



COURSE PROGRESS AND INTERVENTION STRATEGY

Standards for RTOs 2015 and ESOS ACT

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PURPOSE AND CONTEXT OF POLICY

The Australian Quality Training Framework Standard 2.4 requires learners to receive training, assessment and support services that meet their individual needs.

This requirement includes the assessing of learner's needs and ensuring the learner knows how to access the services they will require to successfully complete their training and assessment.

The National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2007, Part D - Standard 10 requires registered providers to systematically monitor student's progress and to be proactive in notifying and counseling students who are at risk of failing to meet their course progress requirements and Standard 9 requires student monitoring to ensure course completion within the duration specified in the COE.

Under Section 19 of the ESOS Act 2000 the registered provider is required to report students who breach the course progress requirements. The provider must also issue a new COE when the student's expected duration of study needs to be extended

Learner's needs are to be systematically assessed and are to have access to relevant Learning support including assistance with language, literacy and numeracy.

This policy and procedures applies to all InTech students, except that reporting to DIBP only applies to Overseas students on a student visa.

INFORMATION GIVEN TO STUDENTS

This policy is made available to all staff and students of InTech Institute of Technology through the Student Information Handbook and the Staff Intranet system. The policy is explained to Students and Staff through induction programs and counseling sessions applicable under this policy.

Please note as the wheels of Australian Government changes - reference to names of Government Departments may also change. This may not be reflected at the time in this document.

INTECH TRAINING PROCESS (STANDARD 10.1)

InTech Institute of Technology students have their unit/module enrolments stored in the student management system. These units/modules define the over-all course requirements as per the accredited course or training package rules.

InTech Institute of Technology delivers its courses over four (4) compulsory study periods within the academic year. These periods are referred to as Terms and are of 10 weeks in duration. Two terms equals one Semester and the total weeks within the academic year is forty (40). Students commence their courses at the beginning of any Term, and for this purpose it is referred to as an Intake.

DEFINITION OF COURSE REQUIREMENTS (STANDARD 10.2)

InTech Institute of Technology has developed outlines for each compulsory study period, referred to as Stage Outlines. The Stage Outline details the units/modules contained within the compulsory study period, the equipment and resource requirements, details of each session's content for that day, the assessment requirements and timelines/due dates for those.

The stage outlines are supplied to students at the commencement of each compulsory study period (10 week Term).

To achieve satisfactory course progress under this policy, students must successfully complete or demonstrate competency in at least 50% of the course requirements in a compulsory study period. This means that 50% of the units/modules defined in the stage outline must be completed or demonstrated.

Example: A stage of a course may contain six [6] units/modules delivered over the compulsory study period. To achieve satisfactory progress under this policy a student would need to successfully complete or demonstrate competency in at least three [3] of those units/modules.

The course durations are designed with the assumption that a student will meet the total requirements (100%) of each compulsory study period (Term). If a student successfully completes or demonstrates competency in the range of 50% to 99% of course requirements in any period they are considered to be making satisfactory progress under this policy.

MONITORING COURSE ATTENDANCE

Attendance and active participation in learning and assessment activities is monitored as an indicator of student participation in class work. Students identified through monitoring as either at risk of not making 70% attendance over the 10 week compulsory study period will.

- i. Have an email or verbal discussion with the administration head to implement additional catch-up assessments and classes where exceptional circumstances require such support.
- ii. Have a warning letter, **SMS and email** sent to them requiring to meet with the Director of Studies (DOS) or their Head of Department (HOD)
- iii. At the meeting with the DOS or HOD, students will be reminded that low attendance/participation in their coursework provides a greater risk of the student being deemed Not Yet Competent (NYC).
- iv. Students will be warned of their attendance obligations.
- v. Meet with students whose attendance has fallen below 70% over the report period and implement an Intervention Strategy to negate risks for the student not meeting satisfactory course progress due to low attendance. This will include additional sessions, study over the holiday and additional hours.

NOTE

If a student's attendance falls to 70% in a term or below and there is no opportunity for catch-up classes or make-up sessions **and** the student is not achieving satisfactory course progress (in least 50% of scheduled assessments) and they have not yet been reported to DET for unsatisfactory course progress then InTech will proceed to implement the student suspension procedure.

INTERVENTION AND MONITORING STRATEGIES (STANDARD 10.2)

All assessments and outcomes are documented in the college student system. Trainers and course supervisory staff review all outcomes of assessments.

At the 5th – 6th week of each compulsory study period InTech Institute of Technology will systematically monitor each student's academic progress and identify those students requiring intervention.

Where a student has not gained competency in 50% on the courses for the term the student is considered to be At Risk of not meeting satisfactory course progress, and a Mandatory Intervention Strategy **must** be implemented if not already in place. InTech staff will implement the college intervention strategy to those students who have not gained competence in 50% of the completed units.

Trainers and assessor will be monitoring students and may identify students at risk at any time due to factors such as inadequate foundation skills in literacy or numeracy, or general poor participation, lack of understanding of the study materials. Assessor and trainers must ensure adequate opportunities exist for students to achieve competency in units.

If it is possible to identify students at risk of making unsatisfactory course progress before the end of the compulsory study period, then InTech Institute of Technology will initiate the intervention strategies as early as possible.

Students will be sent a letter notifying them that they have been identified as not achieving course progress and that they are invited for an intervention interview with director of studies. This letter will be emailed to the students last given email address. An SMS to the last given mobile number will be sent advising that the email has been sent.

COURSE PROGRESS STRATEGIES FOR STAFF

Where a student is at risk of failing in their course progress, the Overseas Student Contact officer shall ensure that training staff apply an appropriate course progress intervention strategy: The Overseas Student Contact officer shall ensure the intervention strategy includes:

- Provide guidance concerning the appropriateness and suitability of courses undertaken by the student.
- Provide additional guidance and reference to the units of competency where NYC's have been recorded.
- Provide information concerning the rescheduling of re assessment events.
- Provide information concerning the potential need to report the student to DIAC if they maintain unsatisfactory course progress for two consecutive study periods.
- Provide information on complaints and appeals procedures.
- Monitoring of attendance and participation in learning activities
- Provide InTech management with trainer concerns about the students ability to achieve competency
- Provide regular feedback to students regarding their progress
- Provide additional time and resources for students such as study materials, assessment opportunities and time
- Provide students the opportunity to repeat the unsuccessful units/modules in a following compulsory study period or
- Provide the student with the opportunity to demonstrate competency by undertaking reassessments and make up (catch-up classes and assessments) as per the provisions of the reassessment policy.

PROCESS OF INTERVENTION: (STANDARD 10.4)

InTech will implement a documented intervention process which will be monitored by staff on a 2 weekly basis. Students on an intervention strategy must report to their allocated staff member every 2 weeks from the time the intervention is initiated until such time as the student is determined to be achieving satisfactory course progress. Students who do not achieve course progress in 2 consecutive terms will then go into InTech course cancellation procedure

**INTERVENTION STRATEGY STUDENT IDENTIFIED AS NOT ACHIEVING COURSE PROGRESS
(STANDARD .10.5)**

At the appointment with the Director of Studies, the following will be discussed to determine the best intervention strategy/strategies necessary to assist the student to achieve satisfactory course progress:

- Discussion of course suitability for which the student is enrolled into. E.g. is the student completing a course suited to them?
- An Action plan is to be proposed to the student to achieve the necessary course progress that will include additional hours, additional assessments or changes to the assessment method.
- Opportunities to demonstrate competency by undertaking reassessments as per the provisions of the reassessment policy. This procedure allows reassessment or demonstration of competency in units/modules failed or deemed Not Yet Competent (NYC)
- The LLN procedure to provide the student with advice and support services in the provision of language, literacy and numeracy (LLN) assessment services if necessary
- The Client Counseling, Support and Welfare procedure to identify and assist a student where there may be compassionate or compelling circumstances impacting the student's capacity and/or ability to progress through their course
- The student will be advised that under this policy unsatisfactory course progress in two consecutive study periods could lead to the student being reported to Department of Home Affairs and cancellation of their student visa, depending on the outcome of any appeals process.

Notes on the action plan and the intervention strategy will be placed in student record.

**INTENTION TO REPORT STUDENTS TO DIAC FOR UNSATISFACTORY COURSE PROGRESS
(STANDARD 10.6)**

Students identified as successfully completing or demonstrating competency in less than 50% of the course requirements in 2 consecutive study periods. The following applies:

- Send a written letter of Intent from InTech Institute of Technology advising InTech's Intention to report the student as not achieving satisfactory course progress under the provisions of the Course Progress Policy and an intention to report such to Dept of Home Affairs via PRISMS. The letter is to be sent out to their last known residential address.

- The letter will indicate that the student has twenty [20] working days to initiate the Client Complaints and Appeals process. A student may appeal on the following grounds:
 - InTech Institute of Technology has failed to record or calculate the student's marks accurately
 - The student has compassionate or compelling circumstances that impact on the student's capacity and/or ability to progress through the enrolled course
 - InTech Institute of Technology has not implemented the intervention strategies documented in this policy at 2.2(b) or referred to in other existing policies provided or made available to the student

REPORTING STUDENTS TO DIAC FOR UNSATISFACTORY COURSE PROGRESS (STANDARD 10.7)

Where a student has been identified as not meeting course requirements in two consecutive study periods and the following conditions apply:

- The student has chosen not to access the Client Complaints and Appeals process within the 20 working day period from InTech Institute of Technology notification of intention to report
- The student has withdrawn from the Client Complaints and Appeals process
- The Client Complaints and Appeals process is completed and the student's appeal was unsuccessful
InTech Institute of Technology will then notify Dept of Home Affairs through PRISMS. InTech will provide this notice with 14 working days.

The report to Dept of Home Affairs will result in the student being issued with a Section 20 notice outlining the breach of visa conditions. This report will require the student to present to DIAC within 28 working days from the issue date.

SITUATIONS WHERE STUDENT APPEALS HAVE BEEN SUCCESSFUL

Where a student's appeal is successful InTech will do the following depending on the findings of the appeals process:

- If an error was made in calculations and the student did make satisfactory course progress, InTech will not report the student to DIBP. Further support may be provided to the student.
- If InTech Institute of Technology has failed to record a student's marks, the college will correct this omission and the student will not be reported to DIBP. Further support may be provided to the student.
- If the appeals process shows that satisfactory academic progress was not made due to compassionate or compelling circumstances, the student will not be reported to DIBP. Further support will be provided to the student.
- If the student appeal is upheld, the decision to report the student will be overturned and, if necessary, a further meeting between the student and InTech will be held to determine further intervention and support strategies to assist the student to get their course progress back on track.
- Where the result of this process requires a new Confirmation of Enrolment to be generated for an overseas student, this will be done by the Admissions Officer or delegate, and DIBP will be advised through PRISMS.
- All affected staff will also be advised of the outcome of this process.

ENROLMENT CANCELLATION AND APPEAL

- Where a student initiates an appeal against his or her assessment outcomes or against the decision to cancel his/her enrolment, InTech will maintain the student's enrolment while the complaints process is ongoing. The student may engage in a modified program during this time so as not to further impact on the student's risk of course cancellation.

- Where the student has chosen not to access the complaints and appeals processes within the 20 working day period, withdraws from the process, or the process is completed and results in a decision to cancel the student's enrolment, then InTech will cancel student enrolment and in the case of overseas students will notify Dept of Home Affairs via PRISMS of the student not achieving satisfactory course progress.

- All documentation pertaining to a student's course monitoring, Intervention Strategy and Action Plans, enrolment cancellation and reporting is to be retained on the student's file.

EXTENSION OF STUDY PERIOD AND COES

Under Standard 9 of the National Code 2007, students are to be monitored for completion within expected duration. As per Standard 9.2, student's duration of study is allowed to be extended only in specific circumstances:

- Compassionate or compelling circumstances (e.g. illness where a medical certificate states that the student was unable to attend classes, family bereavement or other disasters that affect the student)
- The registered provider implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress as documented within this procedure.
- An approved deferment or suspension of study has been granted under Standard 13.
- Further, under Standard 9.5, except in the circumstances outlined above, the expected duration of study specified in the student's COE must not exceed the CRICOS registered course duration.

In the case where the student has not completed the course within the expected duration and does not meet the requirements above, they are entitled to receive, upon request, a Statement of Attainment if other conditions such as payments of outstanding course fees are met.

[Note Student has access to the InTech Complaints and Appeals Policy](#)

COURSE PROGRESS FLOWCHART

