



Monitoring and Reporting Course Progress Policy & Procedure

Purpose & Scope

Institute of Intellect Blending (IIB) safeguards the integrity of Australia's migration laws by supporting overseas students to complete their course within the required duration and fulfil their student visa requirements for course progress and attendance.

This policy applies to:

- International students enrolled at IIB
- IIB Marketing, Admissions, Academic, Student Services and Administrative staff.

This policy satisfies the requirements of:

- Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, registered providers systematically monitor students' course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. Registered providers report international students, under section 19 of the ESOS Act, who have breached the course progress requirements.
- Standard 1 of the Standards for Registered Training Organisations (RTOs) 2015.

Policy Statement

IIB monitors overseas student's course progress for each course which the student is enrolled to ensure that the expected duration of study specified in the student's CoE does not exceed the CRICOS registered duration.

IIB has processes to identify, notify and assist an overseas student at risk of not meeting course progress requirements, where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress in each study period.

This policy outlines IIB requirements for the following:

- a) Informing students of course progress requirements
- b) Requirements for achieving satisfactory course progress
- c) Process for assessing and recording course progress
- d) Intervention strategy to identify and offer support to those students at risk of not meeting course progress requirements
- e) Reporting unsatisfactory course progress including student right to appeal
- f) Allowable extensions of course duration

IIB clearly outlines and informs overseas students before they commence details of the requirements to achieve satisfactory course progress in each course level and study period through:

- Student Handbook
- IIB website



- Orientation program
- Teachers in class on the first day of a new learning cycle

VET Course Progress Monitoring and Reporting Procedures

1. Requirements for achieving satisfactory course progress

Students are expected to achieve a **Competent** ('C') outcome for each unit they are registered in to meet satisfactory course progress in line with the class session course completion requirements.

Assessments **not** submitted by the due date, or with an outcome that is determined as **Not Yet Competent** ('NYC') must be completed or submitted again to be re-assessed within the term of the unit the student is registered. Students will need to make arrangements with the Academic Manager to undertake the assessment task. Students submitting assessments after the term are subject to Late-Submission fees (\$100 per unit).

Students will be deemed to have **not** made satisfactory course progress in any given term, by not successfully completing or demonstrating competency in **50%** or more of the required units for that term.

At the end of each term, any students found to be NYC in **50%** or more of their enrolled UOCs will receive an official warning of non-progression. These students will be required to make arrangements with the Student Services Manager or Admin Manager to repeat or otherwise re-submit the relevant assessment by the end of the next Term.

Students are allowed to re-attempt any assessment by making an appointment with the Academic Manager or Student Services Manager through SSO.

The program of support implemented by the Academy may include:

- Attending counselling regarding learning
- Receiving individual coaching
- Referral to the Counsellor to assist with personal issues that may be affecting progress

Records of the implementation of the additional program of support are kept in the student's file.

Students are at risk of their visa being cancelled due to **not** meeting satisfactory course progress, where the student has failed or is deemed NYC in **50% or more of the units attempted in two consecutive study periods**.

2. Process for assessing and recording course progress

IIB uses the following to assess and record course progress:

- At the end of each unit of study, all students undertake summative assessments to assess their competency in the unit.
- The assessments are assessed and marked by the trainer
- The results of the summative assessment are recorded on RTO Manager to identify the following for each unit:



- Competent
- Not yet competent
- Credit transfer (if applicable)
- Recognition of prior learning (if applicable)
- The results contained in Moodle are manually entered onto RTOM by student services.

3. Identifying students at risk

- Being 'At Risk' of not meeting satisfactory course progress requirements occurs when a student:
 - is deemed 'Not Yet Competent' (NYC) for more than 50% of units in a study period.
- The Student Services Manager and Academic Manager/Coordinator is responsible for the implementation and monitoring of the intervention strategy.

4. Intervention Strategy to identify and offer support to those students at risk of not meeting course progress requirements

IIB intervention strategy is designed to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress. The aim of intervention is not to be punitive but a positive identification of underlying reasons and solutions to overcome student lack of course progress.

4.1 Procedures for intervention strategy

1. Students who are identified by Trainer to not actively participate in tuition activities in the classroom, online or at vocational placement might be placed on academic intervention. This can include consistently not attending class, consistently arriving late to or leaving early from class, not concentrating in class or not participating in classroom activities through active discussion, involvement and listening, completing unrelated activity in class.
2. Students who do not maintain professional or ethical conduct will be placed on academic interventions or have their enrolment cancelled or suspended as per *Deferral, Cancellation, Withdrawal and Suspension Policy and Procedure*.
3. Students will be required to meet with their relevant Academic Manager/Coordinator or Trainer to establish a program of support for their continuing studies. It is the responsibility of the student to maintain contact with the relevant Academic Manager/Coordinator or Trainer, as required in warning letters and/or agreed within the Academic Intervention.
4. Within **7 days** of the completion of the 10 weeks of study period, the Student Services will review the academic progress of all students in their department and identify those students who are 'At Risk' of not meeting satisfactory course progress requirements.
5. Being 'At Risk' of not meeting satisfactory course progress requirements occurs when a student:
 - Is deemed 'Not Yet Competent' (NYC) for more than **50%** of units after the end study period.
6. In accordance with IIB's intervention strategy policy, students identified as being at risk will be sent the **1st Warning Letter** by the Students Services to attend an interview to outline



underlying problems and intervention support plan for further study together with, if necessary, Individual Support Plan and Individual Learning Plan.

7. The recommendations of the Academic Manager/Coordinator will be approved by students' written consent and signature and if necessary, by the trainer and/or assessor.
8. If a student has received the **First Warning Letter for Unsatisfactory Course Progress**, but is still identified at risk at the end of the second consecutive term and/or fails to fulfil the requirements negotiated in the intervention, the **Second Warning Letter for Unsatisfactory Course Progress** will be sent to the student requiring him to attend an interview with the Academic Manager/Coordinator
9. If the student attends intervention meetings after receiving the 2nd warning letter, the Academic Manager/Coordinator will discuss possible recommendations and submit an intervention support plan, if necessary, approved by student's written consent.
10. If a student fails to attend an interview within **7 days** after receiving the 2nd warning letter, the **Notice of Intention to Report for Unsatisfactory Course Progress** will be sent to the student.
11. If they wish, students need to appeal within 20 days after receiving the letter of intention to report. If a student fails to appeal process within 20 days after receiving the intention to report, he will be reported to Department of Education and the Department of Home Affairs as soon as practical following the appropriate PRISMS process.

4.2 Completion of assessments through intervention

As part of their intervention plan, students might be required to complete the assessments in discussion with the AC. Submission of these assessments will be subject to *Assessment Policy and Procedures*.

Accordingly, students might be subject to late submission fees which can only be waived under compelling and compassionate circumstances.

4.3 Recording intervention

- IIB maintains records of all contact and counselling undertaken with overseas students to monitor and report unsatisfactory academic progress on the student file and RTO Manager.
- Documentation includes but is not limited to:
 - Formal notifications
 - Intervention Support Plan
 - Individual Learning Plan
 - Counselling reports
 - Emails from student
 - Emails from trainers



5. Intervention Strategy to identify and offer support to those students at risk of not meeting course progress requirements

5.1 Assisting students

The student will be referred to the Academic Manager/Coordinator for intervention. An intervention support plan will be put in place. The intervention strategy consists of the following:

- Identifying the reason underlying poor course progress
- Possible support actions to be provided

5.2 Supporting students

For students identified as being at risk of not meeting course requirements or who have not met course requirements, the following support/intervention strategies may be implemented to assist the student:

- English language support for oral and written comprehension
- assistance with academic skills such as essay and report writing, meeting assessment requirements and research skills, time management skills
- training plan adjustment
- meeting with the Academic Manager/Coordinator, a member of Student Services Department or counsellor for assistance with personal issues affecting course progress
- opportunity for reassessment/resubmission
- changing courses
- mentoring by the trainer
- referral to external organisations for assistance
- reduction in course load
- targeted learning coach (trainer) to address specific assessment problems over (up to) 3 sessions
- re-enrolment into course
- extension of course
- referral to the Wellbeing Counsellor
- any combination of the above.

When an intervention strategy is implemented, the student will be required to meet the relevant Academic Manager/Coordinator, Student Services Officer, trainer or support service on a regular basis for follow up. This is to be determined as part of the intervention strategy.

5.3 Monitoring students

- Students will be monitored by the trainer and/or the Academic Manager/Coordinator through Intervention Support Plan with weekly/fortnightly meetings or controls if necessary
- Trainers might report progress developments to the Academic Manager/Coordinator when necessary
- These comments can be recorded on the student profile on RTO Manager



- The Academic Manager/Coordinator and trainer will undertake positive action and support for the 'At Risk' student to ensure satisfactory course progress
- If the student still does not achieve satisfactory course progress through intervention based on not making an effort and the Academic Manager/ Coordinator's evaluation and comments, the student will be reported on PRISMS for unsatisfactory course progress in line with these IIB's policy and procedures.

5.4 Recording intervention

- IIB maintains records of all contact and counselling undertaken with overseas students who have been deemed to be unsatisfactory in terms of course progress.
- Documentation includes but is not limited to
 - Formal notifications
 - Individual Learning Plans
 - Intervention Support Plans
 - Counselling reports
 - Emails from student
 - Emails from trainers

6. Reporting unsatisfactory course progress including student right to appeal

IIB complies with the requirements to report unsatisfactory course progress as follows:

- Where IIB has assessed an overseas student as not meeting course progress after sending warning letters and implementing intervention strategy, the student is provided with a written notice which:
 - Notifies the overseas student that IIB intends to report the overseas student for unsatisfactory course progress
 - Informs the overseas student of the reasons for the intention to report
 - Advises the student of their right to access IIB's complaints and appeals process, in accordance with Standard 10 (Complaints and Appeals) within 20 working days
- IIB will only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:
 - The internal and external complaints processes have been completed and the decision or the recommendation supports IIB, or
 - The overseas student has chosen not to access the internal complaints and appeals processes within the 20-working day period, or
 - 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 processes by notifying IIB in writing



7. Reporting and Appeals Procedure

- A student has 20 working days from the date of receipt of the Notification of Intention to Report to lodge an appeal to IIB
- Appeals must be made in writing to the management using a *Complaints & Appeals Form* available from Student Services and must include:
 - The reasons for unsatisfactory course progress (supported by documentary evidence)
 - Any additional information in support of their case.
- Students who are lodging an appeal can request to appear before the management
- Students may bring a support person with them to appeals meetings
- The management will evaluate the appeal/complaint within 5 working days and finalise the appeal within 10 working days after the appeal is submitted. All reasonable measures will be taken to finalise the process as soon as practicable.
- The management will consider:
 - Whether the decision to report the student for unsatisfactory course progress was based on the correct procedures
 - Any mitigating circumstances advanced by or on behalf of the student; and
 - Whether the appeal should be upheld or dismissed.
- During the internal appeals process the student will remain enrolled in all courses and continue to attend classes.
- Where the student has chosen not to access the appeals processes within the 20-working day period, or withdraws from the process, the Student Service Department will be notified, and student's CoE will be cancelled on PRISMS.

8. Outcomes of the Appeals Procedures

- The student will be notified of the outcome of the internal appeals process within **10** working days of decision the appeal.
- If the management determines that processes have not been appropriately followed, or that circumstances (e.g., extended illness) have prevented the student from meeting course progress requirements under Standard 8 of the National Code and the ESOS Act, it may uphold the appeal and not report the student's unsatisfactory course progress on PRISMS. The student services will notify the student in writing that the appeal has been upheld.
- If the management determines that due process has been followed and that there are no mitigating circumstances, it will dismiss the appeal and the student services will email the student the outcome of the appeal.
- This email will outline the options to access the external student appeals agent, the Overseas Students Ombudsman, to lodge an external appeal.

9. Complaints and External Appeals

- If the student is dissatisfied with the outcome of the appeal, the student has the right to refer his/her complaint and access external complaints processes such as the **Overseas**



Students Ombudsman within **10** working days from the date advised in the final email and must advise the student services in writing that the student is lodging an appeal.

- The student should go to the 'Making a Complaint' link on the Overseas Students Ombudsman's website, www.oso.gov.au to find information and an online application form if he/she wishes to use the Ombudsman's External Student Appeals process.
- The use of the **Overseas Students Ombudsman is a free service for overseas students.**
- Students may choose their own external Student Appeals agent if they wish. Students should inquire about current fees when they contact the agent.
- After **10** working days, if the student has not lodged an external appeal or if the Student Services Department has not been notified of an external appeal, the student will then be reported through PRISMS.
- If the external complaint handling and/or appeal process results in a decision that supports the student, IIB will immediately implement any decision and/or corrective and preventative action required and advise the student of the outcome in writing.

10. Allowable extensions of course duration

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

- There are compassionate or compelling circumstances, as assessed by IIB on the basis of demonstrable evidence (refer to Appendix 1), or
- IIB has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
- An approved deferral or suspension of the overseas student enrolment has occurred under Standard 9 (deferring, suspending or cancelling a student's enrolment)

If IIB extends the duration of the student's enrolment, IIB advises the student to contact immigration to seek advice on any potential impacts to their visa, including the need to obtain a new visa.

ELICOS Course Progress Monitoring and Reporting Procedures

1. Requirements for achieving satisfactory ELICOS course progress

Students are required to undertake both formative and summative assessments throughout their courses.

In a standard 12-week course, students will partake in summative assessment every four weeks to determine their course progression and specific English language ability. Students will be monitored based on the results of their tests in **Week 4, Week 8 and Week 12** of their study. To pass the test, the student should receive **an overall grade of 60%, or a grade of no less than 50% in each component in the summative test.**

Students may take a summative test and level up prior to the completion of a 12-week course and in advance of their expected advancement timeframe, if their teacher recommends to the Academic Manager/Academic Coordinator that the student is of higher level of ability than they are currently



studying and if the student agrees to progress early. To level-up, a student should receive an overall grade of:

- 80% from the Summative Test 1 in Week 4;
- 70% from the Summative Test 2 in Week 8;
- 60% from the Summative Test 3 in Week 12 (with no less than 50% in each component in the summative test).

Students who attempt to progress early, and fail, will not receive a written warning but will be required to complete the remaining weeks of their standard course before they may attempt the following summative test again.

Students require a **pass mark** (an overall grade of 60%, or a grade of no less than 50% in each component in the summative test) in their final summative test scheduled in their weeks of ELICOS study as stated in the student's CoE, to be able to progress to the next level.

Non-completion of the final summative test, whether by choice or absence, results in a zero mark. Students are able to make arrangements to re-sit the exam by the following Friday, giving the AM two (2) days notice of intent of this, or they will be deemed as not having made satisfactory course progress by default. Exceptions to this will be made in the case of compassion and compelling circumstances, such as illness, however new arrangements to sit the exam must be made within one (1) working week of these circumstances concluding.

Students identified as being below an acceptable level (below 60%) in the final summative test will be involved in the IIB's intervention strategy. Students at the end of their 12-week course who fail to pass their final summative test will receive a **written warning** for failure to meet expected course progression, and be required to repeat the course, unable to progress. Students who do not pass the exit test after a 2nd attempt at the course (12 weeks later under expected conditions) will be receive a **Written Notice of Intention** to Report for failure to meet expected course progression.

Students are given regular verbal feedback on their progress during face-to-face-feedback sessions, which are conducted 1-3 days after the test. Once a month, students are issued with Student Progress Reports after the scheduled assessment, which are progress indicators.

2. Recording and assessing ELICOS course progress

2.1 Recording

All summative test results are to be recorded by the overseas student's teacher on individual class excel spreadsheets within 2 working days after a summative test is held. These spreadsheets are monitored by the ELICOS Academic Coordinator (AC) after each summative test occurs.

2.2 Assessing

The role of assessing course progress is held jointly by the overseas student's teacher and the AC. The teacher is responsible for having a clear understanding of the *Monitoring Overseas Student Progress Policy*, particularly when an intervention needs to occur. This policy is part of the policies and procedures folder accessible in all computers used by IIB teachers. It is the teacher's job to notify the AC in writing when a student needs an intervention.



The AC is also responsible for assessing course progress. They must regularly monitor student summative test results to ensure that teachers are fulfilling their obligations regarding monitoring course progress and to also ensure all students who need an intervention receive one.

3. Intervention strategy to identify and offer support to ELICOS students

Intervention must occur when an overseas student receives a grade of 59% or less in the summative test.

After each summative test, IIB identifies students who are 'at risk' of not making satisfactory course progress by reviewing class session attendance and summative test results. Students deemed to be 'at risk' will receive intervention contact (by e-mail & SMS message) and given the opportunity to discuss Intervention Strategies to assist them in achieving satisfactory course progress within the term.

A letter will be sent to the student by email requesting a meeting with the ELICOS Academic Coordinator (AC) to develop strategies to ensure the student maintains satisfactory course progress.

The AC will meet with the 'At Risk' student to discuss:

- issues that might be causing the unsatisfactory course progress, such as:
 - personal issues (homesickness, money, boyfriend/girlfriend, housing, work)
 - classroom issues (suitability of course, problems with another students/teacher)
- strategies to assist them to achieve satisfactory course progress, such as:
 - possibility of re-assessment
 - attending extra tutorials or participating in study groups
 - receiving individual support and / or mentoring
 - attending counselling if personal issues present

The AC will advise the students about the requirements for achieving satisfactory course progress. The AC will also explain that if the student is deemed to be making unsatisfactory course progress, it could lead to the student being reported to DHA and the cancellation of his or her visa, depending on the outcome of any appeals process.

The AC will maintain a record of each meeting using the *Intervention Support Plan for Course Progress*. A copy of this form will be held on each student's file.

The AC will follow up the progress of the student at times discussed with the student or as the AC deems reasonable if they notice further risk of unsatisfactory course progress.

4. Determining the point at which the student has failed to meet satisfactory course progress.

The AC is responsible for determining the point at which the student has failed to meet satisfactory course progress. They should, on a weekly basis, monitor the number of weeks that every overseas student has left on their CoE. This will allow them to know when a student's final summative test is taking place.

1. Students require a pass mark (**an overall grade of 60%, or a grade of no less than 50% in each component in the summative test**) in their final summative test scheduled in their weeks of ELICOS study as stated in the student's CoE, to be able to progress to the next level.



2. Students identified as having not made satisfactory course progress at the end of their course receive a **First Caution Letter for Unsatisfactory Course Progress**, and are notified that the Intervention Strategy has been implemented and that an appointment with the Student Services Officer has been arranged for the opportunity to discuss support strategies to assist them in achieving satisfactory course progress.
3. Students who fail to meet expected course progression will be required to repeat the course, unable to progress.
4. Where a student has already received a **First Caution Letter for Unsatisfactory Course Progress**, but is identified during a term as 'at risk' of not making satisfactory course progress in their second attempt at their course, either in Week 4, or 8 of the course curriculum, the student will receive a **Second Warning Caution Letter for Unsatisfactory Course Progress**, and given the opportunity to discuss further Intervention Strategies with the AC or Student Services Officer at a scheduled appointment to assist them in achieving satisfactory course progress within the term.
5. At the end of the 2nd attempt to complete the course, students identified as having not made satisfactory progress by failing the final summative test a 2nd time receive a **Written Notice of Intention to Report** letter notifying them of the intention to report the student to DHA, after giving them the right to appeal the decision,
6. 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, 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 the decision.
7. All relevant documentation throughout this process is recorded in the paper-based student file or electronically in LMS in the students' profile.

5. Reporting unsatisfactory course progress

Where IIB has assessed the overseas student as not meeting course progress requirements, the College will give the overseas student a written notice as soon as practicable, using the Intention to report letter.

In this letter, IIB will:

- notify the overseas student that the College intends to report the overseas student for unsatisfactory course progress
- inform the overseas student of the reasons for the intention to report
- advise the overseas student of their right to access IIB's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days.

A student may appeal on the following grounds:

- IIB has not recorded or calculated your marks correctly, or
- There are compassionate or compelling reasons which have contributed to your unsatisfactory progress, or



- IIB has not implemented our intervention strategy in accordance with our documented policies and procedures, or
- IIB has not implemented other policies which may impact upon your results, or
- IIB has not made a relevant policy available to you. (Please specify)

Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

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

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

- the internal and external complaints processes have been completed and the decision or recommendation supports IIB, or
- the overseas student has chosen not to access the internal complaints and appeals process within the **20-working day** period, or
- 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 processes by notifying IIB
- in writing.

Related documents

- Complaints and Appeals Policy and Procedure
- Deferring, suspending or Cancelling the Overseas Student's Enrolment Policy and Procedure
- Monitoring overseas Student Attendance Policy
- Student Wellbeing Support and Counselling Services Policy and Procedure
- Overseas Student Support Services Policy and procedure
- Assessment Policy and Procedures
- Student Handbook
- Staff Handbook
- Intervention Plan for Course Progress



Appendix 1 Compassionate and Compelling Circumstances Definition

'Compassionate or compelling' circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas 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 overseas 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 overseas student's studies; or
- 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 overseas student (these cases should be supported by police or psychologists' reports)
- where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa

These are only some examples of what may be considered compassionate or compelling circumstances.

Registered providers should outline what is considered compassionate or compelling circumstances in their own policies and use their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, registered providers should consider documentary evidence provided to support the claim, and should keep copies of these documents in the overseas student's file.

(excerpt from Standard 8 Overseas Student Visa Requirements Guidance Note p.4)



Appendix 2 VET Academic Progress Intervention Strategy Procedure Flow Chart

