

## Course Progression Monitoring Policy and Procedure

### 1. Scope:

This policy applies to International Students enrolled at Vibe College and all Vibe College staff who deal with all matters concerning International Students.

### 2. Definitions

- **National Code:** The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas students 2018, established pursuant to Part 4 of the ESOS Act 2000, as amended from time to time.
- **ESOS Act:** Education Services for Overseas Students Act 2000
- **DHA:** Department of Home Affairs
- **PRISMS:** Provider Registration and International Students Management System
- **Unsatisfactory Course Progress:** Where the student has failed or is deemed Not Competent (NC) in 50% or more of the units attempted in any study period based on evidence from student's assessment tasks and activities.
- **Not Yet Competent (NYC):** failed to perform to the standard expected.
- **"At risk" students:** Any student with a NC result in 50% or more units on competency
- **CoE:** Confirmation of Enrolment
- **SMS:** Student Management System
- **Study Period:** a discrete period of study within a course as defined as 9 - 12 contact weeks.

### 3. Policy:

This policy is created pursuant to Section 19 of the ESOS Act 2000 and Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

Students are informed of the requirements regarding course progress at multiple stages prior to enrolment and commencement of studies. These include, but are not limited to:

- Pre-enrolment summary of the Vibe College Course Progress and Monitoring Policy, as outlined in the Student Handbook and Pre-Enrolment Guide
- Vibe College Course Progress and Monitoring Policy available on the Vibe College website: [www.vibecollege.edu.au](http://www.vibecollege.edu.au)
- Link to this policy contained within each overseas student's written agreement/offer letter and issued from Vibe College CRM system
- Specific progression monitoring practices, timeframes, and assessment due dates as part of the Student Orientation for each course

For ESOS purposes Vibe College's study period is defined as a 'term' of study. The duration of a term varies within different courses.

Students are required to achieve competency in a minimum of 50% of enrolled units in each study period, regardless of term length. Resubmission attempts will not be factored into the monitoring deadline, unless compassionate or compelling circumstances apply.

The Trainers and Student Support Officers will work together to finalise grades, run reports, and communicate with students if they have not met the requirements at the end of a given term of study.

#### 3.1 Course Monitoring:

- a. Vibe College systematically monitors, records, and assesses students' course progress. Vibe College proactively notifies students identified as being at risk of failing to meet their course

progress requirements, implementing appropriate intervention strategies in order to support students to meet course progress requirements and complete their course within the expected duration specified on the overseas student's CoE.

All competency results for students are recorded in Vibe College's Student Management System – RTO Manager

- b. Unsatisfactory course progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in one study period.
- c. Vibe College assesses each student's course progress at the endpoint of each study period. A 'study period' is usually a contact period of nine to twelve (9 - 12) weeks. The number and length of each study period per qualification, will be laid out in a student's course timetable and provided to the student upon completion of the enrolment process.  
During the orientation process, students are again informed of their course progress requirements and progress review dates.

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Reasons for which students are deemed "At Risk" of not achieving satisfactory course progress may include (but not limited to):

- Fails to attend class for two or more consecutive calendar weeks.
- Is deemed to have irregular attendance that places satisfactory course progress at risk.
- Is deemed to have an identified Language, Literacy and Numeracy (LLN) issue affecting study in the course, classroom behaviour, or other issues.
- Fails to achieve competency in a unit that would normally be completed prior to the end of the study period.
- Did not perform satisfactorily in the previous study period.
- Does not response to Vibe College's attempts to assist the student in achieving satisfactory course progress.

### **3.2 Intervention Strategy and Agreement Procedure:**

An Intervention Strategy is initiated by:

- a. Notifying students in writing that they have been identified as not achieving satisfactory course progress and assist them to achieve the satisfactory course progress.
- b. Requesting that the student contact the College to make an appointment to meet and discuss the activation of an intervention strategy agreement.
- c. Following discussion with the student, creating a formal intervention strategy agreement, which is then acknowledged, and the terms accepted, by both the student and the nominated Vibe College member of staff

The Intervention Strategy Agreement is activated as soon as practicable from the commencement of the second consecutive study period, or earlier if necessary.

The strategies offered to help students meet course progress requirements may include, but are not limited to:

- Implementation of strict attendance requirements
- Requirement to submit all subsequent assessments by the identified submission due date.
- Discuss opportunities for makeup classes designed for intervention.
- Counselling sessions with the applicable Department Coordinators
- Individual case management
- Opportunity for re-assessment
- Assigning a trainer mentor for ongoing monitoring
- Invitation for inclusion in support study groups or tutoring
- A combination of the above with a reduction in course load
- Re-affirming with students that unsatisfactory course progress in two consecutive study periods may result in student being reported to the Department of Home Affairs, which may result in cancellation of their student visa (pending appeals process)

After an Intervention Strategy Agreement has been put in place for a student, all documentation and evidence of the intervention process, including measures used to assist a student, will be saved electronically to the student's file.

The student's adherence to the terms of the Intervention Strategy Agreement will be monitored and appropriate action taken should the student deviate from these terms. These actions may include:

- Meeting with the student to again remind of agreed terms, requirement to achieve satisfactory course progress and possible consequences of continued unsatisfactory progress.
- Issuance of another formal warning should agree terms continue to be disregarded by the student.
- Issuance of Notice of Intention to Report

### **3.3 Reporting Unsatisfactory Course Progress or Unsatisfactory Course Attendance Warning Letter**

Student support officer to prepare and send warning letter to all students who have been deemed as not achieving satisfactory course progress for one study period.

- Warning letter must list the start date and completion date of the study period in question, along with a list of units from that study period deemed not competent.
- Re-affirm that unsatisfactory course progress in two consecutive study periods may result in student being reported to the Department of Home Affairs which could result in cancellation of their student visa (depending on outcome of the appeals process)
- Once complete, warning letter is emailed to the student, copy sent to the respective trainer and copy saved on student file.

- Student name is to be added to Unsatisfactory Course Progress and Intervention Strategy Tracking Spreadsheet. For tracking purposes for student in their second consecutive study period.
- Notes to be added to student account in RTO Manager.

The warning letter requires students to contact the College within 10 working days to arrange a time to meet with the Student Support Officer in order to create/implement an Intervention Strategy Agreement.

Once an Intervention Strategy has been developed and agreed between Vibe College and the student, the student will have to sign to indicate that he or she understands and agrees with the Intervention Strategy.

From that point, the student is required to comply with the Intervention Strategy which has been developed for him/her over subsequent study periods.

Failure to do so will result in a warning letter being issued to the student, and continued failure to honour the agreement will result in a Notice of Intention to Report the student to DHA for not complying with this policy.

### **3.4 Notice of Intent to Report:**

Students identified as not making satisfactory course progress in a second consecutive study period, will be notified in writing (Notice of Intention to Report Letter) as soon as practicable of the College's intention to report the student to the Department of Home Affairs for unsatisfactory progress.

Within the Notice of Intention to Report Letter, students are informed of the following:

- Reason/s the College intends to report them to the Department of Home Affairs
- A statement that the student has breached their visa condition in relation to course progress requirements under the National Code and Vibe College Policy
- Advising the student of their right to access the College's complaints and appeals process in accordance with Standard 10 of the National Code (Complaints and Appeals) and that they have 20 working days in which to do so (please refer to Vibe College Complaints and Appeals Policy)
- A consequence statement if the student fails to respond to the Letter of Intention to Report then:
  - Cancellation of the student's enrollment will take into effect.
  - Such cancellation may affect the student's visa and they will need to seek appropriate advice regarding these implications.

The student will also be notified that the College will maintain the student's enrolment and cancellation will not take effect, until the appeals process has been completed.

Students failing to make satisfactory course progress will be reported to the Department of Home Affairs only after:

- Reason/s the internal and external complaints and appeals processes have been completed and the breach has been upheld.
- The student chooses not to access the internal complaints and appeals process within the 20 working days period.
- The student chooses not to access the external complaints and appeals process.

- The student withdraws, in writing, from the internal or external complaints and appeals process.
- Advising the student of their right to access the College's complaints and appeals process.

The decision not to report and cancel a student's enrolment should circumstances under the appeal investigations/assessment identify:

- Vibe College's failure to record or calculate a student's marks accurately and the student was in fact achieving satisfactory course progress, Vibe College will not report the student and under the circumstances, will determine whether the intervention strategy agreement will remain in place.
- Vibe College had not implemented its intervention strategy and other relevant policies were not made available to the student, the student will not be reported, and steps will be taken to immediately implement the College's intervention strategy and provision of support options to assist the student to achieve satisfactory course progress.
- The student was able to provide genuine evidence demonstrating that compassionate or compelling circumstances apply, ongoing support will be provided to the student through the Vibe College's intervention strategy and the student will not be reported:
  - '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)

Any changes to the student's enrolment will be reported via PRISMS in accordance with Section 19 of the ESOS Act within 31 days.

## 21.8 Circumstances Under the Appeal Process

Should investigations and/or assessment of the appeal process identify:

- Vibe College's failure to record or calculate a student's marks accurately and the student was in fact achieving satisfactory course progress, then Vibe College will not report the student and under the circumstances and will determine whether the intervention strategy agreement will remain in place.
- Vibe College had not implemented its intervention strategy and other relevant policies were not made available to the student, the student will not be reported, and steps will be taken to immediately implement the College's intervention strategy and provision of support options to assist the student to achieve satisfactory course progress.

The student was able to provide genuine evidence demonstrating that compassionate or compelling circumstances apply, ongoing support will be provided to the student through the Vibe College's intervention strategy and the student will not be reported.

### 4. Procedure:

The following procedure outlines the stages in the course progress and monitoring process. Students are made aware of the course requirements for each study period and the Course Progress Monitoring Policy during the Student Orientation Session.

### **Stage 1: First Warning Letter – Unsatisfactory Course Progress**

1. Within seven (7) days of the completion of each study period, the respective trainer will update student results through the trainer portal of the student management system (SMS)
2. Two (2) weeks after the end of each study, the data and reporting officer/s generate student progress reports (per qualification) from the SMS and forward a list of students who have been identified as not successfully completing or demonstrating competency in at least 50% of the course requirements in one compulsory study period to the student support officer.
3. A determination of poor progression in a study period will be saved against the student's file in the SMS.
4. Student support officer to prepare and send warning letter to all students who have been deemed as not achieving satisfactory course progress for one study period along with an invitation to attend an intervention strategy meeting, by the end of the third consecutive week of each study period.
5. If the student fails to contact the College within 5 working days, the Student Support Officer must try to initiate contact using a range of methods including, telephone, SMS, and email. Each contact attempt is noted in the student's account in RTO Manager.

### **Stage 2: Intervention Strategy Agreement**

1. Student support officer meets with the student to discuss the student's unsatisfactory progress, student support options and creates a formal intervention strategy agreement.
2. The Agreement is acknowledged, and the terms accepted, by both the student and the student support officer.
3. The student support officer, in conjunction with the trainer/assessor and Course Coordinator, will monitor the student's adherence to the terms of the Intervention Strategy Agreement and take appropriate action should the student deviate from these terms.

### **Stage 3: Notice of Intention to Report**

1. Where students are identified as not making satisfactory course progress in a second consecutive study period, Notice of Intention to Report will be issued, as soon as practicable advising of the College's intention to report the student to the Department of Home Affairs for unsatisfactory progress.
2. Where students identified as not making satisfactory course progress for a second, but not consecutive study period, will not be reported, but will again be required to undergo further intervention and again be subject to an Intervention Strategy Agreement
3. Students are informed that they have the right to access the College's complaints and appeals process in accordance with Standard 10 of the National Code (Complaints and Appeals) and that they have 20 working days in which to do so.
4. The decision to report and cancel a student's enrolment will be actioned, should:

- 4.1.1. The internal and external complaints processes have been completed and the breach has been upheld.
- 4.1.2. The student chooses not to access the internal complaints and appeals process within the 20 working days period.
- 4.1.3. The student chooses not to access the external complaints and appeals process.
- 4.1.4. The student withdraws, in writing, from the internal or external complaints and appeals process.
5. Any changes to the student's enrolment will be reported via PRISMS in accordance with Section 19 of the ESOS Act within 31 days, after any appeals process has been exercised and exhausted.