

# Monitoring Course Progress Policy and Procedure

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## SCOPE:

This policy applies to all Innovative Institute of Australia's (IIA) international students and IIA staff who deal with all matters concerning international students.

## POLICY

This policy supports the ESOS National Code 2018 Standard 8.

1. IIA has elected to implement the Department of Education- DIBP Course Progress Policy for reporting its VET students.
2. IIA systematically monitors, records and assesses students' course progress. IIA proactively notifies and counsels students who are at risk of failing to meet their course progress requirements.
3. IIA report students, under section 19 of the ESOS Act, who have breached the course progress requirements.
4. IIA monitors, records and assess the course progress of each VET student for each unit of the course for which the student is enrolled in.
5. IIA assesses each student's course progress at the end point of each study period. A Study Period is 13 weeks for VET Courses.
6. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.
7. Students are informed during an orientation about their course requirements and progress review dates.
8. IIA has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress. At a minimum, for VET students the intervention strategy is activated where the student has failed or is deemed not yet competent in 50 per cent or more of the units attempted in any study period. IIA may choose to intervene at any point before the end of a study period for example if the student does not attend the classes regularly or does not respond to IIA's attempts to assist the student in achieving satisfactory course progress.
9. At the end of each compulsory study period, students will be assessed against the Monitoring Course Progress Policy and Procedure. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy will be activated within the first four weeks of the following study period.
10. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, IIA will notify the student of its intention to report the student to the Department of Education for unsatisfactory progress.  
IIA does this through the Intention to Report Letter – Unsatisfactory Course Progress that informs the student that he or she is able to access the IIA's Complaints and Appeals process that the student has 20 working days in which to do so. A student may appeal on the following grounds:
  - a. IIA's failure to record or calculate a student's marks accurately,
  - b. compassionate or compelling circumstances, or
  - c. IIA has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.

11. Where IIA has assessed the student as not meeting satisfactory course progress, IIA informs the student in writing of its intention to report the student and that he or she is able to appeal the decision and access the IIA's Complaints and Appeals policy and procedure within 20 working days.
12. Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

## **PROCEDURE:**

1. The progress of VET students is monitored through the completion of unit assessments, which occur as a minimum at the end point of each study period
2. Student competency results for VET students are recorded in our Student Management System.
3. Students are informed about review dates during student orientation. Review dates are normally every end of Term.
4. Review dates are electronically set up on the CEO's calendar for a reminder.
5. Within 5 working days of the completion of a study period / a review date, the CEO will generate and print a unit cross tab report/ student results for a particular enrolment to be reviewed. The CEO will review the progress of all students for Satisfactory Course Progress in the study period.
6. For VET students, the CEO will review a student competency result report and mark students who have not successfully completed at least 50% of the number of assessments/ part of assessments that are supposed to be finished.
7. The CEO will provide a copy of the reviewed report to the VET Administration staff and the VET Administration staff will prepare warning letters that are signed by CEO and send relevant warning letters to the students with unsatisfactory course progress results.
8. An assessor is to notify the CEO/ Course Coordinators for all students who are observed as at risk of risk of not completing the course
9. There are 2 warning letters to be sent to students with unsatisfactory course progress. They are Satisfactory Academic Progress (Initial) Warning and Final Satisfactory Academic Progress Warning letters that will be prepared by the VET Administration staff and signed by the CEO. They are sent via post and if applicable, electronically (email). (Please find the Appendix A and B templates to send the letters to the student following the policy).
10. Students will be counselled by the relevant Course Coordinator/ Trainers.
11. Students failing to attend the course counselling interview/ intervention meeting without a reasonable reason will be sent the next warning letter/ intention to report letter via post and if applicable, electronically (email), a copy will also be kept in the student's file.
12. At the course counselling interview, the following intervention strategies may be put in place:
  - Student attendance timetable drawn up
  - Student study time table drawn up
  - A fortnightly intervention meeting for the current study period with the trainer and assessor/relevant Course Coordinator.
  - A fortnightly academic involvement report requested from each trainer.
  - Place a copy of the warning letter and all other relevant documents in the students file.
  - At the fortnightly intervention meeting the following can be reviewed
  - Fortnightly attendance
  - Fortnightly academic involvement
  - Implementation of the study timetable
13. Students failing to attend the course counselling interview or fortnightly intervention without a reasonable reason may be sent a Final Satisfactory Academic Progress warning letter via post and if applicable electronically (email), a copy will also be kept on the students file.

14. If a VET student fails more than 50% of units in two consecutive study periods, IIA will notify the student in writing of its intention to report the student for not achieving satisfactory academic progress. The student will be sent an Intention to report letter via post and electronically (email), a copy will also be kept on the students file. The students are informed they have 20 working days to appeal to IIA by accessing the institute's Complaints and Appeals Policy and Procedures.
15. If the appeal is not upheld or the student withdraws from the appeal process, the CEO will inform the Student Admin Officer/Staff to report the student to the Secretary of Department of Education through PRISMS. The Student Admin Officer/ Staff will report the student as soon as practicable.
16. The Report to Department of Education letter via post and if applicable electronically (email), a copy will also be kept on the student's file.
17. If applicable, the following will be maintained on the student files
  - Satisfactory Academic Progress (Initial) Warning letter
  - Final Satisfactory Academic Progress Warning letter
  - Notes from counselling sessions
  - Medical certificates
  - Appeal documents
  - Intention to report letter
  - Report to Department of Education letter
  - Other relevant documents



**CRICOS:03807C**  
**RTO:45549**  
**IIA**

**Templates:**

## **Appendix A: Student Poor Academic Progress – Warning Letter**

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Date:

«TableStart:AU\_General\_Main»

«Client Title» «Client First Name» «Client Last Name»  
«Client Post Add1» «Client Post Add2»  
«Client Post Suburb» «Client Post State»

**Re: Warning letter for unsatisfactory course progress**

Dear «Client First Name»,  
Student ID «Client RefInternal» «Client RefExternal»

Your enrolment in «Course Code» «Course Desc» at Innovative Institute of Australia (IIA) began on «COR Start Date». During the orientation programme, you were informed of the student visa condition relating to course progress. You were also informed that IIA uses the Department of Education and Training (DET) Course Progress Policy and Procedures for **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)** Providers of Vocational Education and Training (VET) Courses.

Under the DE Course Progress Policy, a student has made unsatisfactory progress if the student has not successfully completed or demonstrated competency in at least 50% of the course requirements in a term (study period).

**Our records indicate that your academic progress is below 50% of assessed units for the current term.**

You are advised to contact IIA to arrange a time and date for the intervention meeting. At this meeting we will discuss and confirm intervention strategies to ensure you are able to complete your studies within the required timeframe as per your CoE or if required, your study period may be extended.

You were advised that unsatisfactory course progress in two consecutive study periods for a course could lead to you being reported to the Department of Immigration and Border Protection (DIBP) and could result in the cancellation of your student visa.

If you fail to adhere to the intervention strategy, fail to attend an intervention meeting or do not accept and sign the intervention strategy you will be reported to the Department of Immigration and Border Protection (DIBP) and could result in the cancellation of your student visa.

Please contact Student admin Officer if you believe one or more of the following have happened:

- IIA has not recorded or marked you correctly.
- There are compassionate or compelling reasons which have contributed to your unsatisfactory course progress.
- IIA has not made relevant policies (e.g. Assessment and Academic Progress) available to you.

Yours sincerely,

CEO  
Innovative Institute of Australia

## Appendix B: Student Poor Academic Progress – Breach Recorded Letter

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Date:

«Client Title» «Client First Name» «Client Last Name»  
«Client Post Add1» «Client Post Add2»  
«Client Post Suburb» «Client Post PC»  
«Client Post State»

### URGENT: NOTICE OF INTENTION TO REPORT FOR UNSATISFACTORY COURSE PROGRESS

Dear «Client First Name»,

Student ID «Client RefInternal» «Client RefExternal»

Your enrolment in «Course Code» «Course Desc» at Innovative Institute of Australia (IIA) began on «COR Start Date».

When commenced your course with " IIA " you signed a contract that you would abide by your visa conditions including maintaining satisfactory course progress as required by Australian legislation for holders of student visas including: The *ESOS Framework: The Education Services for Overseas Students Act 2000 and National Code* and the Institute Policies and Procedures.

During the orientation programme, you were informed of the student visa condition relating to course progress. You were also informed that IIA uses the Department of Education and Training (DET) Course Progress Policy and Procedures for **Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS)** Providers of Vocational Education and Training (VET) Courses.

You have been sent **two** formal warning letters on <insert date> and again on <insert date> advising you were at risk of breaching your student visa conditions for Course Progress. You were also provided with another copy of the Institute Course Progress Policy.

As a result of this you were required to <insert details of what they had to do> and placed on an intervention strategy.

Our records indicate that you were first identified as at risk of making unsatisfactory progress according to the academic progress policy procedure of IIA. At that point, IIA implemented its intervention strategy where you were advised that unsatisfactory course progress in two consecutive study periods for a course could lead to you being reported to the Department of Immigration and Border Protection (DIBP) and could result in the cancellation of your student visa.

As you are aware under IIA Course Progress Policy, a student has made unsatisfactory progress if a student has not successfully completed or demonstrated competency in at least 50% of the units of competency within a study period. Further, as per our policy, if you fail over two consecutive study periods you must be reported to the Department of Education & Training (DET) and the Department of Immigration and Border Protection (DIBP).

Under the DE Course Progress Policy, a student has made unsatisfactory progress if the student has not successfully completed or demonstrated competency in at least 50% of the course requirements in a study period.

To assist you to meet course progress requirements, IIA undertook all necessary actions as a part of its intervention strategy.



As you have been assessed as making unsatisfactory progress in a second consecutive compulsory study period, this letter is to formally advise you have breached your student visa requirements to maintain satisfactory course progress.

In accordance with the DE Course Progress Policy, I must now inform you of IIA's intention to report you to the Secretary of the Department of Education through PRISMS for unsatisfactory progress in two consecutive study periods. This action automatically alerts the Department of Immigration and Border Protection (DIBP).

<Insert details of the units they have failed etc>

Despite our intervention strategies and assistance offered, you have not taken necessary action to improve your academic performance.

If you think there are reasons why you should not be reported, you may appeal against Innovative Institute of Australia's decision if you believe one of the following has happened:

1. The Institute has not recorded or calculated your marks correctly
2. There are compassionate or compelling reasons which have contributed to your unsatisfactory progress that have not yet been considered.
3. The Institute has not implemented our intervention strategy in accordance its policy and procedures.

Attached is our *Complaints and Appeals Policy and Procedure*. You have 20 working days commencing from <insert date> to make a compliant/appeal. If the appeals process is initiated, the Institute will maintain your enrolment until the appeals process is complete, as per our policy. Under National Code 2018's Standard 8 and our *Course Progress Policy and Procedure*, IIA must await the outcome of our internal and one external appeals process before reporting you for unsatisfactory course progress.

Once the Department of Education /DIBP has been notified of a deferment, suspension or cancellation of your enrolment, you have 28 days in which to:

- leave Australia *or*
- show the Department of Immigration and Border Protection (DIBP) a new Confirmation of Enrolment (CoE) OR
- Provide DIBP with evidence that you have accessed an external appeals process.

If following receipt of this Intention to Report letter you choose not to initiate an appeal within 20 working days of issue of this warning, or if your appeal is unsuccessful; you will be reported DOE/DIBP for Unsatisfactory Course Progress via PRISMS. This may result in DIBP cancelling your student visa. You should seek advice from DIBP regarding action you need to take.

If you feel you have reasonable grounds for your poor academic progress in your course, you must contact IIA in writing within 20 working days outlining your circumstances.

If you wish to discuss this matter further, please make an appointment with the CEO by sending an email to the CEO at [ceo@innovative.edu.au](mailto:ceo@innovative.edu.au) You can bring a friend with you if you wish. The procedure for making an appeal is from our website.

If no response is received within 20 working days of the date of this letter IIA will prIIA willl the reporting process.

#### Local DIBP CONTACTS

<http://www.border.gov.au/about/contact/offices-locations/australia>

Phone: 131 881, Email [studentvisa@immi.gov.au](mailto:studentvisa@immi.gov.au).

To get in touch with us, [click here](http://www.border.gov.au/about/contact) <http://www.border.gov.au/about/contact>

Street address: 2 Lonsdale Street, Melbourne Vic. 3000

Postal address: GPO Box 241, Melbourne Vic. 3001

Counter hours: 9 am to 4 pm Monday to Friday

Yours sincerely,

CEO

IIA

E-mail: [ceo@innovative.edu.au](mailto:ceo@innovative.edu.au)

Ph: 03 8752 1453



**CRICOS:03807C**

**RTO:45549**

**IIA**