



INSTITUTE OF
INTELLECT BLENDING

VET | Monitoring and Reporting Course Progress Policy & Procedures

Creation/Revision date	File Name	Comments	Created/Revised by
2019	VET Monitoring and Reporting Course Progress Policy and Procedures	Policy and procedure created	
29/03/2022	VET Monitoring and Reporting Course Progress Policy and Procedures V2022.1	Policy and procedures have been updated in line with practices and requirements	Updated by Academic Manager reviewed and approved by Campus Manager, SEM & Director
27/07/2022	VET Monitoring and Reporting Course Progress Policy and Procedures V2022.2	Policy and procedures have been updated in line with internal performance assessment results and recommendations	Updated by CM, reviewed and approved by Academic Manager, SEM & Director
08/05/2023	IIB VET Academic Progress and Reporting Policy & Procedures V2023.1	Rename filename to avoid confusion, review and update	Updated by Academic Manager reviewed and approved by Campus Manager, SEM & Director

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 Engagement 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.
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Policy Statements

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:

- Informing students of course progress requirements
 - Requirements for achieving satisfactory course progress.
 - Process for assessing and recording course progress.
 - Intervention strategy to identify and offer support to those students at risk of not meeting course progress requirements.
 - Reporting unsatisfactory course progress including student right to appeal
 - Allowable extensions of course duration
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Policy Statements (cont.)

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

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 decide with the Academic Manager to undertake the assessment task. Students submitting assessments after the term are subject to Late-Submission fees (\$100 per unit).

Requirements for achieving satisfactory course progress

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 decide with the Student Engagement 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 Engagement Manager through SEO.

VET Course Progress Monitoring and Reporting Procedures (cont.)

Requirements for achieving satisfactory course progress (cont.)	<p>The program of support implemented by the Academy may include:</p> <ul style="list-style-type: none">○ Attending counselling regarding learning○ Receiving individual coaching○ Referral to the Counsellor to assist with personal issues that may be affecting progress. <p>Records of the implementation of the additional program of support are kept in the student's file.</p> <p>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.</p>
Process for assessing and recording course progress	<p>IIB uses the following to assess and record course progress:</p> <ul style="list-style-type: none">○ 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:<ul style="list-style-type: none">– 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 Engagement
Identifying students at risk	<ul style="list-style-type: none">○ 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 Engagement Manager and Academic Manager/Coordinator is responsible for the implementation and monitoring of the intervention strategy.

VET Course Progress Monitoring and Reporting Procedures (cont.)

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.

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

Procedures for intervention strategy

- 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.
 - 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.
 - 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.
 - Within 7 days of the completion of the 10 weeks of study period, the Student Engagement 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.
 - 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.
 - In accordance with IIB's intervention strategy policy, students identified as being at risk will be sent the First (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.
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VET Course Progress Monitoring and Reporting Procedures (cont.)

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

Procedures for intervention strategy (cont.)

- 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.
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- 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.
- In accordance with IIB's intervention strategy policy, students identified as being at risk will be sent the First (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.
- 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.
- If a student has received the First (1st) 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 Final Warning Letter for Unsatisfactory Course Progress will be sent to the student requiring him to attend an interview with the Academic Manager/Coordinator
- If the student attends intervention meetings after receiving the Final Warning Letter, the Academic Manager/Coordinator will discuss possible recommendations and submit an intervention support plan, if necessary, approved by student's written consent.

VET Course Progress Monitoring and Reporting Procedures (cont.)

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

Procedures for intervention strategy (cont.)

- If a student fails to attend an interview within 7 days after receiving the Final warning letter, the Notice of Intention to Report (ITR) for Unsatisfactory Course Progress will be sent to the student.
- 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.



VET Assessment Submission Due Dat



VET First Warning Letter-Academic Pro



VET Final Warning Letter - Academic Pr



VET WNOITR-Academic F

Completion of assessments through intervention

As part of their intervention plan, students might be required to complete the assessments in discussion with the AM/ 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.

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

VET Course Progress Monitoring and Reporting Procedures (cont.)

- 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.
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Intervention Strategy to identify and offer support to those students at risk of not meeting course progress requirements (cont.)

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 Engagement 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 Engagement Officer, trainer, or support service on a regular basis for follow up. This is to be determined as part of the intervention strategy

VET Course Progress Monitoring and Reporting Procedures (cont.)

Intervention Strategy to identify and offer support to those students at risk of not meeting course progress requirements (cont.)	Monitoring students	<ul style="list-style-type: none">○ 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 trying 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.
	Recording intervention	<ul style="list-style-type: none">○ 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<ul style="list-style-type: none">– Formal notifications– Individual Learning Plans– Intervention Support Plans– Counselling reports– Emails from student– Emails from trainers
	Reporting unsatisfactory Course Progress	<p>IIB complies with the requirements to report unsatisfactory course progress as follows:</p> <ul style="list-style-type: none">○ 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:

VET Course Progress Monitoring and Reporting Procedures (cont.)

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

Reporting unsatisfactory Course Progress (cont.)

- 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.

Appeals Procedures

- 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 an *Internal Appeals Form* available from Student Engagement and must include:
 - The reasons for unsatisfactory course progress (supported by documentary evidence)
 - Any additional information in support of their case.



Internal appeals

- 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:



IIB Assessment
Appeals Procedure F

Appeals Procedures (cont.)

Internal appeals (cont.)	<ul style="list-style-type: none">– 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. <ul style="list-style-type: none">○ 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 Engagement Department will be notified, and student's CoE will be cancelled on PRISMS.	 <p>IIB Internal Appeal Form V2023.1.docx</p>  <p>IIB Intervention Support Plan for Co</p>
Outcomes of the Appeals Procedures	<ul style="list-style-type: none">○ 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 Engagement 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 Engagement will email the student the outcome of the appeal.○ This email will outline the options to access the external student appeals agent, the Commonwealth Ombudsman, to lodge an external appeal.	
Complaints and External Appeals	<ul style="list-style-type: none">○ 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 Commonwealth Ombudsman within 10 working days from the date advised in the final email and must advise the Student Engagement in writing that the student is lodging an appeal.○ The use of the Commonwealth Ombudsman is a free service for overseas students (https://www.ombudsman.gov.au/) Online: You can make a complaint online by using the <u>online complaint form</u>. Phone: You can contact Ombudsman by telephone, 9am to 5pm Monday to Friday. In Australia, call: 1300 362 072 (calls from mobile phones at mobile phone rates). Outside Australia, call +61 2 6276 0111.	

Appeals Procedures (cont.)

Complaints and External Appeals (cont.)

- 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 Engagement 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.

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 based on 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.

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 Flow Chart

