

<b>Document: Vocational Course Progress Policy</b>		
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## Overview

WIN, as a provider of courses to overseas students, has elected to report on student progress rather than their attendance in all courses in its vocational sector. WIN has confirmed this choice in PRISMS.

Course progress refers to a student successfully completing or demonstrating competency in at least 50% of the course requirements in a study period, ie over 12 weeks which is comprised of 2 successive 6 week blocks.

The National Code 2017 defines course progress as “the measure of advancement within a course towards the completion of that course irrespective of whether course completion is identified through academic merit or skill-based competencies.” <https://internationaleducation.gov.au/regulatory-information/education-services-for-overseas-students-esos-legislative-framework/national-code/pages/definitionsandacronyms.aspx>

## Policy

### A. Monitoring course progress

Standard 8 of the National Code 2018 requires that WIN:

1. monitors the course progress of VET students to ensure they are able to complete their course within the expected duration specified on their CoE.
  - a. WIN will monitor, record and assess the course progress of each student and identify, notify and assist students at risk of not meeting course progress.
  - b. Students who are required to enter an intervention strategy will be informed of this in writing.
  - c. WIN, as a provider of VET courses, has policies that meet the training package or accredited course requirements where applicable and processes to address misconduct and allegations of misconduct.
  
2. monitors and records course progress for VET students
  - a. Course progress is monitored using assessments. All students are assessed regularly during the Study Period.
  - b. The course progress of all students is assessed at the end of each compulsory Study Period. A record of each student’s course progress will be maintained on the student management system.
  - c. To achieve satisfactory course progress, students need to achieve competency in 50% or more of the course requirements during the Study Period.
  - d. At the end of each Study Period a list is generated by WIN of students who are not making satisfactory course progress and those students are informed by email or SMS of their poor academic achievement.
  - e. WIN implements its intervention strategy in respect to those students who are identified as not achieving satisfactory course progress.

- f. Where the student fails to achieve satisfactory course progress for 2 consecutive Study Periods WIN takes steps to report the student to the relevant government authority.

#### **B. Assessment procedures for VET courses**

1. All VET students are regularly assessed during the Study Period. Assessments are consistent with the relevant training package or accredited course.
2. Trainers mark completed assessments and enter results in the student management system. The marking and entering of results into the student management system takes place within 1 week after the assessment due date.
3. Once all results are entered into the student management system, students may view their results on the student portal section of the student management system at any time.

#### **C. Intervention**

1. WIN's intervention strategy is implemented for students who are identified as 'at risk'. An 'at risk' student is one who does not demonstrate satisfactory course progress in at least 50% or more of their subjects' requirements during the Study Period.
2. These students are contacted via email or SMS. A meeting is arranged between the student and WIN and an intervention strategy is implemented.
3. If a student is identified as not making satisfactory course progress in a second consecutive Study Period, WIN advises the student in writing of its intention to report the student to DoE through PRISMS for not meeting satisfactory course progress for 2 consecutive study periods, and notes the reasons for the intention to report and that they have 20 working days to initiate WIN's internal complaints and appeals process..
4. WIN has in place various strategies to assist students with their studies in an attempt to achieve competency in their course.
5. WIN notifies the DoE via PRISMS of those students not achieving satisfactory course progress as soon as practicable where:
  - a) the student does not access WIN's complaints and appeals process within 20 days, or
  - b) the student withdraws in writing to WIN from the complaints and appeals process (either internal or external complaints and appeals process), or
  - c) the student chooses not to access the external complaints and appeals process; or
  - d) the complaints and appeals process (internal and external) decision is in favour of WIN.

#### **D. Extension**

1. Students who have compelling or compassionate grounds with valid evidence may apply for an extension, but this must be done before the assessment is due or as soon as practicable and must be made with the appropriate forms. Students can apply for an extension by contacting Student Support. If the student's request for an extension is successful, there will be no penalty of lost marks deducted for the period of the extension.

The student will not be able to apply for an extension after the due date unless exceptional circumstances apply.

#### **E. Late submissions**

The original submission date gives students the opportunity to receive full marks for the assessment component they submitted.

## Procedures

### **(a) Requirements for achieving satisfactory course progress**

Student's course progress is checked at the end of every study period (3 months). When a student has demonstrated competency in at least 50% of the units of competency (UoCs), it is deemed that the student has achieved satisfactory course progress for that study period.

### **(b) Assessing satisfactory course progress**

WIN will assess course progress for all its courses on scope every 3 months. WIN trainers will update each student's electronic file and assess progress using the management system and the appropriate Moodle/management system academic record. Once a student's reports have been assessed, the Academic Intervention Strategy will be implemented accordingly if necessary.

### **(c) Intervention**

WIN has implemented an intervention strategy consisting of two stages.

#### Stage 1 - Academic Intervention after unsatisfactory progress in the first study period.

All students' always have access to their progress through the management system's Student Portal. (Students are informed how to access the management system's Student Portal during induction and may get help and "password" reminders from their Trainer or Student support).

If a student is at risk of not making satisfactory course progress they are contacted (via email, through the management system or mobile phone) and are given counselling and academic support.

WIN defines unsatisfactory course progress as when the student has fallen below 50% of demonstrated competency at the conclusion of one study period.

Students who are falling behind will enter the Academic Intervention Procedure.

The Trainer will establish a support program which may include one or more of the following:

- attending tutorials or study groups;
- receiving individual case management;
- attending counselling;
- receiving assistance with personal issues which are influencing progress;
- receiving mentoring;
- taking learning guides home for further study
- attending more classes and demonstrations to assist comprehension
- possible compulsory attendance to take advantage of support services (e.g., Private tuition) and/or small number of groups attending.
- A buddy system;
- a combination of the above and a reduction in course load

#### Stage 2 - Academic Intervention after unsatisfactory progress in the second study period

If the same student is behind in the 2nd consecutive study periods, they will be placed in Stage Two. Stage 2 is where a student is issued with a letter of intent to cancel their enrolment. A copy of the complaints and appeals procedure is included with the letter.

A student would be deemed to have failed to meet course progress requirements if they have not improved their progress over one study period (a three-month period). WIN must implement its academic intervention strategy if the student falls below 50% for the units attempted in WIN's study period.

Students are advised that unsatisfactory course progress in two consecutive study periods for their course could lead to the student being reported to Department of Home Affairs and cancellation of his or her visa, depending on the outcome of any appeals process.

The written notice (of intention to report the student for unsatisfactory progress) must inform the student that he or she is able to access the registered provider's complaints and appeals process under Standard 10 and that the student has 20 working days in which to do so. A student may appeal on the following grounds:

- i. provider's failure to record or calculate a student's marks accurately,
- ii. compassionate or compelling circumstances, or
- iii. provider has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

#### **(d) Notifying students**

A written letter will be issued to the student and/or forwarded to their supplied address and email address. A representative will try various ways of contacting them (phone, SMS, email, post). Once a student is reported, WIN will create a course variation in PRISMS that the student failed to maintain course progress which may lead to a visa cancellation.

#### **(e) Notification to the Department of Education and Training and the Department of Home Affairs**

WIN notifies DET within 14 days of the prescribed information about an accepted student who does not commence on the nominated date.

WIN notifies DET as soon as practicable of any breaches by an accepted student of a student visa condition related to satisfactory academic performance once the complaints and appeals have been implemented, tried and resulted in a decision supporting the RTO.

## Publication

This Policy covers all vocational students studying at WIN on a student visa. This Policy is available to students and staff by way of WIN's website(s) and through student/staff handbooks. This Policy will be reviewed as part of WIN's three-year policy review cycle or as required by regulatory changes.

## Legal and Policy Framework

This document references the following legislation, regulations, codes and standards:

Relevant Legislation/codes/standards Commonwealth National Code of Practice for Providers of Education and Training to Overseas Students 2018  
Education Services for Overseas Students Act 2000