



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 Students as required under the *Education Services for Overseas Students Act 2000* and contained in the *National Code of Practice for Providers of Education and Training to Overseas Students 2018 (National Code)*.

2. SCOPE

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

3. BACKGROUND

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

Specifically, this Standard specifies that the registered provider must:

- monitor the overseas student’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 student’s enrolment in certain circumstances and advise them of the potential impacts on their Student visa.

4. DEFINITIONS AND ACRONYMS

<p>“At risk” Students</p>	<p>Students 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 affecting 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"> • level of English language proficiency insufficient to successfully achieve course requirements; • continued unsatisfactory level of attendance in their scheduled classes; • lack of participation in class activities. • failure to submit assessments in accordance with their Course schedule and/or Unit Assessment Agreement; and/or • Academic misconduct: Cheating, plagiarism, etc.
<p>Compassionate or compelling circumstances</p>	<p>These may include but are not limited to:</p> <ul style="list-style-type: none"> • serious illness or injury, where a medical certificate states that the overseas Student was unable to attend classes. • bereavement of immediate family members. • major political upheaval or natural disaster in the home country requiring emergency travel. • 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; • A student has failed occasional units throughout a course without warranting activation of any Intervention strategy; • where the student is unable to access required units in a study period; or • inability to begin studying on the course commencement date due to delay in receiving a student visa.

Course requirements	To fulfil course requirements, students 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 Students.
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 student identified as “at risk” 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 Students Management System - the management information system used by the Department of Education and the Department of Home Affairs to record international Student program enrolment details.
Satisfactory Progress	Where an international student <u>has successfully</u> completed 50% or more of their course study requirements in a study period.
Satisfactory Class Attendance	Students studying on a student 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"> • a term of 10 weeks duration (not including scheduled course breaks) • a term of 12 weeks duration (not including scheduled course breaks)
Unsatisfactory Course Progress	A student 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 Student CoE in various situations including, but not limited to: <ul style="list-style-type: none"> • A student will not complete their enrolled course of study within the life of his/her CoE due to compelling or compassionate circumstances – beyond their control, and/or • A Student has an approved deferral/suspension of their enrolled course of study, and/or • KCBT has implemented an Intervention Strategy plan for the student who has been identified as being “at risk” of not meeting Satisfactory Course Progress.

5. PROCEDURES

5.1 Monitoring of Attendance

5.1.1 KCBT ensures that there is a clear correlation between a student’s academic progression and the student’s class attendance and participation, hence KCBT monitors the attendance/participation of students enrolled with KCBT and ensure that:

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

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

5.1.2 **Students with unsatisfactory attendance/participation**

KCBT monitors student class participation on a regular basis. Trainers update student attendance in the system weekly and the Student Support Manager verifies the updated attendance, archives them and sends attendance SMS/email reminders through the system. The procedure below is followed to monitor student class participation by KCBT staff.

- Trainer records attendance on the class roll and updates Wisenet weekly. This task is completed by Friday of every week.
- Trainer provides completed and signed weekly class rolls to the Student Support Manager each Friday for archiving.
- At the end of delivery week 1, the trainer identifies the non-commenced students and informs the Student Support Manager by Friday of the same week.
- Student Support Manager sends first non-attendance SMS/email through Wisenet to all non-commenced students of each class and reminds them to attend class.
- The same procedure is followed again in week 3 to send reminders for the non-commenced students in week 3.
- The students who do not respond to these reminders or they don't meet satisfactory attendance of their scheduled class by the end of unit delivery, are not allowed to participate/submit assessments.
- These students receive unit outcome letters indicating their poor participation and are advised by the trainer to meet with the Student Support Manager for intervention.
- If a student is unable to provide medical certificates or any other proof that can be considered under compassionate and compelling grounds, they are asked to re-enrol in the respective unit.
- Where necessary, trainers and the Student Support Manager guide for any further support.

5.2 **Monitoring of academic progress**

KCBT:

- provides course information and course requirements to students during designated orientation sessions and in the first class of each unit of study.
- regularly monitors the academic progress of each international student against the delivery and assessment plan for each unit and identify any students at risk of not completing a unit(s) in their enrolled course.
- reviews the results of international students at the end of each study term.
- identifies students at risk of not completing their enrolled course of study and
- provides with intervention strategies for identified "at risk" students.

5.2.1 **Minimum course progress requirement applicable to all International Students**

International students 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 has implemented the following strategy to ensure that students meet the above requirements and the course progress.

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

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

5.2.2 Students issued with a Notice to report have 20 working days in which to appeal this decision. If after this period Students 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 reports the students in the Provider Registration and International Students Management System (PRISMS).

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

5.3 **Managing Students “at risk”**

5.4.1 Student Support Manager via the KCBT Course Progress Monitoring procedure identifies those students 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 contacts students identified as being at risk, and sends the student an intervention strategy meeting request to:

- show the student's assessment outcomes and class attendance/participation for each term to date;
- record the actions taken to assist and support the student and their study needs,
- discuss and provide the student 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 developed in consultation with the student 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 student to address the issues preventing the student from achieving competency and a plan for the way forward for the student to complete their enrolled studies at KCBT successfully.

5.6.2 An Intervention Strategy plan may include consideration of the following:

- Arrange extra learning support and advice on study habits and time management, including class attendance and submission of assessments by due dates;
- Refer the student for further English-level assessment testing.
- Refer the student for an English Language Course (deferring the student's current enrolment/course(s) with KCBT);
- Arrange external counselling for assistance with personal issues.
- Provide opportunities for students to be reassessed or to re-enrol in units.
- Arrange to vary or reduce the enrolment load where possible; or
- Provide advice regarding 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 student.

5.6.4 The Student Support Manager or the nominated KCBT representative ensures that all meeting discussions and outcomes are documented including:

- KCBT Intervention Strategy Plan,
- KCBT Student Record (outlining their understanding of the intent and outcome of the meeting/s and discussion/s held)
- Complete an agreed KCBT Individual Student Study Plan,
- Ensure all documentations are completed correctly and signed by the student and all attendees throughout the meeting/s.

5.6.5 The Student Support Manager ensures that copies of paper-based documentation and/or electronic documents are uploaded to the student management system (Wisenet).

5.6.6 The Student Support Manager reviews the students' progress against the agreed intervention strategy meeting outcome/s and/or individual study plan for the remainder of the student's study period and/or duration of the Intervention Strategy Plan/ individual study plan.

5.6.7 Where a student's progress has been unsatisfactory for two consecutive study periods (Terms), a Notice of Intent to Report– for unsatisfactory course progress/Participation is issued to the student by KCBT.

5.6.8 Students who do not appeal against the decision or whose appeal is not upheld, are issued a Notice that KCBT intends to report the student to the Department of Home Affairs (DHA) through PRISMS for unsatisfactory Course Progress (a breach of their student visa conditions).

5.7 Appeals

5.7.1 International students who are 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.

Students who do not wish to access and/or submit an appeal to KCBT are to notify KCBT of their decision not to appeal.

5.7.2 International students may lodge an appeal on the following grounds:

- inaccurate calculation and recording of the student's results, participation, records, events or account balance; and/or
- compassionate or compelling circumstances.

5.7.3 Students 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 student is notified in writing by KCBT and the student is not reported to the Department of Home Affairs and their enrolment continues to be in effect. The student 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 student is issued with a Notice that their enrolment is to be cancelled and that KCBT will Report the student to the Department of Home Affairs (DoHA) for unsatisfactory course progress via the PRISMS system.

5.7.6 The student 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 only reports an international student 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 student has chosen not to access the internal appeals process within the 20-working day period; and/or
- the student has chosen not to access the external appeals process within 10 working days; or
- the student 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 student must maintain their full-time enrolment study load in each study period (term) to ensure that they are able to complete their enrolled course of study within the scheduled course duration of study.

5.9.2 Students who are required to re-enrol into units that they did not successfully complete as previously scheduled, are granted up to a maximum of a six-month extension to their enrolment end date to support the student 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 Student 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 Students Act2000*
- *National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018 (the National Code)*

