve competency in at least 50% of their units of competency in a study period with the offer of re-assessment and res-sits considered.
- 4.3.9 Students are deemed as not making satisfactory course progress when:
- i. They have achieved less than 50% competency in the units of competency in which they are enrolled in any given study period (term);
  - ii. They have not achieved competency after secondary re-assessment;
  - iii. They have not achieved conditions set out by the relevant training package including industry placement requirements (when relevant).
- 4.3.10 Student who does not meet satisfactory course progress requirements will be placed on an Academic Action Plan.

#### **4.4 Academic Action Plan (AAP)**

- 4.4.1 Students who do not achieve competency in any Unit of Competency in the study period will be issued an Academic Action Plan.
- 4.4.2 The Training Lead Culinary will complete the Academic Action Plan for each student, nominating any additional classes to be attended in the next term.
- 4.4.3 The Training Lead Culinary will notify the Group Manager Operations when Academic Action Plans are ready to be distributed
- 4.4.4 The Group Manager Operations will review the Academic Action Plans and distribute to the Student Services team to be communicated to affected students.
- 4.4.5 The Student Services Officer will organise to meet with any students who have not achieved at least 50% progress in the study period and are at risk of not maintaining academic progress. The Student Services Officer will ensure the student is fully aware of the consequences of not meeting the conditions of the Academic Action Plan.

4.4.6 Students who have only minor catch ups will be emailed their Academic Action Plans by the Student Services team.

4.4.7 Strategies may be offered to students to assist them to achieve satisfactory course progress, such as:

- i. Modifications in workload;
- ii. Extension in course duration;
- iii. Attending tutorial or study groups;
- iv. Time management skills;
- v. Trainer's assistance;
- vi. Personal counseling.

4.4.8 The student's Academic Action Plan will be monitored over the next study period by the culinary trainers and the Training Lead Culinary.

4.4.9 If the student does not improve sufficiently and achieve satisfactory course progress by the end of the next study period, the student will be advised in writing of the intention to report the student for breach of visa conditions. The student will have twenty (20) working days in which to access Crown College International's Complaints and Appeals Policy.

4.4.10 The student will be advised of their right to appeal requesting they outline the reasons for unsatisfactory progress together with any evidence of compassionate or compelling circumstances where relevant.

4.4.11 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.

4.4.12 In the event Crown College International varies a student's workload or expected duration of study on completion of the Academic Action Plan, the student administration team will:

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

4.4.15 Crown College International will also inform the student to contact the Department of Home Affairs to discuss any issues with their VISA requirements.

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

4.5.1 Any course duration variations will be recorded in the student's file and a new CoE will be issued and the Department of Home Affairs notified of this course extension via PRISMS.

4.5.2 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 of compelling circumstances
- ii. After implementing an Academic Action Plan 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.

4.5.3 All Academic Action Plans or extensions will be assessed individually, taking into account the circumstances of the student.

4.5.4 Except in the circumstances listed above, the expected duration of study specified in the students CoE must not exceed the CRICOS registered course duration.

#### **5. Related Documents**

- Complaints and Appeals Policy – International Students
- Early Intervention Strategy for International Students
- Academic Action Plan
- 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

**At Risk** - a student who appears likely to fail or has failed any pre-requisite unit/s or two or more units of competency in a study period.

**Confirmation of Enrolment (CoE)** - a document registered with Department of Home Affairs 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 Home Affairs (DHA)** – 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 DHA 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 2018.

**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. At Crown College International a study period is one term.

**Unsatisfactory Progress** - is 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
1.12.2019	Major amendments to all 4.2, 4.3, 4.4	3.0	Vanessa Hoppe

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