

MONITORING COURSE PROGRESS POLICY (VOCATIONAL EDUCATION & TRAINING) INTERNATIONAL STUDENTS

ACRONYMS AND ABBREVIATIONS

EHI	Evolution Hospitality Institute
ASQA	Australian Skills Quality Authority
RTO	Registered Training Organisations
VET	Vocational Education and Training
ESOS Act	Education Services for Overseas Students Act 2000
National Code	National Code of Practice for Providers of Education and Training to Overseas Students 2018
PRISMS	Provider Registration and International Student Management System
SMS	Student Management System

SCOPE

- sets out the procedures adopted by EHI to oversee students' course progress including recording, monitoring, assessing, counselling and reporting the course progress of each student in accordance with Standard 8 of the National Code.
- to ensure that students make satisfactory course progress and to meet regulatory requirements, EHI must have a clear process for monitoring student academic progress and reporting on progress as outlined in Standard 8 of the National Code.
- applied to all international students; EHI reserves the right to change this policy at any time.
- applied to all EHI stakeholders.
- This policy can be found on the EHI website.

DEFINITIONS

Term	Definition
Monitoring	Monitoring refers to the active checking of course progress. The purpose is to allow EHI to identify and offer support to students at risk of not progressing at a satisfactory pace. Students who are not making satisfactory course progress are reported to the Department of Education, Skills and Employment through PRISMS.
Unsatisfactory Progress	Unsatisfactory Progress is defined as not successfully completing or demonstrating competency in at least 50 percent of course requirements in a study period.
Study Period	A Study Period is the period required to complete a subject. It includes orientation period, the teaching period and the assessment period. The maximum length of a study period is 10 weeks.

MONITORING

- EHI monitors and records the progress of each student in the course in which they are enrolled.
- EHI specifies the course requirements for each study period in the Timetable and implements procedures that enable it to identify students who have not passed or demonstrated competency in 50 percent or more of the course requirements.
- EHI assesses each student's progress throughout a study period. EHI has an intervention strategy for students who are not making satisfactory course progress. The intervention strategy includes:
 - Procedures for contacting and counselling students;
 - Strategies to assist identified students to achieve satisfactory course progress;
 - The process by which the intervention strategy is activated.

- The intervention strategy includes provisions for:
 - Where appropriate, advising students on their suitability for the course in which they are enrolled;
 - Advising students of opportunities to be reassessed for assessment items in which they had failed, or to demonstrate the competency in areas where they had failed to demonstrate competency;
 - Advising students that unsatisfactory course progress in two consecutive study periods could lead to the student being reported to Department of Education, Skills and Employment through PRISMS and their visa may be cancelled, depending on the outcome of any appeals process.

ASSESSMENT & INTERVENTION

At the end of each study period, students are assessed against their progression of the timetabled stage of the course.

If a student is identified for the first time as not making satisfactory course progress, a **First Warning Letter** is issued in week 4 of the study period.

A **Second Warning Letter** is issued 2 weeks after the First Warning Letter when it has been identified that the student has not made any improvement on progression or attendance.

However, if a student is identified as at risk of making unsatisfactory course progress before the end of the study period, the Warning Letters and Intervention Strategy are implemented as early as practicable.

Note: It should be noted that a student's attendance is monitored in conjunction with the students' academic progress. Should the student fall below attendance (80% of the scheduled contact hours for the course) which will threaten the students' progress the students is also subjected to early intervention.

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period/stage, an **Intention To Report** will be issued to student for unsatisfactory progress informs the student that, they are able to access the EHI complaints and appeals process and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- Compassionate or compelling circumstances.
- Where EHI has not implemented its intervention strategy and other policies according to documented policies and procedures.

Where the student's appeal is successful, if the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for this lack of progress, ongoing support is provided to the student through the Intervention Strategy, and EHI does not report the student.

EHI notifies the Department of Education, Skills and Employment through PRISMS as soon as practicable that the student is not achieving satisfactory course progress, where:

- The student has chosen not to access the complaints and appeals processes within the 20 working days period; or
- The student withdraws from the process; or
- The process is completed and results in a decision supporting EHI (i.e., the student's appeal was unsuccessful).

Note: this Policy must be read in conjunction with the "Grievance, Complaints and Appeal Policy".

The Student Support Team monitors and assesses course progress of students by:

- Reviewing attendance records;
- Reviewing class participation;
- Evaluating any mid-course assessments;
- Reviewing the final assessment;
- Checking overall competency.

All trainers and assessors and the Student Support Team are required to record and assess the progress of each student in order to identify students at risk of not progressing.

If the Student Support Team identifies a student as being at risk of not meeting their course progress requirements, the Student Support Team provides an appropriate Intervention Strategy.

INTERVENTION STRATEGIES

EHI has procedures in place for designing and implementing intervention strategies to assist students at risk of failing to achieve satisfactory course progress.

If a student is identified as being at risk of not completing the course in the required time or of failing to meet the required 50 percent completion rate in a study period the following process is followed:

- a) The student is contacted by letter or email requesting that they meet with the Student Support to develop a Intervention Strategy to ensure that the student maintains satisfactory course progress.
- b) The Intervention Strategy is implemented.

If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period/stage, the following process is followed:

- a) An Intent to Report is drafted with the relevant details of the student's situation.
- b) The Head of Operation & Customer Service reviews the letter, approves it and authorises it to be sent; All correspondence is sent out of the SMS – aXcelerate and is reflected against the student notes section.
- c) The Student Support Team notes and sets a reminder in a calendar when 20 working days have elapsed and then checks if an Appeal has been lodged
- d) If no appeal has been lodged, EHI will be report the student to the Department of Education, Skills and Employment through PRISMS.
- e) If an appeal has been lodged, the appeals process begins.

REPORTING

EHI has procedures for reporting students who are not making satisfactory course progress, and therefore in breach of their visa requirements, to the Department of Education, Skills and Employment through PRISMS.

The following process is followed when reporting a student for breach of their visa requirements due to unsatisfactory course progress:

- a) If an appeal is lodged, wait until the appeal is heard and finalised before progressing.
- b) If no appeal is lodged or an appeal has been lodged and is not upheld, EHI will report the breach in PRISMS.
- c) The Head of Operation & Customer Service checks all the facts and documentation related to the case and, when everything is in order, authorises the report to be entered into PRISMS.
- d) The Student Support Team follows "PRISMS - User Guide" to report the breach.

Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in a second consecutive compulsory study period/stage, and the student has not made a successful appeal.

Students who are dissatisfied with the provision of a complaints and appeals process may lodge a complaint with the International Students Ombudsman.

ESOS Act 2000 requires EHI to report the student for unsatisfactory course progress 'as soon as practicable' after the breach occurs. EHI best practice is to report the student through PRISMS within 05 days of finalising the decision to report.

EXTENDING COURSE DURATION

EHI can only extend the student's enrolment if:

- EHI has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment;
- EHI has implemented, or is in the process of implementing, an intervention strategy for the student who is at risk of not meeting course progress requirements; or
- an approved deferral or suspension of the student's enrolment has occurred.

If EHI extends the duration of an student's enrolment and the student's visa will expire prior to completion of the course, the student will need to apply for a new Student visa (subclass 500) to complete their study.

Compassionate or compelling circumstances are circumstances that are beyond the control of the student and that have an impact on the student's capacity and/or ability to progress through a course. These could include, but are 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 (where possible a death certificate should be provided)
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies; or
- a traumatic experience, which could include:
 - involvement in, or witnessing of a serious accident; or
 - witnessing or being the victim of a serious crime, and this has impacted on the
 - student (these cases should be supported by police or psychologists' reports)

Please note that the above are only some of examples of what may be considered compassionate or compelling circumstances. EHIs are asked to use professional judgment and to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, EHIs should consider documentary evidence provided to support the claim. EHIs should keep copies of these documents, together with a record of why the decision was made, in the student's file.