MONITORING COURSE PROGRESS – POLICY AND PROCEDURE

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Australian Institute of Innovation & Technology

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PURPOSE

The purpose of this policy is to provide framework for dealing with unsatisfactory course progress and taking remedial actions for international participants. This policy also ensures that international participants maintain satisfactory course progress throughout the duration of their enrolment.

SCOPE

This policy applies to all international participants enrolled to study at Australian Institute of Innovation and Technology (AIIT).

POLICY STATEMENT

As a "registered provider" under the Education Services for Overseas Participants Act 2000 (ESOS Act) AIIT is bound by that Act and subsequent Education Services for Overseas Participants Regulations 2001 and the National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Participants 2007 (National Code). Under the guidance and framework provided by these Acts, Regulations and Codes, the AIIT will conduct all course progress requirements ethically, honestly and with fairness to all parties.

LEGISLATIVE CONTEXT

- National Vocational Education and Training Regulator Act 2011
- Education Services for Overseas Student Act 2000 (ESOS Act) including section 19
- The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Participants 2007 (the National code) – Standards 8, 9 and 10

Standard 10 of the National Code 2007 requires that registered providers systematically monitor participants' course progress. Registered providers are proactive in notifying and counselling participants who are at risk of failing to meet their course progress requirements. Registered providers report participants, under section 19 of the ESOS Act, who have breached the course progress requirements.

The monitoring of course progress allows AIIT to comply with its obligation under the National Code in particular, Standard 9 (Completion within the expected duration of study) and Standard 10 (Monitoring course progress), in respect of Student Visa holders.

Standard 8 allows participants to use a fair and inexpensive complaints and appeals process to justify their poor course progress. It also enables them to get assistance from an independent external body if needed.

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POLICY

1. Under Standard 11.2 of the National Code 2007, a provider who implements the Department of Education-DIBP Course Progress Policy and Procedures for its vocational education and training (VET) courses is not required for ESOS purposes to monitor attendance for those courses.

2. Australian Institute of Innovation and Technology (AIIT) has registered through PRISMS to implement Department of Education-DIBP Course Progress Policy and Procedures.

3. The monitoring of course progress allows Australian Institute of Innovation and Technology (AIIT) to comply with its obligation under the National Code in particular, Standard 9 (Completion within the expected duration of study) and Standard 10 (Monitoring course progress), in respect of Student Visa holders. Consistent with the National Code Standard 10 and the DoE/DIBP Course Progress Policy and Procedures, the institute will monitor record and assess the course progress of each participant.

4. International participants are required to maintain satisfactory course progress. International participants do not meet AIIT's satisfactory course progress requirements if they:
   a. *deemed 'Not Yet Competent' outcome for 50% or more of the units of competency during a Study Period.*

5. The course progress requirements are made clear to each participant during the Orientation Program.

6. The course progress is closely linked to participant's active participation in-class learning, assessment activities and timely completion of assessments. At the beginning of each unit of competency, trainers/assessors will provide information on assessment requirements, conditions, assessment due dates and other relevant competency requirements.

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GENERAL PROCEDURES

1. CRICOS timetables are prepared for each qualification/class in accordance with registered course duration in PRISMS. Participants get a copy of the CRICOS timetable at the orientation prior to course commencement. This timetable shows:

   - The units of competency
   - Nominal delivery hours
   - Assessment schedule
   - Term breaks

2. In compliance with National Code Standard 10 the Intervention Officer(s) will monitor the course progress of each participant.

3. **Requirements for achieving satisfactory course progress:**

   3.1 Participants need to achieve a minimum of 50% or more of the units of competency enrolled in AIIT's registered VET course to achieve satisfactory course progress.

   3.2 Participants need to be aware that they will be reported to DIBP if they do not maintain satisfactory course progress.

   3.3 AIIT has early intervention strategies in place to ensure that participants who are deemed 'NYC' (failed) for any unit of competency are identified and assisted to maintain their satisfactory course progress by relevant AIIT personnel.

4. **Process for assessing satisfactory course progress:**

   4.1 Attendance and assessment results are recorded and monitored weekly by the Intervention Officer(s) at the end of each unit of competency as follows:

      4.1.1 Trainer(s) enter all the participant results from each of their class.

      4.1.2 Participant results (C or NYC) are updated in aXcelerate under each participant's profile by Intervention Officer(s).

      4.1.3 Intervention Officer(s) identify the participants who are deemed 'NYC' for any unit of competency.

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5. **Procedures for intervention for participants at risk of failing to achieve satisfactory course progress**

5.1 AIIT has early intervention strategies in place to ensure that participants maintain 100% of course progress during their studies.

5.2 AIIT has identified that it is the best practice to intervene at unit level as this poses a risk of failing to achieve satisfactory course progress and the intervention should be activated as soon as participant receives a 'NYC' result.

5.3 This ensures that participants are constantly being informed the importance of maintaining 100% satisfactory course progress throughout their studies.

5.4 Intervention strategy is activated for participants who have received 'NYC' result for any unit of competency at the end of a unit completion.

5.5 This means that participants who are deemed Not Yet Competent, their names are placed into the aXcelerate's 'Unit Feedback' email and sent to each participant.

5.6 Participants with NYC results are encouraged to make appointments with Intervention Officer(s) to discuss the reasons of their NYC results (failures).

5.7 Participant appointments are recorded in each participant's profile in aXcelerate and these appointments act as a counselling session to discuss the reasons of participant's NYC result(s) (failures).

5.8 Once a Counselling session is finalized and signed by the participant, Intervention Officers continue to monitor the progress of these participants.

5.9 The Participants who have failed 2 or less number of Unit of competency will work on these reassessments with their Trainers under the Student Intervention Training (SIT) Program. Participants who have failed more than 2 Units of Competency, a special Student Intervention Training (SIT) Program is arranged for the participants. A special timetable is developed outside the normal course timetable to enable them to maintain course progress.

5.10 A sanction is placed on the participants file in aXcelerate so that these participants can be monitored regularly with feedback from the trainers.

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Process for determining the point at which the student has failed to meet satisfactory course progress

5.11 At the end of each term of study, the Student Intervention Officer(s) will generate a report from aXcelerate which lists the participants that received NYC units for that study period. Participants who are deemed NYC or failed 50% or more of the units of competency attained in that study period will be deemed as failing to meet satisfactory course progress.

5.12 The Student Intervention Officer(s) will contact each international participant who are identified as failing to meet satisfactory course progress and arrange an appointment with RTO Manager or other designated staff for counselling session to be held as specified within five (5) days of that communication.

5.13 During the academic counselling session, the Student Intervention Officer in consultation with the RTO Manager will determine what additional support will be provided to the international participant. This may include, but is not limited to, the international participant:

- attending Special Intervention Training (SIT) Program which is conducted on weekly basis by designated trainer/assessor;
- attending academic skills programs and/or assistance with LLN issues if any;
- attending at least a specified number of scheduled classes during specified period of time;
- attending counselling;
- receiving assistance or professional help with personal issues which are influencing Course Progress;
- receiving mentoring; or
- a combination of the above.

During the academic counselling sessions, the participant will also be advised:

- on the suitability of the course in which they are enrolled;
- of opportunities to demonstrate the necessary competency in areas in which they had not been previously able to demonstrate competency;
- of the possibility that conditions may be placed on their enrolment and that continued unsatisfactory course progress in two consecutive terms of study could lead to their enrolment being terminated, resulting in a report to DIBP which may result in the cancellation of their student visa (based on the decision of DIBP).

5.14 A record of the academic counselling session (Intervention form/Counselling form) and any additional support to be provided will be documented and signed by the Student Intervention Officer(s)/PEO/RTO Manager/ and the participant and placed on the participant's file.

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Continuing failure to meet course progress requirements:

5.15 If an international participant fails to meet the course progress requirements in a second consecutive term of study after an intervention strategy has been put in place, Student Services will advise the international participant in writing of the intention to report the participant for not achieving satisfactory course progress. The international participant will also be advised that they have a right to appeal the decision within 20 working days of the date stated on the letter.

5.16 If a participant is identified for a second, but not consecutive, study period as not making satisfactory course progress, AIIT does not report the participant for unsatisfactory course progress.

6. **Complaints and appeals process for intention to report**

6.1 A participant may appeal to the intention to report decision on the following grounds:

   i. provider's failure to record or calculate a participant's marks accurately,
   ii. compassionate or compelling circumstances, or
   iii. Provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the participant.

6.2 If the international participant lodges an appeal, during the period the appeal is being considered, the international participant must continue their studies in the course until the outcome of that appeal has been finalized.

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

6.4 If the appeal shows that there was an error in calculation, and the participant actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), AIIT does not report the participant, and there is no requirement for intervention.

6.5 If the appeals process shows that the participant has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the participant through AIIT's intervention strategy, and AIIT does not report the participant.

6.6 Where the international participant has chosen not to access the complaints and appeals process, the participant withdraws from the process, or the process is completed (ie. the participant's appeal was unsuccessful) within 20 working days, the international

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participant's enrolment will be formally terminated and the Student Services Officer will report the participant to DIBP and Department of Education via PRISMS. A copy of all the participant's documentation along with the cancelled CoE, PRISM variation report and any other relevant document(s) should be uploaded in aXcelerate as well as placed in the Participant's file.

6.7 DIBP will consider all the information available and if they decide to consider cancellation, DIBP will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Participants will be given an opportunity to respond to the NOICC and explain their situation. The participant does not need to attend a DIBP office.

Staff involved /responsible for recording, monitoring, counselling and reporting on course progress

- Trainers/Assessors
- RTO Manager
- Student Services Officer(s)
- Student Intervention Officer(s)
- PEO
- Student Welfare

Policy review

This policy covers all international participants studying at AIIT. This policy is available to participants and staff by way of the college website(s) and through participant/staff orientation handbooks.

This policy will be reviewed as part of the College's one-year policy review cycle or as required by regulatory changes.

DEFINITIONS

Unsatisfactory Course Progress	Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.
Failing a unit	Means being assessed as "Not Yet Competent" for a completed unit.
Study period	Defined as one term.
At the Risk International Participants	Obtained Competency 50% below of the units attained during a Study Period.

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