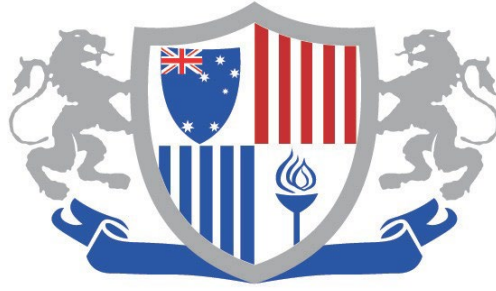


Australis



Academic, Innovative, Tenacious & Empowerment

Course Progress Policy & Procedure (CRICOS)

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Introduction

Australis Institute of Technology and Education (AITE) 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 AITE.

Scope

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

Responsibilities

Training, Management, Student Administration

Definitions

Active participation means meeting the minimum attendance requirements at AITE, 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
- 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 AITE and is not regular. Attendance is usually considered erratic when it is sporadic and interspersed. AITE 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);

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- 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 and/or tutorial assistance.

Misbehaviour means any conduct that is a breach of AITE's policies and procedures, including the AITE Code of Conduct and Student Disciplinary Policy, Australian law, erratic course behaviour, behaviour that is not consistent with the international student's principal purpose of enrolment at AITE 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 AITE. 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 AITE 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 has failed or 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.

Alignment	
National Code of Practice for Providers of Education and Training to Overseas Students 2017	
Part C (Section)	Nil
Part D (Standard)	5.1, 5.2, 5.3, 6.1, 6.2, 6.3, 6.4, 6.5
National Code of Practice for Providers of Education and Training to Overseas Students 2018	
Part B (Standard)	1.1, 1.2, 1.3, 1.8, 1.13, 8.18, 8.19, 8.20

Document Control			
Version	Date	Author	Change Description
001	2 October 2014	Australis	Creation of policy

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002	3 June 2015	Australis	Continuous improvement
003	6 May 2018	Australis	Monitoring
004	5 June 2019	Australis	Review

Policy

AITE 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 AITE. 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 Attendance Policy and Procedure is closely linked to this Course Progress Policy and Procedure. The Course Progress Policy and Procedure, as well as the Attendance Policy and Procedure are notified to all international students via their Student Handbook 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 AITE 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. AITE 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 AITE 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' AITE 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 AITE 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

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unsatisfactory course progress, a notice of intention to report letter via post to the student's address in AITE'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 Services 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 AITE 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, Manager 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 Intervention Strategy – Unsatisfactory Course Progress. In addition to providing the international student with details regarding why AITE 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 AITE 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;
- A fortnightly intervention meeting for the current study period with the trainer and assessor and/or relevant Course Coordinator;
- 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 AITE. 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 Manager. 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

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of address and ensuring that AITE 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 AITE, as well as the outcome will be provided to the international student will be documented on the Intervention Strategy – Unsatisfactory Course Progress form and 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;
- Student Overview and Assessment Agreement; and
- Student Timetable.

AITE administration will receive training progress information which includes results and attendance records from trainers and assessors after each session. Student Administration will maintain records regarding student assessments upon receipt from AITE trainers and assessors, student attendance records and individual student course progress via entry into the RTO LMS within three (3) business days of receiving the information from the relevant trainer and assessor. Student Administration will provide the Academic Manager with a fortnightly report to enable them to monitor the academic progress and attendance records of currently studying CRICOS registered international students at AITE. This regular and systematic monitoring and analysis will allow AITE to identify students at risk of not achieving satisfactory course progress or not completing within the expected duration on completion of, or during each study period.

This will be monitored by the Academic Manager as all result reports, upon being entered on the RTO LMS by Student Administration, are required to be stamped 'Entered' and the <insert role confirms course progress changes on a regular basis when running reports on PRISMS and LMS for confirmation that international students will complete their CRICOS registered course within the expected duration of the CoE. These reports are then cross-referenced to any entries on the Unsatisfactory Course Progress Register, or where the student has not yet been entered on this register, their details will be added as soon as:

- They are identified via a report from RTO LMS, PRISMS;
- Notification from a trainer and assessor;
- Any other manner of notification which may include, but is not limited to:
 - Informal discussion,
 - Staff meetings,
 - Emails,
 - Concerns raised by the international student themselves.

In addition to the above process, AITE's trainers and assessors, Student Administration and management assess each student's course progress at the end of each compulsory study period.

Where an international student is considered 'at risk of unsatisfactory course progress' in week four (4) of the study period, Student Administration will enter the international student's details in the "Students at Risk of Unsatisfactory Course Progress Register" **and** advise Academic Manager in

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writing. Once Manager has been advised that the international student may be at risk of unsatisfactory course progress, the Manager 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 Student Support Officer will also be present); and
- Negotiate an intervention strategy, noting issues relating to difficulties, outcomes and any intervention strategy on the 'Intervention Strategy – Unsatisfactory Course Progress.

The international student will be asked to declare that they understand and agree with the outcome of the meeting and sign the Intervention Strategy – Unsatisfactory Course Progress 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' to enter the international student's details in the 'Students at Risk of Unsatisfactory Course Progress Register' **and** advise Manager in writing. Once Manager has been advised that the international student may be at risk of unsatisfactory course progress in a second consecutive study period, Manager 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 Student Support Officer will also be present); and
- Negotiate an intervention strategy, noting issues relating to difficulties, outcomes and any intervention strategy on the 'Intervention Strategy – Unsatisfactory Course Progress.

The international student will be asked to declare that they understand and agree with the outcome of the meeting and sign the Intervention Strategy – Unsatisfactory Course Progress 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 AITE'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 *AITE 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 AITE's *Deferral, Suspension and Cancellation Policy and Procedure* unless they are advised in writing otherwise. AITE will continue to provide learning opportunities for the international student during this twenty (20) working day period unless to do so would not be

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appropriate for an educational setting due to the safety of the international student, other international students or other stakeholders of AITE. The reason that AITE 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.

Academic Manager, in conjunction with the CEO 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 Manager. 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.

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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 AITE, 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, AITE 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 AITE's records as evidence of unsatisfactory progress **and** that AITE has followed these procedures.

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

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Related Documents

- Attendance Policy and Procedure;
- Attendance Register;
- Complaints and Appeals Policy & Procedure (CRICOS);
- Completion within the Expected Duration Policy & Procedure (CRICOS);
- Deferment, Suspension and Cancellation Policy & Procedure (CRICOS);
- International Student Handbook;
- Intervention Strategy – Unsatisfactory Course Progress;
- Notice of Intention to Report Letter;
- Student Disciplinary Policy and Procedure;
- Students At-Risk of Unsatisfactory Course Progress Register;
- Warning Letter 1 – Unsatisfactory Course Progress; and
- Warning Letter 2 – Unsatisfactory Course Progress.