

P10 - Course Progress and Intervention Strategy for International Students [National Code 2017, Standard 10]

1.0 Purpose

- 1.1 The purpose of this policy and procedure is to ensure that international students maintain satisfactory course progress to complete their studies within the expected duration and, where they show any signs of being at risk of not achieving the satisfactory course progress, students are supported and encouraged to get their studies back on track and meet performance requirements.
- 1.2 In addition to students receiving informal support provided by Trainers and Assessors, the course progress of students is subject to monitoring processes. Baxter Institute will instigate intervention procedures when a student is at risk of not progressing satisfactorily or not completing their course and the requirements within expected duration.
- 1.3 By monitoring and supporting a student to enable him/her to keep up with the course schedule/timetable, Baxter Institute is assisting the student to comply with National Code 2017, Standard 9 (see Policy P09 – “Completion within the expected duration of study”) whilst being compliant with the National Code 2017, Standard 10.
- 1.4 Baxter Institute implements course progress monitoring for all vocational courses, except for ELICOS courses which will be monitored against attendance requirements (in accordance with the National Code 2017, Standard 11).
- 1.5 This policy is made available to staff and students on Baxter Institute website and staff portal.

2.0 Responsibility

- 2.1 The Director of Studies is responsible for the implementation of this procedure and for ensuring that staff and students are aware of its application and that staff implement its requirements.
- 2.2 The Academic/Student Support Manager executes the operational and procedural aspects of this policy. All Student Support staff must read and understand the policy.
- 2.3 This policy is made available to staff and students on Baxter Institute’s website and staff portal.

3.0 Definitions

- 3.1 ‘Consecutive unsatisfactory progress’ is defined as not meeting the course progress requirements or alternatively not successfully completing or demonstrating competency in at least 50% of the course progress requirements of that study period as defined and implemented in the training plan.
- 3.2 ‘A study period’ is a discrete period of time measured in weeks. The study period begins from the student’s actual commencement date. The course may contain one or more study periods. For courses of less than 15 weeks, the entire course will be a single study period. For longer courses, there will be more than one study period. Different courses have study periods of different duration. All study periods within a course will be the same except for the final study period which may be shorter due to a course coming to an end, but it will still be considered as a full study period. The study periods of all courses are prominently listed in the Enrolment Form, Letter of Offer, and Student Agreement so that students have full access to all necessary information regarding study periods prior to commencing their course.
- 3.3 ‘Course progress requirements’ are met on the successful completion of units and/or pre-requisite units where the assessments are scheduled in each study period and identified in the training plan. These requirements are used to benchmark against a student’s progress. The course progress requirement varies due to different courses and study periods.
- 3.4 ‘The training plan’ specifies competencies to be achieved and when, where, how and the duration for which the unit is to be delivered. The duration, the course progress requirements for each study

period and the progress monitoring period are also clearly identified. A copy of the training plan is provided to students on orientation day.

- 3.5 Baxter Institute monitors international students for all study periods the student is enrolled in, including compulsory study periods and non-compulsory periods. A compulsory study period is one in which the student must enrol unless granted a deferment or suspension from enrolment or leave of absence under Standard 13 of the National Code. An example of non-compulsory period is a term break period.
- 3.6 Being "at risk" of failing to achieve satisfactory course progress requirements occurs when a student does not meet the course progress requirements and:
 - fails to achieve more than 50% of the expected course progress requirements of a specific qualification as defined in the training plan undertaken in any study period;
 - is in danger of being unable to complete a course within the expected duration of study as recorded on the PRISMS register after having their program reviewed by the Academic/Student Support Department.
 - fails to achieve pre-requisite units.
- 3.7 Intervention strategies will be negotiated with the students who are considered "at risk". Students will be interviewed, supported and will have a course intervention strategy implemented which may include, but is not limited to academic skills support, additional English support, additional tutoring, and placement in a more appropriate class to get them back on the right track to succeed and achieve satisfactory progress requirements.
- 3.8 Satisfactory progress means that students have successfully completed the competencies in 50% or more of the course requirements being scheduled for the study period, and have not been identified as being "at risk".
- 3.9 'Monitoring' refers to an active checking of course progress; 'Recording' means that there must be a documented record of the student's achievement within each unit; 'Assessing' requires the provider to consider a student's demonstrated achievement, progress or competency.

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 the expected duration.
- 4.2 For ELICOS students, Baxter Institute will monitor their attendance in accordance with Policy P48 – Monitoring Attendance.
- 4.3 Baxter Institute assesses each student's progress at the end-point of each study period. The process for assessing course progress involves the review of completed assessments as identified in the study period.
- 4.4 For the purpose of giving support and identify students at risk, students are monitored for the units in the middle of the study period.
- 4.5 Where Baxter Institute has assessed the student as being "at risk", it will inform the student and implement an intervention strategy. All causes, academic and/or non-academic, such as personal issues that lead to unsatisfactory progress, will be discussed and reviewed.
- 4.6 Students who are identified as being "at risk" in the middle of the study period with regards to their course progress requirements are sent reminder email about the risk of failing to complete course progress requirements in at least 50% or more of their course as shown in the training plan. Progress support offered at this time is considered an informal intervention.
- 4.7 The formal intervention strategy implemented after the study period ends is considered a formal intervention. A formal written warning letter will be issued to those students who have not successfully completed the assessments in 50% or more of the course progress requirements being studied for that study period.
- 4.8 Those students who are "at risk", whether through the formal or informal intervention, will be interviewed, supported and placed on a course intervention strategy.

- 4.9 If the student is identified as not making satisfactory course progress in a second consecutive compulsory study period, Baxter Institute must notify the student in writing of its intention to report him/her to the Secretary of the Department of Education for unsatisfactory progress via PRISMS. In the written notice, the student must be informed that he or she can access Baxter Institute's complaints and appeals process under Standard 8 of the National Code 2017 and that the student has 20 working days plus 2 working days for postage handling to do so (Policy P08-Complaints and Appeals).
- 4.10 Students who have unsatisfactory academic progress will be reported to the Department of Immigration and Border Protection (DIBP) and may risk having their student visa cancelled. DIBP will consider all the information available and if they decide to consider cancellation, DIBP will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the students visa. Students will be given an opportunity to respond to the NOICC and explain their situation. The student does not need to attend a DIBP office.
- 4.11 Students who, after intervention and/or due to compelling reason, decide to move to another field of study within Baxter Institute, will not be reported to the DIBP for unsatisfactory course progress.
- 4.12 Where the student has chosen not to access the complaints and appeals process or withdraws from the process or the process is completed with the outcome supporting Baxter Institute (i.e. the student's appeal was unsuccessful), the Secretary of the Department of Education must be notified as soon as practicable of the student not achieving satisfactory course progress through PRISMS. 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 Baxter Institute's intervention strategy, and the student will not be reported.
- 4.13 The methods section in Policy P09 – Completion within the Expected Duration of Study define the procedures for monitoring the progress of students, taking intervention action and reporting students who have breached the course progress requirements. The policy identifies both the student's academic progress and their ability to complete their course within the expected duration (Policy P09).

Procedure

- 4.14 Progress monitoring is completed within two weeks of the end of each study period. The Academic/Student Support Officer and/or Manager will review the academic progress of all students and identify those students who are "at risk". Specific monitoring periods may vary for students enrolled progressively. However, they will be monitored within two weeks of the end of their designated study period. These students may be identified in the subsequent monitoring period.

Implementing Formal Intervention Strategy

- 4.15 All students identified as being "at risk" (at the end of the study period intervention) will be sent an appropriate warning letter by email and post, requiring them to attend a course supporting interview.
- 4.16 After receiving the warning letter, the student must attend the mediation intervention strategy meeting within five working days plus 2 working days for the postage handling.
- 4.17 A copy of the warning letter and all other relevant documents will be placed and recorded in the student management system (Wisenet).
- 4.18 The course supporting interview and intervention meetings will be initiated by the Academic/Student Support Manager, however appropriate personnel such as student support officers/trainers or counsellors may be called in to assist.
- 4.19 At the course supporting interview academic and non-academic issues are to be explored, solutions sought and intervention strategies negotiated which will be put in place where appropriate. Students are to agree to and sign the intervention strategy, which may include (but not limited to):
- Register for one on one learning support
 - Register for LLN support classes
 - Register for an additional timetable/classes
 - Reasonable adjustments to assessment

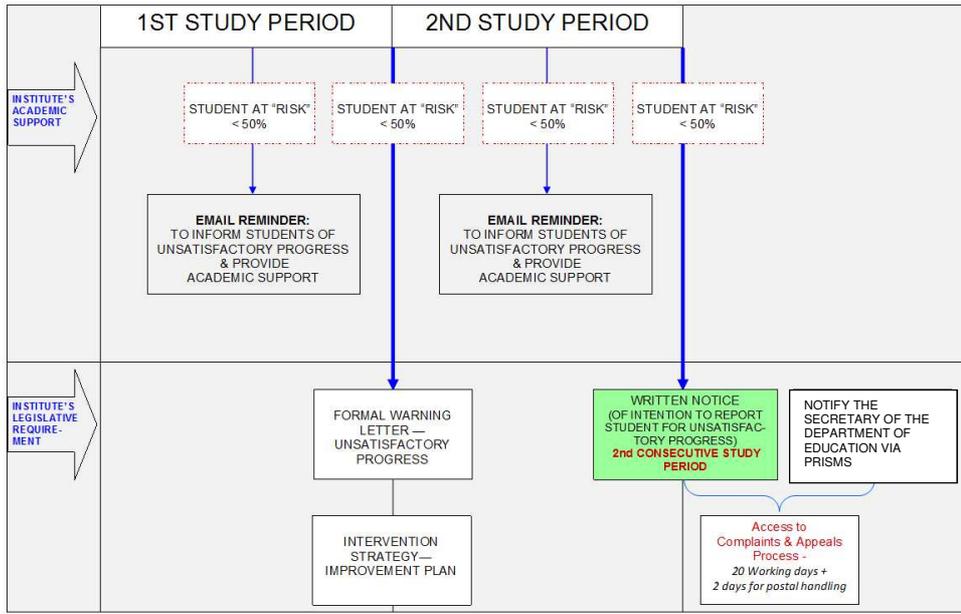
- English support classes
 - Computer skills support session
 - Bi-lingual support session
 - Re-assessment (utilising remaining attempts)
- Trainer's assistance in finding models/clients
 - Referral to external services
- 4.20 Details of the intervention strategy proposed by Baxter Institute will be recorded, and a signed copy of the intervention document will be given to the student and a copy will be placed in the student management system (Wisenet).
- 4.21 Students will be required to accept the agreed intervention strategy proposed by Baxter Institute to continue to remain enrolled in the course.
- 4.22 Students who have received the first warning letter (formal intervention), and failed to attend the intervention meeting or participate in an intervention program, are identified again to be at risk for subsequent end of study period intervention and will be considered as failing to achieve competency in a second consecutive study period. The student will be issued a written notice of intention to report the student for unsatisfactory progress to the Department of Immigration and Border Protection (DIBP), and be provided with information about the appeals process.
- 4.23 Where the student has chosen not to access the complaints and appeals process within the 20 working days plus 2 working days for postage handling, or the student withdraws from the process, or the process is completed and results in a decision supporting Baxter Institute (i.e. the student's appeal was unsuccessful), Baxter Institute must notify the Secretary of the Department of Education through PRISMS as soon as practicable of the student not achieving satisfactory course progress.
- 4.24 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 Baxter Institute's intervention strategy and Baxter Institute will not report the student. If the student's appeal is unsuccessful and the student is deemed to have failed to meet satisfactory course progress, Baxter Institute will report the student via PRISMS.
- 4.25 Two consecutive study periods 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, Baxter Institute 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 Baxter Institute's complaints and appeals processes within 20 working days plus 2 working days for postage handling (see Policy P8 – Complaints and Appeals).
- 4.26 Where a student, completing an intervention strategy, requires more time to complete their qualification, a new Confirmation of Enrolment (CoE) is granted to the student and must be lodged on PRISMS by the Admission Department. The new CoE must indicate the revised completion date and the reasons for the revised date.
- 4.27 Baxter Institute maintains the student's enrolment and the student is expected to attend classes as usual during the complaint and appeal process.
- 4.28 All of the notification to report of student progress are kept in the student management system (Wisenet).

Implementing Informal Intervention Strategy

- 4.29 To increase the chances of students completing the course within the expected duration, students identified to be "at risk" in the mid-study period progress monitoring will receive a support email recommending them to attend a course supporting interview. This reminder email is not a warning letter but rather it is Baxter Institute's academic support rendered to students. These students will not be reported to the Secretary of the Department of Education through PRISMS for not achieving satisfactory progress.

Commented [S&TR1]: Not sure about this amendment made by someone else. Is it saying 22 working day period? Is that right?

Progress monitoring diagram



End

5.0 Revision history

Revision	Date	Description of modifications
1	March 2008	Original
2	May 2009	Reviewed and the definition of "at risk" widened to include lack of sufficient participation which is monitored during a study period.
3	June 2009	Reviewed and the definition of "at risk" widened to include students failing between 40% to 50% of module in a study period.
4	Jan 2010	Reviewed to include a min. 70% attendance of a module is required to be eligible to proceed to the assessment level
5	May 2010	ESL student has failed to achieve 80% attendance and is considered to be at risk.
6.0	March 2011	Review with additions and wisenet procedure.
7.0	17/4/2012	Reviewed and updated processes and included definition of a study period.
8.0	24/04/2012	Reviewed and updated student progress. Included more definitions. Remove reporting student failing between 40% to 50%.
9.0	07/11/2012	Reviewed and changed definition of study period due to the implementation of TPS on 1st July.
9.1	13/4/2013	Amendment to cease automatic cancellation relating to student visa (section 20 of the ESOS Act).
10	1/4/2014	Reviewed and revised for continuous improvement based on recommendation through internal audit.
10.1		SVP amendment – unreleased.
10.2	26/6/2015	Typo error - added "days" after working. Holiday programs for catch up added "where available". Amended "more than 50%" to "in 50% or more". Added word "& post" to sentence "appropriate warning letter by email". Updated "summary sheet" to Student management system.
10.3	12/08/2015	Progress monitoring diagram.
10.4	20/10/2016	Reviewed and revised for continuous improvement based on recommendation through internal audit. Added point 1.3
10.5	01/03/2017	Reviewed and updated 1.2, 1.3, 3.7, 4.2, 4.3, 4.4, 4.5, 4.9, 4.10, 4.12, 4.19, 4.23, 4.28, 5.0.
10.6	15/08/2017	Reviewed and added 1.4, 1.5, 2.3, 2.3, 3.9, 4.28 Reviewed revised 4.9, 4.17, 4.20, 4.22, 4.23, 4.24, 4.25 Updated to National Code 2017
10.7	15/09/2017	Reviewed and updated 1.4, 4.2
10.8	17/09/2017	Reviewed and updated 4.9, 4.10, 4.12, 4.19, 4.23, 4.29, Updated the "Progress monitoring diagram"
10.9	08/11/2017	Updated with the new address