

## Course Progress Policy & Procedures

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### Purpose

The purpose of this policy is to ensure that Kenvale College monitors international students to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress or attendance requirements.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

This ensures compliance with Standard 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

### Definitions

**CoE** means Confirmation of Enrolment.

**Compulsory study period** means a discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the provider as long as that period does not exceed six months.

**DET** means Department of Education and Training.

**ESOS Act** means the *Education Services for Overseas Students Act 2000*.

**National Code** means *National Code of Practice for Providers of Education and Training to Overseas Students 2018*.

**Study period** is defined as one term of the course in which the student is enrolled.

**Course progress** Satisfactory Course Progress is where a student meets course progress requirements for a study period as identified in the Training and Assessment Strategy for each course.

**Unsatisfactory Course Progress** is where a student does not meet course progress requirements for a study period as identified in the Training and Assessment Strategy for each course.

**Training Product** means AQF qualification, skill set, unit of competency, accredited short course or module.

**PRISMS** means Provider Registration and International Student Management System (PRISMS)

### Policy

Completion within expected duration

- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.

- Kenvale College monitors student progress to ensure that students complete their studies within the expected duration specified on their CoE.

### 1. Course progress requirements

- Satisfactory and unsatisfactory course progress including a process for determining the point at which the overseas student has failed to meet course progress requirements is clearly defined in each course's Training and Assessment Strategy.
- Course progress requirements are defined in relation to study periods and may include (but are not limited to), any combination of the following:
  - Satisfactory completion of certain assessment tasks or a certain number of assessment tasks
  - Achieving competency for certain units of competency or a certain number of units of competency
  - Requirements to attend a certain number and/or percentage of classes or other training activities such as work-based training shifts.
- Requirements are designed to uphold the academic integrity of the registered course and meet requirements of the Training Products, with consideration to the length of the study period and number of units and assessment requirements of the course.
- Students are advised of course progress requirements in each Course Outline and in their course orientation.
- Students who do not meet course progress or attendance requirements are at risk of having their visas cancelled.
- Where requirements are not met, course progress procedures will be followed.
- Kenvale College uses a range of methods to monitor course progress including review of assessment tasks, participation in tuition activities and other measures of academic progress as defined in the procedures. For courses with a work-based component, this may involve monitoring student participation with a workplace supervisor, in accordance with the Training and Assessment Strategy.
- All records of course progress are kept on file.
- Students must also ensure that they abide by academic conduct requirements in order to ensure that they can complete their course in the expected duration.

### 2. Intervention Strategy

- Kenvale College ensures that it identifies, notifies and assists students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, an individual intervention plan will be developed based on the appropriate intervention strategy identified.
- An intervention plan will include an interview with the Academic Manager and may include one or more of the following strategies:
  - Advising students on the suitability of the course in which they are enrolled and possible alternatives;
  - Advising students of opportunities for reassessment;
  - Advising students of assistance that Kenvale College can provide including:
    - receiving English language support;
    - reviewing learning materials with the student and providing information to students and in a context that they can understand;
    - providing extra time to complete tasks;
    - providing access to supplementary or modified materials;
    - providing supplementary exercises to assist understanding;
    - attending academic skills programs;
    - attending tutorial or study groups;
    - receiving individual case management;
    - attending study clubs;

- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- referral to external organisations where Kenvale College is unable to address the identified learning or academic issues;
- being placed in a suitable alternative subject within a course or a suitable alternative course; or
- a combination of the above and a reduction in course load.

### 3. Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:
  - Compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is not limited to:
    - serious illness or injury, where a medical certificate states that the student was unable to attend classes;
    - bereavement of close family members such as parents or grandparents;
    - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
    - a traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports;
    - where Kenvale College is unable to offer a pre-requisite unit; or
    - where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
  - Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements; or
  - An approved deferral or suspension of studies has been granted in accordance with Kenvale College's *Deferral, Suspension and Cancellation Policy and Procedures*.
- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to DET via PRISMS.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
- Where the duration of the student's enrolment is extended, Kenvale College will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

### 4. Online or distance learning delivery

- Kenvale College will not deliver a course exclusively by online or distance learning to an international student.
- At no time during a compulsory study period will a student study more than one-third of the units (or equivalent) by online or by distance learning.
- Kenvale College will ensure that in each compulsory study period for a course, the overseas student is studying at least one unit that is not by distance or online learning, unless the student is completing the last unit of their course.
- A student's participation in on-line study will be monitored.
- Kenvale College will ensure it takes all reasonable steps to support students who may be disadvantaged by:
  - Additional costs or other requirements, including students with special needs, from undertaking online or distance learning.

- Inability to access the resources and community offered by the education institution, or opportunities for engaging with other students while undertaking online or distance learning.

## **5. Reporting students**

- Where a student has demonstrated unsatisfactory course progress in a study period, despite interventions implemented, Kenvale College will be required to report the student to DET via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report.
- Students have the right to appeal against this decision as per Kenvale College *Complaints and Appeals Policy and Procedure*. If the student chooses to access this process, the student will not be reported until this process is complete.
- Kenvale College will only report unsatisfactory course progress in PRISMS if:
  - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or
  - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period; or
  - the student has chosen not to access the external complaints and appeals process:  
or
  - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- All records will be kept on the student's file including warning letters and the notice of intention to report.

## **6. Publication**

This policy and procedure will be published in the Student Handbook and on Kenvale College's website to ensure that course progress requirements are clearly communicated to students before they commence their course. Course progress requirements will also be communicated to students in the Course Outline and at their orientation.

## Procedures

### 1. Monitor course progress

National Code: Standard 8

Procedure	Responsibility
<p><b>A. Monitor course progress</b></p> <ul style="list-style-type: none"> <li>Assess and monitor students course progress, in relation to the course progress requirements set out in the Training &amp; Assessment Strategy through:               <ul style="list-style-type: none"> <li>Reviewing attendance records</li> <li>Reviewing class participation</li> <li>Evaluating formative assessment</li> <li>Evaluating summative assessment</li> <li>Evaluating assessment results</li> </ul> </li> <li>Keep records of progress on each student's file or in a general document such as attendance rolls.</li> </ul>	Training Manager Trainer/Assessor
<p><b>B. Unsatisfactory course progress – Stage 1</b></p> <ul style="list-style-type: none"> <li>Where a student's course progress is unsatisfactory, send a <i>First Warning Letter of Unsatisfactory Course Progress</i> and inviting the student to attend a meeting to develop an intervention strategy.</li> <li>Discuss the reasons for the unsatisfactory course progress with the student and agree on appropriate intervention with the student.</li> <li>Inform students of the implications of amending their CoE, if applicable.</li> <li>Record outcomes of the meeting in the <i>Intervention Plan</i>.</li> <li>Ensure the <i>Intervention Plan</i> is signed by the student to state that they agree to the intervention strategy.</li> <li>Implement intervention strategy as documented in the <i>Intervention Plan</i> as soon as possible and within 5 working days of the meeting.</li> <li>The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DET via PRISMS and that this will affect their visa.</li> <li>To issue a new CoE to extend the duration of the student's study, the administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension.</li> <li>Place all documentation on the student's file.</li> </ul>	Student Service Officer Academic Course Manager
<p><b>C. Monitor student's progress following first warning</b></p> <ul style="list-style-type: none"> <li>Monitor student's progress through a Monthly meeting with relevant trainers/assessors to discuss the intervention approach to adjust as required.</li> <li>Review and update the <i>Intervention Plan</i> as required.</li> <li>Discuss revisions with the student.</li> <li>Implement any additional or revised interventions immediately.</li> <li>Record outcomes of each meeting in the <i>Intervention Plan</i>.</li> <li>Include the form in the student's file.</li> </ul>	Academic Course Manager  Trainer/Assessor
<p><b>C. Unsatisfactory course progress – Stage 2</b></p> <ul style="list-style-type: none"> <li>Where the student continues to fail to demonstrate satisfactory course progress as evidenced through course progress monitoring, send <i>Second Warning Letter of Unsatisfactory Course Progress</i> to the student inviting them to a meeting.</li> <li>At the meeting, discuss the reasons for continuing unsatisfactory</li> </ul>	Academic Course Manager  Training Manager

<p>course progress and discuss further intervention required. Amend the Intervention Plan as required.</p> <ul style="list-style-type: none"> <li>Advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a <i>Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress</i>.</li> </ul>	
<p><b>D. Inform student of intention to report following continuing unsatisfactory course progress.</b></p> <ul style="list-style-type: none"> <li>Continue to monitor course progress. Where the student is still not meeting course progress requirements despite interventions implemented, send the student a notice of intention to report them via PRISMS.</li> <li>This notice must be sent by post to the student's registered address, as well as by email.</li> <li>Inform student in the same letter of their right to access Kenvale College's Complaints and Appeals process and that they have 20 working days in which to do this from the date specified on the letter.</li> <li>Students who choose to access this process will not be reported if they appeal within 20 working days indicating Kenvale College's intention to notify. Students must continue to attend classes during the appeals process as specified in Kenvale College's <i>Complaints and Appeals Policy and Procedure</i>.</li> <li>A copy of the Letter and any other relevant documentation will be placed on the student file.</li> </ul>	Academic Course Manager Student Service Officer
<p><b>E. Following the Notification of Intention to Report</b></p> <ul style="list-style-type: none"> <li>If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, report the student via PRISMS for breach of course progress requirements with 7 working days.</li> </ul>	Academic Course Manager Student Service Officer

## Document Control

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