

CP021 International Students – Course Progress Monitoring Procedure

1. Purpose

The purpose of this procedure is to document the activities and responsibilities for monitoring the progress of International Students in the course(s) they are undertaking to ensure that they are making satisfactory progress and are in a position to complete their course within the expected duration as specified on the student's Confirmation of Enrolment (CoE).

2. Scheduled Review Date

30 October 2011

3. Scope

This procedure applies to all international students enrolled at Wodonga Institute of TAFE who have a student visa.

4. References

DEEWR – DIAC Course Progress Policy and Procedures for CRICOS Providers of VET Courses
National Code of Practice for Registration Authorities & Providers of Education and Training to Overseas Students 2007

Education Services for Overseas Students Act 2000 (ESOS)

CP006 Student Grievance/Appeals Procedure

CP017 Student Learning & Assessment Support Procedure

CF022 Preliminary Review of Student Progress Form

CF058 International Student Progress Report Form

DF017 Learning & Assessment Support Interview Record Form

DF002 Student Support Plan Form

Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS) defines the course duration.

5. Definitions

See Wodonga TAFE glossary on StaffNet for current definitions.

For the purposes of this procedure:

Compassionate or compelling circumstances:- are generally those beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include but are not limited to: serious illness, death in the family, major political upheaval or natural disaster in the home country which requires the student to return home, or a traumatic incident.

DEEWR:- the Department of Education, Employment and Workplace Relations

DIAC:- the Department of Immigration and Citizenship

PRISMS:- the Provider Registration and International Student Management System which is used to process information given to the Secretary of DEEWR by registered providers.

International Student:- a person who holds a student visa as defined by the ESOS Act, but does not include students of a kind prescribed in the ESOS Regulations (as follows) -_

"student visa" means a visa described in the *Migration Regulations 1994* as a Subclass 560, 562, 563, 570, 571, 572, 573, 574, 575 or 576 visa, whenever granted, other than a visa granted to:

- (a) a person who satisfies the secondary criteria, but not the primary criteria, under those Regulations for the grant of the visa; or

- (b) an exchange student or AusAID student within the meaning of those Regulations; or
- (c) an overseas student who has been approved by the Minister for Defence to undertake a course of study or training under a scholarship scheme or training program approved by the Minister for Defence; or
- (d) an overseas student who has been approved under another scholarship scheme, or an exchange scheme, sponsored by the Commonwealth to undertake a course of study or training in Australia.”

Study Period:- Typically defined as a “term” in the calendar year, however where a course commences other than at the start of a term the study period shall be defined as 10 weeks.

CoE:- Confirmation of Enrolment – a document, provided electronically, which is issued by the registered provider to intending international students and which must accompany their application for a student visa. It confirms the international student’s eligibility to enrol in the particular course of the registered provider.

6. Responsibilities

Teaching Staff (or nominee) are responsible for monitoring the progress of International Students within their class groups and reporting performance when requested.

The **Manager – Learner Services** is responsible for the implementation of the procedure and for ensuring that all Staff and Students are aware of this procedure and that institute support services are offered / provided to International Students.

The **Manager – Continuous Improvement and Administration Services** is responsible for ensuring that course progression monitoring is taking place and for implementing intervention action as required.

The **Course Information Officer** is responsible for retaining documentation on the student’s TRIM file and ensuring that the student information stored on PRISMS is accurate.

7. Procedure

Item	Action/Comment	Responsibility
1.	Prior to the commencement of delivery of a course the delivery department will determine the units to be completed in each study period. This figure will represent 100% of units to be attempted.	Program Area Leader/ Teacher
2.	At the commencement of the first scheduled class students will be advised of the total units to be attempted for each study period for the duration of the course, the requirement for a minimum of at least 50% successful unit completion rate, and the possibility that their student visa may be cancelled if they fail to meet this requirement.	Teacher
3.	At the end of each study period the students will be assessed against the course progress policy, their results will be reviewed and a calculation made on the percentage of successfully completed units against the total scheduled for the study period. The student’s results are checked to determine course progress for the study period, and also assessed to check the student’s progress towards completion of the course within the specified duration on the student’s CoE.	Teacher/ Administration Officer
4.	If a student is identified for the first time as not making satisfactory progress (i.e. student has not successfully completed 50% of the scheduled units) the Program Area Leader will be notified. Note:- If during the study period the Teacher identifies that the student is having difficulties in completing the required units they will instigate intervention action as per procedure <i>CP017 Student Learning & Assessment Support Procedure</i> .	Teacher/ Administration Officer
5.	The Program Area Leader will discuss the student’s progress with the Teacher(s) involved in the delivery to determine whether any learning difficulties have been identified and the details of any strategies that were adopted to overcome them.	Program Area Leader/ Teacher

Item	Action/Comment	Responsibility
6.	<p>A meeting with the student will be arranged within the first 4 weeks of the following study period by the Program Area Leader to discuss their progress and to identify any difficulties they may have. A Councillor from Learner Services may also be in attendance at this meeting to assist in identifying any issues that the student may have that are preventing the progress required to complete the course in the required time frame. <i>DF017 Learning & Assessment Support Interview Record Form</i> will be used at this meeting.</p> <p>During this meeting the student will also be advised that unsatisfactory course progress in two consecutive study periods for a course could lead to the student being reported to DIAC and their student visa being cancelled, depending on the outcome of any appeal process.</p>	Program Area Leader
7.	<p>Where it is identified that the student requires additional support a <i>DF002 Student Support Plan Form</i> will be completed to record details of the strategies (including responsibilities) to be implemented to assist the student achieve satisfactory course progress as per the requirements of procedure <i>CP017 Student Learning & Assessment Support</i>.</p> <p>Should the result of the review identify no additional support is required then discussion will focus on how the student can improve their progress performance. Results of this discussion will be recorded on form <i>CF022 Preliminary Review of Student Progress form</i> and kept in the student's file retained in Learner Services.</p>	Program Area Leader
8.	<p>Once a student has been identified as not achieving the required course progression level their performance will be reviewed at 4 weekly intervals to assess whether the required improvement is being made.</p>	Teacher/ Program Area Leader
9.	<p>If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period the Program Area Leader will notify the Manager – CIAS.</p>	Program Area Leader
10.	<p>Review the records of previous reviews, action plans, etc, and meet with the student to provide them with an opportunity to explain their unsatisfactory progress.</p> <p>Where the student has identified compassionate or compelling circumstances as the reason for their performance and has provided documentary evidence to support this, the Manager – CIAS may elect not to report the student's progress to DEEWR and continue with the same/modified support plan that had been developed. Copies of all documentary evidence, together with a record of why the decision was made will be sent to the Course Information Officer for retention on the student's file.</p> <p>Note:- Consideration will need to be given to the balance of time remaining on the student's visa, and the time required to successfully complete the course.</p>	Manager – CIAS Course Information Officer

Item	Action/Comment	Responsibility
11.	<p>Should the Manager – CIAS decide to notify DEEWR that progress levels are unsatisfactory, the student will be notified in writing of the decision. This notification will be hand delivered to the student and a copy of the letter will be sent to the Course Information Officer for retention on the Student's file. The notification will also reference the student's right to appeal against the decision using TAFE's grievance procedures – <i>CP006 Student Grievance / Appeals Procedure</i> and a 20 working day time frame in which to lodge their appeal.</p> <p>A student may appeal on the following grounds:</p> <ol style="list-style-type: none"> a. Wodonga TAFE's failure to record or calculate a student's marks accurately b. compassionate or compelling circumstances, or c. Wodonga TAFE has not implemented course progression monitoring or the intervention strategy according to its documented policies and procedures that have been made available to the student. 	Manager – CIAS
12.	<p>Where the student has chosen not to access TAFE's grievance procedure within the 20 working day period, withdraws from the process, or the process is completed and results in a decision supporting TAFE, the Manager – CIAS will arrange to notify the Secretary of DEEWR via PRISMS that the student is not achieving satisfactory course progress as soon as practicable.</p> <p>The student is notified in writing of this action.</p>	Manager – CIAS
13.	<p>Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process:</p> <ol style="list-style-type: none"> a. If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), the student is not reported, and there is no requirement for intervention. b. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support must be provided to the student through the intervention strategy and the student is not reported. 	Manager – CIAS / Program Area Leader
14.	<p>If 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:</p> <ol style="list-style-type: none"> a. compassionate or compelling circumstances b. intervention strategy being implemented, or c. an approved deferment or suspension of study <p>the duration of the student's study may be extended. Where there is a variation in the student's enrolment load which may affect the student's expected duration of study, this variation and the reason for it should be recorded on the student's file. The Course Information Officer will correctly report the student via PRISMS and issue a new CoE.</p> <p>Note: <i>except in the circumstances listed above the expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.</i></p>	Course Information Officer

Item	Action/Comment	Responsibility
15.	<p>At the end of each study period supply a <i>CF058 International Student Progress Report Form</i> to all departments delivering to International Students requesting information on the current status of the student's course progress. Where this report identifies a student at risk of not achieving satisfactory course progress contact the Program Area Leader to confirm that intervention action has commenced. A copy of the report will be sent to the Course Information Officer for retention on the Student's file.</p> <p>Note: <i>Where the requested report is not provided by the delivery department within a two week period notify the Manager – CIAS who will take action to address the issue.</i></p>	<p>Quality & International Compliance Officer</p> <p>Course Information Officer</p>

8. Record, Retention and Archiving

Record Title	Retention Requirement	Location of Storage/Archive/Other Requirements
DF017 Learning & Assessment Support Interview Record Form	PROS 02/01, class 11.2.2	Destroy 7 years after administrative use concluded
DF002 Student Support Plan Form		
- Financial Assistance	PROS 02/01, class 19.2.0	Destroy 7 years from completion of transaction (e.g. loan paid out)
- Special Needs	PROS 02/01 19.3.0	Destroy 2 years following date of completion of service
CF022 Preliminary Review of Student Progress Form	PROS 02/01, class 11.2.2	Destroy 7 years after administrative use concluded
CF058 International Student Progress Report Form	PROS 02/01, class 11.2.2	Destroy 7 years after administrative use concluded

9. Appendix

Please note - the following attachment is a sample letter only. If you need to send this letter to a student the template can be found on Engage.

Attachment 1:- Warning of intention to report for unsatisfactory progress (version 1)

Date:

Name:

Address:

Re: Warning of intention to report for unsatisfactory progress

Dear <student name>

Your enrolment in <course> at Wodonga TAFE began on <course commencement date>. During the induction and orientation programme, you were informed of the student visa condition relating to course progress and the requirement for you to successfully complete at least 50% of the course units in each study period. You were first identified as at risk of making unsatisfactory progress on <date> and an intervention strategy was implemented on <date>. At this point 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 Citizenship (DIAC) and could result in the cancellation of your student visa.

As part of the intervention strategy to assist you to meet course progress requirements, the following measures were put in place: <list all of the support measures agreed to on the DF002 Student Support Plan Form>

You have now been assessed as making unsatisfactory progress in a second consecutive compulsory study period. As a result I must now inform you of Wodonga TAFE's intention to report you to the Department of Education, Employment and Workplace Relations (DEEWR) for unsatisfactory progress in two consecutive study periods. This action automatically alerts DIAC.

If you think there are reasons why you should not be reported you may appeal against Wodonga TAFE's decision. You may appeal on one or more of the following grounds:

- Wodonga TAFE did not record or calculate your marks correctly
- there were compassionate or compelling reasons which contributed to your unsatisfactory progress; or
- Wodonga TAFE has not implemented its intervention strategy or other policies according to its documented policies and procedures.

Your appeal should be made in writing to the CEO of Wodonga TAFE within 20 working days from <insert date>, and you should provide any supporting documentation.

It is important to understand that Wodonga TAFE allows for student representation at all stages of this process.

If you wish to discuss this matter further please contact me on (02) 6055 6571 to make an appointment. Failure to contact me or to make an appeal within the timeline indicated above will result in Wodonga TAFE notifying DEEWR of your unsatisfactory progress.

Yours Sincerely

Manager

Continuous Improvement & Administration Services