

P.10V5 - Course Progress Monitoring and Intervention Strategy for International students

1.0 Purpose

- 1.1 This policy supports Standard 10 of the ESOS National Code 2007.
- 1.2 Barkly International College (BIC) continually monitors its student's course progress to ensure the successful completion of desired academic requirements. This policy and procedure will aid to ensure that student's course progress is monitored and reviewed, and that BIC will take intervention action when a student is in danger of not maintaining satisfactory course progress. By using effective monitoring techniques all BIC students also comply with the National Code 9 "Completion within the expected duration of study" whilst being compliant with the National Code 10.

2.0 Responsibility

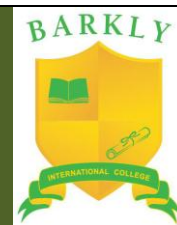
- 2.1 The Training and Compliance Manager is responsible for the implementation of this procedure and to ensure that staff and students are aware of its application, and that staff implement its requirements. The Student Support Manager and Student Administration Manager will execute the operational and procedural aspect of this policy.

3.0 Definitions

- 3.1 **Satisfactory progress** means that students have successfully completed the competencies for more than 65% of the course requirements being scheduled for the study term, and have not been identified as being "at risk" of not completing within expected duration.
- 3.2 **Unsatisfactory progress** is defined as not successfully completing or demonstrating competency in at least 65% of the course progress requirements of that study period as defined in the course schedule, this student may also be identified as being "at risk" of not completing within expected duration.
- 3.3 Being "**at risk**" of failing to achieve satisfactory course progress requirements 65% occurs when a student:
- Fails more than 65% of the expected course progress requirements of a specific qualification as defined on the course schedule undertaken in any study term or
 - Is in danger of being unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the Trainer and Assessor and subsequently the Student Support Manager.
 - Fails pre-requisite units

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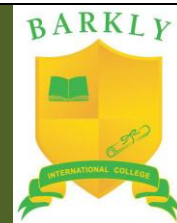
- 3.4 A study term** is a discrete period of time measured in weeks. The study term begins from the student's actual commencement date. The course may contain one or more study terms.
- 3.5 Course progress requirement** is the successful completion of units and/or pre-requisite units where the assessments are scheduled in each study term and identified in the course schedule. These requirements are used to benchmark against a student's progress. Students must maintain satisfactory course progress of a minimum of 65%
- 3.6 The course schedule/timetable** specifies competencies to be obtained. When, where, and the duration of units to be delivered.
- 3.7 Monitoring**, BIC monitors students for the entire period that the student is enrolled for, unless granted a deferment or suspension from enrolment or leave of absence under standard 13 of the National Code.
- 3.8 Intervention** will be activated for those students who are considered to be "at risk". Students will be interviewed, counselled and will be placed on a course intervention management plan which may include, but is not limited to academic skills support, additional English support, additional tutoring, placement in a more appropriate class to get them back on the right track to succeed and achieving satisfactory progress requirements.

4.0 Requirements / Process

- 4.1** The course progress of each student is monitored, recorded and assessed for all units of the course for which the student is enrolled to ensure the course will be completed within expected duration.
- 4.2** All trainer and assessor have a class register "**Trainer and Assessor International Student Academic Progress Register**" this register must be updated fortnightly with student results and or comments and sent to student support services, ivy@barklycollege.com.
- 4.3** Using this register trainers will be able to identify all low progress students and students "at risk" of not completing within expected duration
- 4.4** Once a trainer has identified a student with low progress the trainer will commence Informal Intervention.
- 4.5 Informal Intervention process;**
- **Step 1** schedule a time to speak with the student if student does not respond a support/early intervention letter will be sent by email and or post requesting students to attend a course counselling interview with their trainer and assessor

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- **Step 2** The trainer and assessor combined with student input will formulate a support plan to assist the student with reaching satisfactory course progress.

Example: one on one tutoring, extra classes, mentoring/counselling etc

- **Step 3** if the student fails to attend course counselling interview and OR fails to achieve satisfactory course progress by the end of the study period, Formal Intervention will be activated. – closely monitor to see if course progress improves
- **Step 4** If the students course progress does not improve within the agreed time, the trainer will make further notes on the “Trainer and Assessor International Student Academic Progress Register” and send to student support

4.6 Formal Intervention process

4.7 Student Support will check and identify all the students as being “at risk”. Students will be sent an appropriate warning letter by mail, requiring them to attend a course counselling interview.

4.8 After receiving the warning letter, the student must attend the course counselling interview within 5 working days.

4.9 A copy of the warning letter and all other relevant documents will be placed in the student’s file.

4.10 The course counselling interview and intervention meetings will be initiated by the Student Support Manager, however appropriate personnel such as student support officers/trainers or counsellors may be called in to assist.

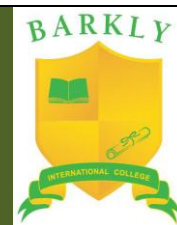
4.11 At the course counselling interview academic and non-academic issues are to be explored, solutions sought and the following intervention strategies will be put in place where appropriate;

- Programs to address academic and non-academic issues
- Student progress study time table drawn up
- Resitting assessments
- Undertaking additional units in subsequent study terms to “catch up” with the training schedule.
- Reduction in study load
- Holiday programs to “catch up” or undertake additional units.

4.12 Details of the intervention strategy proposed by the College will be recorded, and a signed copy of the Intervention document will be given to the student and a copy will be placed in the student file.

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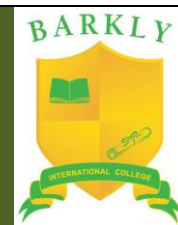
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- 4.13** Students will be required to accept the agreed intervention strategy proposed by the College to be allowed to stay enrolled in the course.
- 4.14** Students with the first warning letter (formal intervention) that have failed to achieve the proposed intervention strategy and is identified again to be at "risk" again will be sent a second warning letter requesting another interview and review of the current intervention strategy.
- 4.15** Students will be counselled and asked to commit to the current intervention strategy again or amendments will be made to the current intervention strategy to further support the students.
- 4.16** Students with the second warning letter and failing to meet satisfactory course progress in two consecutive study terms, as a result, the student will be issued a written notice (of intention to report the student for unsatisfactory progress to DIBP).
- 4.17** Students will have 20 working days to access BIC's complaints and appeals process under Standard 8.
- 4.18** Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, or the student withdraws from the process, or the process is completed and results in a decision supporting BIC (i.e. the student's appeal was unsuccessful). Barkly International College must notify the Department of Immigration and Border Protection (DIBP) through PRISMS as soon as practicable of the student not achieving satisfactory course progress.
- 4.19** If the student's appeal is successful or there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through BIC's intervention strategy, and BIC will not report the student.
- 4.20** Two consecutive study terms are taken into account under this policy and procedure before a written notice (of intention to report the student for unsatisfactory progress) can be issued. In the written notice, BIC will notify the student in writing of the intention to report the student for not achieving satisfactory course progress and clearly state that the student has the right to access the BIC's complaints and appeals processes within 20 working days from the date of issue.
- 4.21** Where a student on the intervention strategy requires more time to complete their qualification a new Confirmation of Enrolment must be completed by the Admission Department and lodged on PRISMS. The new Confirmation of Enrolment must indicate the revised completion date and the reasons for the revised date.
- 4.22** The student is expected to attend class as usual during complaints and appeals process.

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- 4.23** If the results of the internal appeal are in favour of the student BIC will immediately implement any decision and/or corrective and preventative action required and will advise the student of the outcome.
- 4.24** If the internal appeal is unsuccessful the student will be informed that their appeal was not successful and the reasons for the decision. The letter will also notify the student that they have the right to access the external appeals process within 5 days of notification of unsuccessful appeal.
- 4.25** Students who after intervention and/or due to compelling reasons, decides to move to another field of study within BIC, he or she will not be reported to the Department of Immigration and Border Protection (DIBP) for unsatisfactory course progress.

5.0 External Appeals

The external appeals process is conducted by:

Overseas Students Ombudsman (OSO)

GPO Box 442 Canberra ACT 2601

Tel: 1300 362 072

Fax 02 6276 0123

Email: ombudsman@ombudsman.gov.au Website: www.oso.gov.au

<https://forms.australia.gov.au/forms/ombudsman/ombudsman-complaint-form>

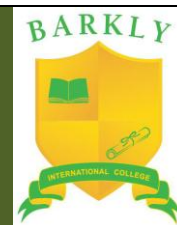
- 5.1** Once a student initiates the external appeal, OSO will inform the College of the application. The student's enrolment will be maintained during the appeals process.
- 5.2** If required, all documentation from the student and the College related to the appeal will be forwarded to the OSO. After examining and reviewing the appeal and documentation, OSO will forward the decision to the student and the College.
- 5.3** Should the OSO support the College's decision, the College will act accordingly. Alternatively if the OSO's decision is in favour of the student, the College will comply and advise the student accordingly, and, if appropriate, institute any corrective or preventative measures immediately.
- 5.4** If the student does not access the external appeals process after 5 working days from the date indicated in the Unsuccessful Appeals Letter, the College will follow through their decision on the student.

6.0 Standard 9 Completion within the expected duration of study

- 6.1** Whilst monitoring progress against the course duration is a separate requirement to monitoring course progress. In general, there may be some overlap in procedures. For example, at Barkly International College progress procedure requires the trainer and

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assessor to submit fortnightly progress registers that allow easy identification of students at risk of not completing within expected duration.

6.2

6.3 BIC will extend the duration of the student's study only where it is clear that the student will not complete the course within the expected duration, as specified on the student's COE, as the result of:

- Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
- The registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- An approved deferment or suspension of study has been granted under Standard 13.

6.4 BIC will report the student change in enrolment through PRISMS

Records of variation must be maintained in the student file.

Related Documents

P10 Course progress Flowchart

Warning Letter

F50.V01 Student Intervention Reasonable Adjustment form

Intention to report letter

P.31V6 - Student complaints and appeals

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