Student Course Progress Policy (VET)

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Approved By: VET Council
Policy Owner: Dean, VET
Policy Area: VET
Audience: Public

1. Purpose

1.1 This policy provides the framework for the monitoring of the course progress, of all VET students at Stanley College.

2. Scope

2.1 This policy applies to:
- 2.1.1 all students studying a VET course at Stanley College; and
- 2.1.2 academic and support staff.

3. Responsibility

3.1 The Academic Administration team is responsible for the review / assessment of course progress.
3.2 The Student Services Team is responsible for managing the course progress outcomes.

4. Definitions

Appeal	A request for a decision to be reviewed by an independent area. Appeals can be lodged about academic and non-academic decisions made, including: • student misconduct • refused transfer requests • course progress • student enrolment cancellation.
CoE	A document, provided electronically, that is issued by Stanley College to an international student when they enrol in a Stanley College course. This CoE must accompany their application for a student visa, submitted through DHA.
Compassionate or Compelling Circumstances	Circumstances generally out of the student's control which will have an impact upon the student's wellbeing or course progress.
Course Progress	The academic progression of students enrolled to study in Stanley College courses. Students are expected to maintain satisfactory results.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students.

DHA	The Department of Home Affairs, which includes responsibility for immigration matters.
Domestic Students	A student who is an Australian citizen, a New Zealand citizen, the holder of an Australian Permanent Resident visa or the holder of an Australian humanitarian visa.
ESOS Act	The *Education Services for Overseas Students Act 2000* of the Commonwealth of Australia.
International Student	A student studying in Australia on a student visa issued by DHA.
Intervention Strategy	Action taken by Stanley College to assist a student who is making unsatisfactory progress in their program.
National Code 2018	The National Code of Practice for Providers of Education and Training to Overseas Students 2018, established pursuant to Part 4 of the ESOS Act.
Offer Letter	An offer for admission into a Stanley College course. Some offers may include conditions placed on the admission, which may include pre-requisites.
PRISMS	Provider Registration and International Students Management System: the Australian Government database that provides Australian education providers with Confirmation of Enrolment facilities required for compliance with the ESOS legislation.
Trainers	A person who provides training on behalf of Stanley College.
VET	Vocational Education and Training.

5. Policy Provisions

Principles

5.1 This policy details the requirements of satisfactory course progress, the monitoring of each student's course progress and the actions required where students are at risk and/or have been deemed as not achieving satisfactory course progress (unsatisfactory course progress).

5.2 Stanley College is responsible for monitoring of the enrolment load of each student to ensure they are able to complete their course within their expected duration of their CoE, as per the National Code 2018.

5.3 This policy includes:
requirements for achieving satisfactory course progress;

5.3.1 processes for recording and assessing course progress requirements;

5.3.2 processes to identify international students at risk of unsatisfactory course progress;

5.3.3 details of the registered provider's intervention strategy to assist overseas students at risk unsatisfactory course progress; and

5.3.4 processes for determining the point at which the overseas student has failed to meet satisfactory course progress.

5.4 Where the registered provider has assessed the student as not meeting satisfactory course progress requirements, the registered provider must give the student a written notice as soon as practicable which:

5.4.1 notifies the student of their unsatisfactory course progress;

5.4.2 notifies the student that Stanley College intends to report the student for unsatisfactory course progress to DHA (for international students only); and

5.4.3 advises the student of their right to access the complaints and appeals process within 20 working days, as outlined within the *Student Complaints and Appeals Policy.*

5.5 Stanley College will provide students with information on course progress policy and procedure though its website, Student Handbook-International and Offer Letter. See Table 1 for the approved text:

Table 1 – Approved Text for use in Student Handbook – International and Offer Letter - International

Course Progress Policy and Procedure

As an International Student you are required to maintain satisfactory course progress as a condition of your student visa. Stanley College must monitor, assess and record your course progress, and must intervene if you are at risk of unsatisfactory course progress. This requirement is as per the National Code of Practice for Providers of Education and Training to Overseas Students 2018 (Standard 8).

Stanley College will review your progress at the end of each Study Period (10 weeks). Your results and attendance for the units scheduled during that study period will be reviewed.

Your course progress will be deemed SATISFACTORY if:

● You have successfully completed[#] or demonstrated competency in at least 50% of the units scheduled during that study period (study period = 10 weeks)

[#]Successfully completing a unit (where competency is not yet determined), is where you have achieved a satisfactory result, for each unit, for all assessments that were due to be submitted, in the study period, and have attended more than **65%** of the scheduled contact hours for each unit during the study period.

Your course progress will be deemed UNSATISFACTORY if:

● You have not attended more that 65% of the scheduled contact hours (per unit) and/or not successfully completed[##] or demonstrated competency in at least 50% of the units scheduled in two (2) consecutive study periods (study period = 10 weeks)

[##]Not successfully completing a unit (where competency is not yet determined), is where you have achieved a Not Satisfactory Result (including did not submit/did not attend) for one or more assessments due to be submitted, in the period.

Where you are assessed as having unsatisfactory course progress, Stanley College must issue you with a Notice of our Intention to Report – Unsatisfactory Course Progress, which includes a report to the Department of Education and Training, via PRISMS. The Department of Home Affairs is notified of a student whose course has been deferred suspended or cancelled through PRISMS, which may affect your student visa.

Course Progress Requirements

5.6 Satisfactory course progress is achieved when a student has successfully completed or demonstrated competency in at least 50% of the units scheduled during each study period (study period = 10 weeks)

5.7 Has attended more than 65% of the scheduled contact hours for that unit, during the study period.

5.8 Successfully completing a unit (where competency is not yet determined), is where a student has achieved a Satisfactory Result for all assessments due to be submitted, for the specific unit, in the period.

5.9 Where a student is identified as not having successfully completed at least 50% of the units scheduled within a study period and/or has NOT attended at least 65% of the scheduled contact hours for more than 50% of the units undertaken, the student is identified 'at risk' of unsatisfactory course progress and the Intervention Strategy is implemented.

5.10 If the student fails the second consecutive study period after an intervention strategy has been implemented, the student will be deemed to have unsatisfactory course progress.

5.11 Unsatisfactory course progress is when a student has not attended more than 65% of the schedule contact hours, and / or has not successfully completed or demonstrated competency in at least 50% of the units scheduled in two (2) consecutive study periods (study period = 10 weeks)

5.12 Not Successfully completing a unit (where competency is not yet determined) is where a student has achieved a Not Satisfactory Result (including did not submit/did not attend) for one or more assessments due to be submitted in the period.

Intervention Strategy Principles

5.13 An *Intervention Strategy* is an individual plan developed by the Student Support Officer in conjunction with relevant Faculty Manager in consultation with the student. It provides details of specific assistance and/or advice given to the student to address the issues preventing the student from achieving satisfactory course progress. Further information about the intervention strategy process is outlined in the *Student Course Progress Procedure (VET).*

5.14 An *Intervention Strategy* can also be implemented for students identified 'at risk' of not achieving satisfactory course progress through observation by a Trainer or staff member. A *Student Observation Record (SORE)* will need to be completed and provided to Student Services Team for the process to be implemented.

5.15 An intervention strategy requires a meeting involving the student and Student Support Officer together with Faculty Manager, where relevant. The intervention strategy is designed to determine why the student is 'at risk' and to develop strategies to assist the student to meet the course requirements within the required timeframe or resolve the issues which may result in the cancellation of their enrolment. The following indicators could identify an 'at risk' student:

- 5.15.1 failing more than 50% of units during a study period;
- 5.15.2 erratic and/or unsatisfactory/attendance (less than 65%);
- 5.15.3 unsatisfactory assessment outcomes;
- 5.15.4 lack of interest or participation in class; and
- 5.15.5 negative interaction or behavioural issues.

5.16 After the intervention strategy is discussed and agreed with the student, the intervention strategy will be recorded on the *Intervention Strategy Form_ISF* (merged from the student management system) a copy is to be provided to all related parties, i.e. student, faculty manager/ trainers and uploaded to the Student Management System.

5.17 The Student Services Officer may use the following list of potential proven strategies that may assist the student:

- 5.17.1 adjusted course schedule (including change of session times);
- 5.17.2 appointing a class 'buddy', who attends same class to offer support;
- 5.17.3 revised assessment plan which would allow students to complete and submit assessments later than other class members;
- 5.17.4 direct student to attend relevant Assessment Support Sessions;
- 5.17.5 direct student to attend workshops on study skills;
- 5.17.6 referral for English level assessment test;
- 5.17.7 referral for additional English language classes, which may require deferral of Stanley College studies;
- 5.17.8 providing advice re course suitability and transfer to an alternative course where appropriate;
- 5.17.9 referral to in-house or independent health and counselling services; and/or
- 5.17.10 other actions that take into consideration a student's current situation and future needs.

5.18 It is important to understand some issues that can contribute to a student being deemed 'at risk' and the reasons need to be identified to design an effective and relevant intervention strategy. Some contributing factors could be (but not limited to):

- 5.18.1 personal circumstances i.e. problems/issues with family/friends/work;
- 5.18.2 lack of interest in their chosen course;
- 5.18.3 lack of understanding of the course content and assessment requirements;
- 5.18.4 personality conflicts with Trainer/classmates; and/or
- 5.18.5 insufficient English language skills.

5.19 Throughout the intervention strategy discussions, students have the right to be assisted and accompanied by a support person.

5.20 The agreed intervention strategy must be reviewed to ensure its continued effectiveness.

Cancellation of Enrolment for Unsatisfactory Progress for International Students

5.21 Where a student was identified 'at risk', had an intervention strategy implemented but failed more than 50% of the following study period, the student will be identified as having unsatisfactory course progress.

5.22 Students with unsatisfactory course progress will be issued with a *Notice of Intention to Report*. This notice provides the student with information on how to access the Stanley College Complaints and Appeals Process, as per the *Student Complaints and Appeals Policy.*

5.23 Stanley College may choose to cancel an international student's enrolment on the basis of a breach of course progress requirements by the student under Standard 8 and 9 of the National Code 2018.

5.24 The cancellation of the international student's enrolment cannot take effect until the internal appeals process, if initiated, is completed unless the international student's health or wellbeing, or the wellbeing of others, is likely to be at risk. Refer to the *Student Complaints and Appeals Policy* and procedure.

5.25 Cancellation of enrolments for international students will be recorded on PRISMS to notify DHA of the change to their study, as required under Section 19 of the ESOS Act.

5.26 Cancellation of enrolments for domestic students will be recorded in the student management system.

Monitoring Course Duration

5.27 International students' enrolment will be monitored by Stanley College to ensure that the student is in a position to complete the course within the expected duration, specified on the student's CoE and student visa.

5.28 Standard 9 of the National Code requires registered providers:

- 5.28.1 to monitor the enrolment load of students at all times to ensure program completion within the duration specified on their Confirmation of Enrolment (COE);
- 5.28.2 ensure students do not exceed the allowable portion of online or distance learning; and
- 5.28.3 only extend the duration of study through the issuing of an extended or deferred COE in limited circumstances.

Monitoring International Student's Enrolment Load

5.29 International Students are required to complete their studies within the timeframe indicated in their *Offer Letter* and *Confirmation of Enrolment (CoE)*, which is recorded in the student management system. Stanley College will ensure all students are scheduled into classes to ensure their course will complete within the relevant timeframe, as per the Training and Assessment Strategy and CRICOS registered duration for the related course. All classes are scheduled for a minimum of 20 hours per week.

5.30 Student participation and course is regularly monitored, as per relevant policies and procedures, to ensure continued progression in the course.

Extended Durations in Limited Circumstances

5.31 Stanley College will only extend the duration of the student's course duration where it is clear that the student will otherwise not complete the course within the expected duration, as specified on the student's CoE, as a result of:

5.31.1 compassionate or compelling circumstances which must be evidenced (for example death certificate, medical certificate, etc.) or where Stanley College was unable to offer a pre-requisite unit;
5.31.2 Stanley College implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress;
5.31.3 an approved deferment or suspension of study has been granted under Standard 13; or
5.31.4 course duration has been extended in the training package and student has not commenced training during the transition period.

Course Extension Requests

5.32 Any Stanley College student who wishes to extend their student visa and receive a new CoE is required to request a course extension. Stanley College will only provide a course extension and a new CoE in the following circumstances:
5.32.1 the student can provide evidence to show compassionate or compelling circumstances;
5.32.2 an intervention strategy has been implemented or is in the process of being implemented;
5.32.3 the student has had an approved deferral of their enrolment; or
5.32.4 the student has had their enrolment suspended.

Approved Course Extension Requests

5.33 If the course extension request has been approved, Stanley College will:
5.33.1 issue the student a new Offer Letter or Offer Letter Addendum detailed the update information.
5.33.2 extended CoE for the expected duration of study; and
5.33.3 notify the student to contact DHA to seek advice on whether a new visa is required.

Refused Course Extension Requests

5.34 If Stanley College refuses the course extension request, Stanley College will:
5.34.1 issue a written response to the student outlining the reasons for the refusal; and
5.34.2 inform the student of their right to appeal the decision within 20 working days, as per *Student Complaints and Appeals Policy*.

6. Policy Information

Policy Area	Academic
Authorised Officer	Dean VET
Supporting documents, procedures & forms of this policy	*Student Course Progress Procedure (VET)* *Student Complaints and Appeals Policy* *Offer Letter / Written AGreement* *Confirmation of Enrolment (CoE)* *Notice of Intention to Report* *Intervention Strategy Form_ISF* *Incident Record Form*
Related Legislation and Codes of Practice	National Code of Practice for Providers of Education and Training to Overseas Students 2018 Education Services for Overseas Students (ESOS) Act 2000
Audience	Public