

Monitoring Course Progress and intervention strategy for International Students Policy and Procedure (international Students)

Purpose of the policy

The purpose of this policy is to provide a documented process for monitoring and recording of course progress and ensure that the overseas students are able to complete the course within the expected duration as specified on the COE (Confirmation of Enrolment).

This Policy and procedure will make sure that Riverdale Institute (RI) is:

- Monitoring the overseas student's course progress according to the requirements of their sector
- Identifying, notifying and offering support to those at risk of not meeting course progress requirements
- only extending the duration of an overseas student's enrolment in certain circumstances and advising them of potential impacts on their student visa
- only delivering online learning in accordance with the online learning requirements for the sector.

This policy ensures the compliance with Standard 8 of the National Code 2018 and Education Services for Overseas Students Act 2000.

Scope

This policy applies to all international students, who are studying with RI. Prospective students must read this policy before getting enrolled in the institute. The copy of this policy will be made available online on the institute's website and the student handbook as well. By reading this policy and procedure the students will get aware of maintaining the satisfactory Course progress requirements at the institute.

Definitions

Study Period	<p>RI has determined one study period of 24 weeks for all courses.</p> <p>According to National Code 2018, Study period is defined as 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 registered provider as long as that period does not exceed six months.</p>
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Unsatisfactory Course Progress	Student who have not satisfactorily completed more than 50% of the units in two consecutive study periods.
Intervention Strategy	<p>This will be activated for those students who are considered to be “at risk”. These students have not satisfactorily completed 50% or more of units in <u>one</u> study period. Students will be interviewed, counselled and will be placed on a course intervention management plan which may include, but is not limited to;</p> <ul style="list-style-type: none"> • 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.
CRICOS	The Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) is the register prescribed under Section 10 of the ESOS Act.
Being “At Risk” of failing to achieve satisfactory course progress requirements	<p>when a student:</p> <ul style="list-style-type: none"> • Fails more than 50% of the expected course progress requirements of a specific qualification as defined on the course schedule undertaken in mid-point of a study period 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 RI staff. • Fails pre-requisite units
PRISMS	The Provider Registration and International Student Management System (PRISMS) is the system used to process information given to the Secretary of DEST by registered providers.
‘Compassionate or compelling’ circumstances	<p>The circumstances which are beyond the control of the overseas student and which have an impact upon the overseas student’s course progress or wellbeing. These could 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 close family members such as parents or grandparents (where possible a • death certificate should be provided)

	<ul style="list-style-type: none"> • major political upheaval or natural disaster in the home country requiring emergency travel • and this has impacted on the overseas student's studies; or • a traumatic experience, which could include: <ul style="list-style-type: none"> – involvement in, or witnessing of a serious accident; or – witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports) where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a prerequisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol. <p>These are only some examples of what may be considered compassionate or compelling circumstances.</p> <p>RI will be assessing the circumstances of the students while taking them into consideration.</p> <p>RI delegate will be using their professional judgement to assess each case on its individual merits. When determining whether compassionate or compelling circumstances exist, RI will consider documentary evidence provided to support the claim, and will keep copies of these documents in the overseas student's file.</p>
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Procedure

1. RI monitors, records and assess the course progress of each student for each course for which the student is enrolled in.
2. At the midpoint of each study period of the course, RI delegate will review the course progress of each student and will identify the students who will not be able complete the course within the expected duration and will put the students in the register.
3. If the student is identified to have completed less than 50% of the units delivered at the midpoint of study period, he/she will be sent first warning letter/email.

The warning letter or email will have following information:

- ❖ Has failed 50% or more of units at the midpoint of study period and is at risk of not meeting satisfactory course progress requirements. Making unsatisfactory course progress, which may result in the student's visa being cancelled.
- ❖ Student Needs to contact RI to make an appointment to meet with the RTO manager to implement strategies to ensure that the student passes all NYC units as per the availability.
- ❖ Is required to participate in an intervention strategy to ensure that the student maintains satisfactory course progress.

Intervention strategies may include but are not limited to:

- Requesting the student to sit for re-assessment
- Providing one-to-one assistance and counselling with a qualified trainer or student support
- Discussing with other trainers and/or other relevant staff members' issues relating to time management skills, assessment techniques, motivation and other issues which may be impacting on the student's ability to complete his or her course
- Reducing the student's unit load temporarily.
- Where appropriate, request that the student undertake an English language course to improve his or her English to a level that will enable the student to complete his or her VET course satisfactorily. Such additional English classes may incur a fee.
- Assist with any LLN issues that have not been identified at the enrolment process prior to commencement of course
- Extending the students eCoE end date to enable the student to complete units.
- All students placed on an intervention strategy will be required to sign in agreement of intervention plan, strategies, timeframes etc.

- All intervention plans will be reviewed with the student support officer and monitored based on the date proposed to ensure the effectiveness and successful completion of the intervention plan.
- 4. If the student does not respond after getting first warning letter they will be sent second warning letter after 7 days. If the student responds to the first warning letter and participates in intervention strategy but fails to maintain satisfactory course progress in the consecutive second study period according to the agreed intervention plan he/she will be sent a second warning letter in consecutive second study period.
- 5. If the student responds to the second warning letter within 7 days, he/she will be given opportunity to participate in intervention strategy. If the student fails to respond within 7 days, he /she will be sent **INTENTION TO CANCEL ENROLMENT FOR unsatisfactory courser progress via email or** student's current address held by RI.
- 6. The letter will state that records show that the student's course progress is unsatisfactory and, consequently, the RI intends to **TO CANCEL ENROLMENT FOR unsatisfactory courser progress**, which will result in the cancellation of the student's eCoE.
- 7. The letter will also indicate that the student has 20 working days within which to appeal the RI's intention **TO CANCEL ENROLMENT FOR unsatisfactory courser progress**.
- 8. Where the student has chosen not to access the complaints and appeals procedure within 20 working days. DEPARTMENT OF HOME AFFAIRS must be notified as soon as practicable, of the unsatisfactory course progress through PRISMS.
- 9. Once a student is reported for unsatisfactory progress, a notification letter is sent to the student's current address/email held by RI and a copy placed on the student's file.

If Student Appeals Decision

- a. A formal complaints and appeals form must be completed. This form is made publicly available and can be found online on website or at the reception.
- b. The form can be lodged using any one of the following methods via in person at reception or via email on dscollege07@gmail.com.
- c. Once the appeal is received, the CEO/Compliance manager/RTO manager will convene an independent panel to hear the complaint; called the (appeals committee).
- d. The independent panel shall not have had any previous involvement with the student's situation leading to unsatisfactory course progress. This panel will include representatives of;
 - CEO/Compliance manager/RTO manager
 - A member of the teaching staff
 - A member from the administration team/Student Support

- e. The student will be contacted within Ten (10) working days of the appeal been received and a time will be organised for them to attend a meeting with the appeals committee.
- f. The student will be given the opportunity to present their case to the committee including any compassionate or compelling reasons for the lack of progress, (evidence of all claims must be provided).
- g. The student is welcome to bring a support person to this meeting.

- h. The appeals committee will review all evidence presented at the meeting and make a decision regarding the appeal.
- i. This decision will be communicated to the student within five (5) working days from the date of the student appeal interview.
- j. The decision will be communicated by letter/email/phone.
- k. If the student's appeal is successful, ongoing support will be provided to the student through the RI's intervention strategy.
- l. In this circumstance, RI will not report the student to DEPARTMENT OF HOME AFFAIRS.
- m. Should the student appeal be unsuccessful, and the student be dissatisfied with the outcome of this process, the student may access an external appeal.
- n. Student's enrolment will remain active until the appeal outcome.

10. 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>

- a. Once a student initiates the external appeal, OSO will inform the Institute of the application.
- b. The student's enrolment will be maintained during the appeals process.
- c. If required, all documentation from the student and RI 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 Institute.
- d. Should the OSO support RI's decision, RI will act accordingly.
- e. Should the OSO's decision be in favor of the student, RI will comply and advise the student accordingly, and, if appropriate, the institute will apply any corrective or preventative measures immediately.
- f. 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

Extending course duration

RI will only extend the overseas student's enrolment if:

- RI has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment;
- RI has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements; or
- an approved deferral or suspension of the overseas student's enrolment has occurred.
- If RI extends the duration of an overseas 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. More information about the Student visa (subclass 500) is available on the Department of Home Affairs website (<https://www.homeaffairs.gov.au/Trav/Visa1/500->).

Students are advised to go through the complaints and appeal policy and procedure for more information in relation to Complaints and appeals.