



# KEYSTONE COLLEGE

OF BUSINESS & TECHNOLOGY

## COURSE PROGRESS MONITORING POLICY

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## 1. POLICY STATEMENT

This policy outlines the processes involved in monitoring the academic progress of international Learners as required under the *Education Services for Overseas Learners Act 2000* and contained in the *National Code of Practice for Providers of Education and Training to Overseas Learners 2018 (National Code)*.

## 2. SCOPE

This policy applies to all international Learners studying in Australia on a study visa and who are enrolled in a course/s of study with Keystone College of Business and Technology (KCBT).

## 3. BACKGROUND

Standard 8 of the *National Code 2018* outlines compliance requirements for the monitoring of overseas Learner progress, attendance, and course duration.

Specifically, this Standard specifies that the registered provider must:

- monitor the overseas Learner’s course progress and attendance according to the requirements of their course of study/course schedule;
- identify and offer support to those at risk of not meeting course progress or attendance requirements; or
- only extend the duration of an overseas Learner’s enrolment in certain circumstances and advise them of the potential impacts on their Learner visa.

## 4. DEFINITIONS AND ACRONYMS

<p>“At risk” Learners</p>	<p>Learners are considered to be “at risk” for not meeting Course Progress requirements if they did not achieve competency in at least 50% of the Units of Competency undertaken in any study period hence effecting them in being able to complete their course within the expected duration of their course of study due to one or more of the following factors:</p> <ul style="list-style-type: none"> <li>• level of English language proficiency insufficient to successfully achieve course requirements;</li> <li>• continued unsatisfactory level of attendance in their scheduled class/es;</li> <li>• lack of participation in class activities.</li> <li>• failure to submit assessments in accordance with their Course schedule and/or Unit Assessment Agreement; and/or</li> <li>• Academic misconducts: Cheating, Plagiarise, etc.</li> </ul>
<p>Compassionate or compelling circumstances</p>	<p>These may include but are not limited to:</p> <ul style="list-style-type: none"> <li>• serious illness or injury, where a medical certificate states that the overseas Learners was unable to attend classes.</li> <li>• bereavement of immediate family members.</li> <li>• major political upheaval or natural disaster in the home country requiring emergency travel.</li> <li>• A traumatic experience which could include involvement in, or witness to a serious accident and/or incident; or witnessing or being a victim of a serious crime;</li> <li>• A Learner has failed occasional units throughout a course without warranting activation any Intervention strategy;</li> <li>• where the Learner is unable to access required units in a study period; or</li> <li>• inability to begin studying on the course commencement date due to delay in receiving a Learner visa.</li> </ul>

Course requirements	To fulfil course requirements, Learners must successfully complete all formative and summative assessments for all scheduled classes for all units they are enrolled into in that study period.
CRICOS	Commonwealth Register for Institutions and Courses for Overseas Learners.
Intervention Strategy	An Intervention Strategy can be providing guidance and/or an individual study plan to provide academic support and/or assistance to an international Learner identified as “at risk” of in circumstances where they have not been achieving the minimum required academic progress requirements in the current or previous study period.
PRISMS	Provider Registration and International Learners Management System - the management information system used by Department of Education and the Department of Home Affairs to record international Learner program enrolment details.
Satisfactory Progress	Where an international Learner <u>has successfully</u> completed 50% or more of their course study requirements in a study period.
Satisfactory Class Attendance	Learners studying on a Learner visa are required to undertake a minimum of 20 contact hours of study per week
Study period	A study period is defined as one of the following: <ul style="list-style-type: none"> <li>• a term of 10 weeks duration (not including scheduled course breaks)</li> </ul>
Unsatisfactory Course Progress	A Learner who <u>has not</u> successfully completed 50% or more of course requirements for the total nominal hours in a study period is deemed to have unsatisfactory progress.
Extending Course Duration	KCBT may choose to extend a Learner CoE in various situations including, but not limited to: <ul style="list-style-type: none"> <li>• a Learner will not complete their enrolled course of study within the life of his CoE due to compelling or compassionate circumstances – beyond their control, and/or</li> <li>• a Learner has an approved deferral/suspension of their enrolled course of study, and/or</li> <li>• KCBT has implemented an Intervention Strategy plan for the Learner who has been identified as being “at risk” of not meeting Satisfactory Course Progress.</li> </ul>

## 5. PROCEDURES

### 5.1 Monitoring of attendance

5.1.1 KCBT ensures that there is a clear correlation between a Learner’s academic progression and the Learners class attendance and participation, hence KCBT will monitor the attendance/participation of Learners enrolled with KCBT and ensure that:

- Learners are required to maintain a satisfactory level of course attendance/participation – the requirement for a Learner studying on a Learner visa in Australia is to attend 20 contact hours of study each week;

- Maintain a 100 % attendance/participation in their scheduled course study
- If a Learner is absent from scheduled study classes during any week (20 contact hours), the Learner must submit a medical certificate to support as evidence of the absence; and
- Learners who arrive for their study late will only receive attendance for the hours that they will stay in class.

### 5.1.2 Learners with unsatisfactory attendance/participation

KCBT monitors Learner class participation on a regular basis. Whilst trainers are responsible for updating Learner attendance in the system weekly and the Student Support Manager is responsible for verifying the updated attendance and archiving them and send attendance SMS / email reminders through the system. Therefore, the following procedure will be used to monitor Learner class participation by all KCBT staff.

- Trainer to record attendance on class roll and update on Wisenet weekly basis. This task is to complete on Friday.
- Trainer to provide completed and signed weekly class rolls to the Student Support Manager each Friday for archiving records.
- At the end of delivery week 1, trainer to identify the non-attended Learners and inform to the Student Support Manager by Friday of the same week.
- Student Support Manager to send first nonattendance SMS / email through Wisenet to all non-attended Learners of each class and remind them to attend class.
- The same procedure will follow again in week 3 to send reminders for the non-attended Learners in week 3.
- The Learners who do not respond to these reminders or they don't meet satisfactory attendance of their scheduled class by the end of unit delivery, will not be able to participate/submit assessments.
- These Learners will receive unit outcome letters indicating their poor participation and will be advised by the trainer to meet with the Student Support Manager for intervention.
- If a Learner is unable to provide medical certificates or any other proofs that can be considered under compassionate and compelling ground, they will be asked to re-enrol in the respective unit.
- Where necessary, trainers and the Student Support Manager will guide for any further support.

## 5.2 Monitoring of academic progress

KCBT:

- provide course information and course requirements for its Learners during designated orientation sessions and in the first class of each unit of study.
- regularly monitor the academic progress of each international Learner against the delivery and assessment plan for each unit and identify any Learners at risk of not completing a unit(s) in their enrolled course.
- review the results of international Learners at the end of each study term
- identify Learners at risk of not completing their enrolled course of study and
- provide with intervention strategies for identified "at risk" Learners.

### 5.2.1 Minimum course progress requirement applicable to all International Learners

International Learners undertaking a VET program are required to successfully complete or demonstrate competency in at least 50% of course requirements in each

study period that they are enrolled into.

KCBT implements the following strategy to ensure that learners meet the above requirements and the course progress.

- Sending regular reminders within the delivery period of each unit of competency.
- Providing additional support for enhancing learners such as conducting one-to-one sessions by trainers
- Providing extra time for completing learning tasks and where necessary assessments.
- Providing opportunity to meet with the Student Support Manager to discuss their issues and problems related to course progress.
- Guiding Learners for accessing professional services such as counsellors and medical practitioners for further assistance.

If a Learner is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, KCBT will notify the Learner in writing of its Intention to Report the Learner to the Department of Home Affairs (DoHA) for unsatisfactory progress

5.2.2 Learner's issued with a Notice to report will have 20 working days in which to appeal this decision. If after this period Learners have not:

- lodged an appeal;
- withdrawn from the course;
- completed an appeals process resulting in the appeal being denied; or
- notified KCBT in writing that they do not wish to access the KCBT internal appeals process and/or submit an internal appeal
- Have not responded to the NIR letter on or before the due date of appeal.

KCBT will report the Learners in the Provider Registration and International Learners Management System (PRISMS).

5.2.3 Learners are required to maintain their course progress and attendance/participation requirements throughout the KCBT appeal process. KCBT will notify the Learner in writing of the outcome of the appeal process and if the Learner's enrolment is to be cancelled.

### 5.3 Managing Learners "at risk"

5.4.1 Student Support Manager via the KCBT Course Progress Monitoring procedure identifies those learners considered to be "at risk" of not successfully completing their course progress within the expected duration of their course of study.

The Student Support Manager is to contact learners identified as being at risk, and send the learner an intervention strategy meeting request to:

- show the learner's assessment outcomes and class attendance/participation for each term to date;
- record the actions taken to assist and support the Learner and their study needs,
- discuss and provide Learner with an agreed individual intervention study plan (if/where applicable); and
- ensure relevant Trainers are informed of follow up actions and support the process.

## 5.6 The Intervention Strategy

- 5.6.1 An Intervention meeting and an agreed intervention Strategy plan are to be developed in consultation with the Learners and other relevant KCBT training and support staff – the outcome is to have an agreed individual study plan in place that provides details of specific assistance and/or advice given to the Learner to address the issues preventing the Learner from achieving competency and a plan for the way forward for the Learners to successfully complete their enrolled studies at KCBT.
- 5.6.2 An Intervention Strategy plan may include consideration of the following:
- arranging extra learning support and advice on study habits and time management, including class attendance and submission of assessments by due dates;
  - referring the Learner for further English level assessment testing;
  - referring the Learner for English Language Course (deferring the Learner's current enrolment/course(s) with KCBT);
  - arranging external counselling for assistance with personal issues;
  - providing opportunities for Learners to be reassessed or to re-enrol in units;
  - arranging to vary or reduce the enrolment load where possible; or
  - providing advice re course suitability and transfer to an alternative course where/if appropriate.
- 5.6.3 The Intervention Strategy must be discussed with and agreed to by the Learner.
- 5.6.4 The Student Support Manager or the nominated KCBT representative are to ensure all meeting discussions and outcomes are documented including:
- completing (all to sign) an KCBT Intervention Strategy Plan,
  - completing an KCBT Learner Record (outlining their understanding of the intent and outcome of the meeting/s and discussion/s held)
  - completing an agreed KCBT Individual Learner Study Plan,
  - ensuring all documentation has been completed correctly and signed by the Learner and all attendees throughout the meeting/s.
- 5.6.5 The Student Support Manager will ensure that copies of paper-based documentation and/or electronic documents are uploaded on Learner management system (Wisenet).
- 5.6.6 The Student Support Manager will review the Learners' progress against the agreed intervention strategy meeting outcome/s and/or individual study plan for the remainder of the Learner's study period and/or duration of the Intervention Strategy Plan/ individual study plan.
- 5.6.7 Where a Learner's progress has been unsatisfactory for two consecutive study periods (Terms), a Notice of Intent to Report – for unsatisfactory course progress/Participation will be issued to the Learner by KCBT.
- 5.6.8 Learners who do not appeal against the decision or whose appeal is not upheld, will be issued a Notice that KCBT intends to report the Learner to the Department of Home Affairs (DHA) through PRISMS for unsatisfactory Course Progress (a breach of their Learner visa conditions).

## 5.7 Appeals

- 5.7.1 International Learners who have been issued a written notice of KCBT's Intention to Report them to the Department of Home Affairs and attached information on how to access the KCBT appeals process; have 20 working days in which to lodge their written appeal to KCBT. Learners who do not wish to access and/or submit an appeal to KCBT are to notify KCBT of their decision to not appeal.
- 5.7.2 International Learners may lodge an appeal on the following grounds:
- inaccurate calculation and recording of the Learner's results, participation, records, events or account balance; and/or
  - compassionate or compelling circumstances;
- 5.7.3 Learners must submit their appeal in **writing using the KCBT Appeal Form** to the Student Support Manager for processing in accordance with the KCBT Appeals Policy and Procedures (available via the KCBT website).
- 5.7.4 When an appeal is **upheld** for compassionate or compelling circumstances, the Learner will be notified in writing by KCBT and the Learner will not be reported to the Department of Home Affairs and their enrolment will continue to be in effect. The Learner may be placed on an Intervention Strategy plan and/or Individual Study Plan for future study periods and/or their CoE may be extended.
- 5.7.5 When an appeal is unsuccessful, the Learner will be issued with a Notice that their enrolment is to be cancelled and that KCBT will Report the Learner to the Department of Home Affairs (DHA) for unsatisfactory Course Progress via the PRISMS system.
- 5.7.6 The Learner will then have 10 working days to appeal this decision with the Ombudsman should they wish to do so via: <https://www.ombudsman.gov.au/>
- 5.8 Reporting unsatisfactory course progress in PRISMS**
- 5.8.1 KCBT will only report an international Learner for unsatisfactory course progress or participation in PRISMS after:
- the internal and external appeals processes have been completed and the original decision has not been upheld; or
  - the overseas Learner has chosen not to access the internal appeals process within the 20-working day period; and/or
  - the overseas Learner has chosen not to access the external appeals process within 10 working days; or
  - the overseas Learner withdraws from the internal or external appeals process, by notifying the registered provider in writing.
- 5.9 Completion within the expected course duration of study**
- 5.9.1 Throughout the appeal process, the Learner must maintain their fulltime enrolment study load in each study period (term) to ensure that they will be able to complete their enrolled course of study within the scheduled course duration of study.
- 5.9.2 Learners who are required to re-enrol into units which they did not successfully complete as previously scheduled, will only be granted up to a maximum of a six month extension to their enrolment end date in order to support the Learners Intervention Strategy Plan/ Individual Study Plan and to complete the course requirements, where there are compassionate or compelling circumstances or as a result of the Intervention Strategy process undertaken.



## 6 RELATED POLICIES AND OTHER RELEVANT DOCUMENTS

- *KCBT Enrolment Policy/Procedures*
- *KCBT Complaints and Appeals Policy/Procedures*
- *International Learner Code of Conduct*

## 7 RELEVANT LEGISLATION

- *National Vocational Education and Training Regulator Act2011*
- *Standards for Registered Training Organisations2015*
- *Vocational Education and Training Act1996*
- *Education Services for Overseas Learners Act2000*
- *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Learners 2018 (the National Code)*