



**Monitoring Student Progress, Policy and
Procedure (CRICOS)**

Monitoring Student Progress Policy and Procedure (CRICOS)

Introduction

House of Learning Pty Ltd, trading as Builders Academy Australia (BAA) ensures that as part of a comprehensive course progress policy and where relevant, regulatory requirements, BAA can systematically monitor Student course progress and where applicable Student attendance if requested by an ESOS Agency.

Purpose

To ensure that BAA can systematically monitor the course progress of International Students as part of a wider BAA strategy to monitor course progress and completion within the expected duration. BAA is proactive in notifying and counselling Students who are at risk of failing to meet course progression requirements. BAA reports Students under Section 19 of the ESOS Act 2000 who have not maintained satisfactory course progress.

Scope

This Policy and Procedure applies to all International Students at BAA.

Responsibilities

Training and Assessment, Administration, Management.

Definitions

International Student means International Students or intending International Students on a Student Visa under the Migration Act 1958.

Intervention Strategy means an intervention strategy as per the Course Progress Policy and Procedure.

Satisfactory Course Progression means a minimum of fifty per cent (50%) completion or demonstrated competency of the course requirements

Study Period means one (1) term (12 weeks) of scheduled classes.

This Policy and Procedure aligns with National Code of Practice for Providers of Education and Training to Overseas Students 2018 Standards 8, 9 and 10 and the ESOS Act 2000.

Policy Statement

BAA will ensure that they monitor the successful completion or demonstrated competency in at least fifty per cent (50%) of the course requirements for each International Student for each CRICOS registered course in which the International Student is enrolled which is an accredited vocational education and training course.

The systematic approach to monitoring course progress is part of a comprehensive approach to ensure that each Student is in the position to complete the course within the expected duration specified in the Student's COE.

BAA has and implements appropriate documented satisfactory academic progress policies and procedures for each course which is provided to staff as part of a mandatory staff induction and International Students both pre-enrolment and at the mandatory orientation session that specify the:

- a) Requirements for achieving satisfactory academic progress, which at a minimum, requires International Students to demonstrate competency in at least fifty per cent (50%) of the course progress requirements in two consecutive study periods.
- b) Manner in which academic progress are recorded and calculated;
- c) Process for assessing satisfactory academic progress;
- d) Process for determining the point at which the International Student has failed to meet satisfactory academic progress; and
- e) Procedure for notifying International Students that they have failed to meet satisfactory academic progress requirements.

Students who fail to achieve satisfactory course progress in one study period will be identified and in the first instance an unsatisfactory course progress caution letter will be sent to the Student with a time set to meet with the Student Welfare Coordinator who will implement an intervention strategy.

If the intervention strategy has been implemented and the Student fails to meet satisfactory course progress in the following study period, then the Student will be notified in writing of an intention to report them through the Provider Registration and International Students Management System (PRISMS) to the Department of Home Affairs (DHA) for failing to achieve satisfactory course progress, and that this may result in DHA cancelling their Student Visa.

The written notice will inform the Student that they are able to access BAA's Complaints and Appeals process as per Standard 10 (Complaints and Appeals) of the National Code 2018 and that the Student has twenty (20) working days in which to do so.

Where the Student has chosen not to access the complaints and appeals processes within the twenty (20) working day period, withdraws from the process, or the process is completed and results in a decision supporting BAA, BAA must notify the Secretary of Department of Education and Training (DET) through PRISMS that the Student is not achieving satisfactory progression as soon as practicable.

Procedure

1. BAA will establish and maintain an official timetable of contact hours for each program in accordance with program requirements, along with an assessment submission schedule.
2. Students' progress will be assessed on completion of the assessment tasks in each study period of the program.
3. Student assessment submission reports will be run on a weekly basis. Trainers will be notified where Students are not submitting according to the assessment submission schedule.
4. Trainers will meet with Students to advise if they have fallen behind on their assessment submissions or are not meeting competency requirements.
5. Student's progression will be assessed during and at the end point of each study period for the program
6. If the Students' results are below the required standard or he/she did not submit an assessment task or are under the 50% completion requirement within their a study period, a first warning letter of unsatisfactory course progression will be sent from the Student Engagement Team and the Student will be encouraged to make a time will to attend a meeting with the Student Welfare Coordinator.

7. Students who have been identified for a second time as being ‘At Risk’ and are under 50% of completing the program within the specified time will be issued a second warning letter of unsatisfactory course progression and an intervention strategy implemented and a time will be made for the Student to attend a meeting with the Student Welfare Coordinator.

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| Step 1 - Progression Level 1 Warning Letter 1 | Less than 50% completion or demonstrated competency of the course requirements |
| Step 2 - Progression Level 2 Warning Letter 2 and Intervention Strategy Implemented | On a second occasion showing less than 50% completion or demonstrated competency of the course requirements |

8. Student will be advised in:
- a) **Unsatisfactory Course Progress Warning Letter 1** to attend a compulsory meeting with Student Welfare Coordinator to discuss their academic progress. The Student Welfare Coordinator will follow up with the International Student to ensure that this meeting is arranged. At the meeting, the International Student is reminded of the Student Visa condition to maintain satisfactory course progress and attendance and a plan is discussed as part of an Intervention Strategy to ensure the overall academic progress is above the required percentage at the completion of the reporting period. The Student Welfare Coordinator will request that the International Student sign the Intervention Strategy, give the Student a copy of the Intervention Strategy and update the VETtrak with a summary of the meeting. This letter is sent to International Students via post and email;
 - b) **Unsatisfactory Course Progress Warning Letter 2** to attend a compulsory meeting with Student Welfare Coordinator to discuss their academic progress. The Student Welfare Coordinator will follow up with the International Student to ensure that this meeting is arranged. At the meeting, the International Student is reminded of the Student Visa condition to maintain satisfactory course progress and attendance and the intervention strategy is discussed. The Student Welfare Coordinator provides the International Student, in hand, with a Notice of Intention to Report. This letter notifies the International Student in writing of BAA’s intention to report them to the Department of Home Affairs (DHA) through PRISMS to DET for unsatisfactory course progress.
9. International Students will be advised in their formal Notice of Intention to Report of the procedure for accessing both the internal and external appeals process.
10. After receiving a Notice of Intention to Report, an International Student has twenty (20) working days to submit an appeal to BAA’s CEO (or delegate), through the Complaints and Appeals process.
11. BAA is required to report the Student through the PRISMS for breaching course progress requirements if the International Student has been issued with a Notice of Intention to Report and the International Student has chosen not to access the appeal process.
12. Should an International Student appeal to the CEO and the appeal is unsuccessful, the International Student must be advised of the availability of the external appeal process., i.e. via the Overseas Students Ombudsman. The International Student must advise BAA by providing evidence that he or she has submitted such an appeal within twenty (20) working days from the original decision by BAA.
13. BAA is required to report the International Student through the PRISMS website for breaching course progress requirements if they do not submit evidence of lodging an external appeal within twenty (20) working days from the original decision by BAA.

14. BAA is required to report the International Student through the PRISMS website for breaching course progress requirements if the Overseas Student Ombudsman's Office advises that the International Student's external appeal is unsuccessful.

Compassionate or Compelling Circumstances

1. An International Student may claim that they were unable to maintain satisfactory course progression because of compassionate and compelling circumstances. These circumstances are generally those beyond the control of the International Student and which have an impact upon the International Student's program progress or wellbeing. These could include, but are not limited to:
 - a) Serious illness or injury where a medical certificate states that an International Student was unable to attend class for the period defined;
 - b) Bereavement of close family members such as parents or grandparents, accompanied by approved documentation;
 - c) Major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the International Student's studies; or
 - d) A traumatic experience which includes:
 - i. Involvement in or witnessing of a serious accident that is supported by police or psychological reports; and
 - ii. Witnessing or being the victim of a serious crime that is supported by police or psychological report.

Students must provide evidence of these circumstances.

If a Student's course duration is extended due to compassionate or compelling circumstances, BAA will implement an intervention strategy and the Student will be required to contact Immigration to seek advice on any potential impacts on their Visa, including the need to obtain a new Visa.

Reporting Breaches of Student Conditions

As per Section 10(2) of the *Education Services for Overseas for Overseas Students Act 2000*, BAA is required to report information of breaches of an accepted Student's Visa conditions as soon as practicable after the breach occurs.

As per Regulation 11 of the *Education Services for Overseas Students Regulations 2019*, BAA is required to report the following information in the event that it becomes aware of a Student's breach of their Visa conditions:

- a) the Student's residential address in Australia; and
- b) the Student's residential address overseas; and
- c) the Student's phone number and email address

This information is to be reported immediately once BAA is aware of the breach.

Appendix A

Notice to Students | How Academic Progress Is Monitored

It is a BAA requirement that as part of maintaining satisfactory course progress, and in our attempt to support you to maintain satisfactory course progress, BAA monitors your attendance along with completion or demonstrated competency of the course requirements. BAA may send a report to DHA if your course progression falls below fifty per cent (50%).

This Policy is available to International Students' pre-enrolment, through the orientation program, the International Student Handbook and on the BAA website and LMS Notification Page.

A Student may be deemed to be making unsatisfactory academic progress in their course if they:

1. fail to successfully complete at least 50% of their study load as stated in the policy and procedure
2. fail the same subject/unit twice
3. fail to enrol after an approved study break
4. withdraw more than twice from any subject/unit
5. fail to undertake an enrolment load that will enable them to complete within the guidelines of this Policy.

Other indicators may be used by staff to determine Students at risk of making unsatisfactory progress including poor attendance, low grades in formative and summative assessments including in-class tasks and mid-trimester assignments and exams. These indicators may be the basis for offering the Student additional support but will not constitute unsatisfactory progress.

If Students are absent from class due to illness, they should see a doctor as soon as possible and request a *Medical Certificate*. The Medical Certificate/s should clearly state the date/s of the absence. Medical Certificates should not be backdated for more than three (3) days prior to the Student's absence.

If the Student has a Medical Certificate that covers a period of absence, they must give the Medical Certificate to BAA Student Support Services as soon as they return to class after the period of absence. Staff will date stamp the Medical Certificate and return a copy to the Student.

Students can make appointments with the Student Support Officer or the Student Welfare Coordinator to discuss absences from class. Meetings are confidential.

Course Progression Warning Letters

1. If you receive Warning Letter 1 - Caution Letter– Unsatisfactory course progress, you are required to meet with the Student Welfare Coordinator to discuss your course progress. An intervention strategy will be put in place to assist you in meeting your course progression obligations.
2. If you receive Warning Letter 2 - Unsatisfactory course progress, you are required to meet with the Student Welfare Coordinator to discuss your course progress. If you receive a Notification of Intention to Report, you have twenty (20) working days to access the BAA appeal process. This process is outlined on the Notice of Intention to Report. BAA will maintain your enrolment until the internal and external appeals process has finished.
3. If you receive a Notice of Intention to Report and lodge an appeal and your program has not finished, it is very important that you continue to attend classes.

4. If you have appealed to BAA and your appeal is not successful, you have the right of an external appeal process and this is shown on the Notice of Intention to Report.
5. BAA is required to report you to the DHA for breaching course progress requirements if at the conclusion of the appeal process your appeal is unsuccessful or if you do not lodge an appeal within twenty (20) working days of the original decision being notified to you by BAA.
6. BAA will correspond with all International Students via their residential address as provided to BAA. It is essential (and a Student Visa condition) that International Students update their contact details with BAA Student Administration within seven (7) days of the change occurring.

| Document Control | | | |
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| Version | Date | Author | Change Description |
| 1.0 | 1.06.2018 | BAA | Creation of Policy |
| 2.0 | 6 October 2019 | BAA | Updated to incorporate amendments from ESOS Regulations 2019 |
| 3.0 | 30 April 2020 | BAA | Review and Update as Required |