

Course Progress Policy & Procedures

International Students

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Purpose

The purpose of this policy is to ensure that Melbourne Institute of Australia monitors international students to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress or attendance requirements.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

This ensures compliance with Standard 8 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018.

It is recommended that providers consider monitoring attendance as part of course progress although it is not required for all providers under the National Code 2018. This is because if students do not maintain satisfactory attendance, it is unlikely that they will be able to maintain course progress.

However, attendance monitoring policies and procedures should be kept in this policy and procedure where it is condition of a provider's registration as imposed by the ESOS agency that they must have and implement a documented policy and process for monitoring the attendance of overseas students in order to to implement and maintain minimum attendance requirements for overseas students.

Definitions

CoE means Confirmation of Enrolment

Compulsory study period means a discrete period of study within a course, namely term, semester, trimester, short course of similar or lesser duration, or as otherwise defined by the provider as long as that period does not exceed six months.

DET means Department of Education and Training

ESOS Act means the Education Services for Overseas Students Act 2000

National Code means National Code of Practice for Providers of Education and Training to Overseas Students 2018

Study period is defined as one term of the course in which the student is enrolled. Providers must define satisfactory course

progress requirements for each study period within a course. This should be documented in the Training and Assessment Strategy for each course.

Course progress Satisfactory Course Progress is where a student meets course progress requirements for a study period as identified in the Training and Assessment Strategy for each Course.

Unsatisfactory Course Progress is where a student does not meet course progress requirements for a study period as identified in the Training and Assessment Strategy for each course.

Training Product means AQF qualification, skill set, unit of competency, accredited short course or module.

PRISMS means Provider Registration and International Student Management System (PRISMS)

Policy

1. Completion within expected duration

- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- Melbourne Institute of Australia monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

2. Course progress requirements

- Satisfactory and unsatisfactory course progress including a process for determining the point at which the overseas student has failed to meet course progress requirements is clearly defined in each course's Training and Assessment Strategy.
- Course progress requirements are defined in relation to study periods and may include (but is not limited to), any combination of the following.
 - Satisfactory completion of certain assessment tasks or a certain number of assessment tasks
 - Achieving competency for certain units of competency or a certain number of units of competency
 - Requirements are designed to uphold the academic integrity of the registered course and meet requirements of the Training Products, with consideration to the length of the study period and number of units and assessment requirements of the course.
- Students are advised of course progress requirements in each Course Outline and in their course orientation.
- Students who do not meet course progress requirements are at risk of having their student visas cancelled.
- Where requirements are not met, RTO course progress monitoring procedures will be followed.
- RTO uses a range of methods to monitor course progress including review of assessment tasks, participation in tuition activities and other measures of academic progress as defined in the procedures.
- All records of course progress are kept on file.
- Students must also ensure that they abide by academic conduct requirements to ensure that they can complete their course in the expected duration.
- RTO chose to implement the Department of Education & Training and DHA (Department of Home Affairs) approved course progress policy. However, RTO believes that regular and sufficient attendance to classes is necessary for successful achievement of expected outcomes in VET.
- Satisfactory course progress means: attending scheduled classes and successfully completing all assessments and obtaining a Competency (C) in all the units in the prescribed study period.
- RTO monitors, records and assess the course progress of each VET student for each unit of the course for which the student is enrolled in.
- RTO assesses each student's course progress at the end-point of each study period. A Study Period is equal to 10 to 12 weeks for the qualification. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the course requirements in that study period.
- Students are informed during an orientation about their course requirements and progress.
- RTO 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. RTO 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 RTO's attempts to assist the student in achieving satisfactory course progress.

- At the end of each compulsory study period, students will be assessed against the 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.

- If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, RTO will notify the student of its intention to report the student to the Department of Education for unsatisfactory progress.

3. Intervention Strategy

- Melbourne Institute of Australia ensures that it identifies, notifies, and assists students where there is evidence that the student is at risk of not meeting course progress requirements.

- For students at risk of not meeting course progress requirements, an individual intervention plan will be developed based on the identified appropriate intervention strategy.

- An intervention plan will include an interview with the CEO and/or Delegate may consist of one or more of the following strategies:

- Advising students on the suitability of the course they are enrolled in and possible alternatives.

- Advising students of opportunities for reassessment; and

- Advising students of assistance that Melbourne Institute of Australia can provide, including:

- o receiving English language support.

- o reviewing learning materials with the student and providing information to students and in a context that they can understand.

- o providing extra time to complete tasks;

- o Provide access to supplementary or modified materials

- o providing supplementary exercises to assist understanding

- o attending academic skills programs;

- o attending tutorial or study groups;

- o receiving individual case management;

- o attending study clubs;

- o attending counselling;

- o receiving assistance with personal issues which are influencing progress;

- o receiving mentoring;

- o referral to external organizations where Melbourne Institute of Australia is unable to address the identified learning or academic issues:

- o being placed in a suitable alternative subject within a course or a suitable alternative course; or

- o a combination of the above and a reduction in course load.

4. Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:

- Compassionate or compelling circumstances apply, and demonstrable evidence is provided, which may include but is not limited to:

- o serious illness or injury, where a medical certificate states that the student was unable to attend classes;

- o bereavement of close family members such as parents or grandparents;

- o major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;

- o A traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a

serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or

- o Where Melbourne Institute of Australia is unable to offer a pre-requisite unit.
- o where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or
- An approved deferral or suspension of studies has been granted in accordance with Melbourne Institute of Australia's Deferral, Suspension and Cancellation Policy and Procedures.
- When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the DET via PRISMS.
- All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.
- Where the duration of the student's enrolment is extended, Melbourne Institute of Australia will advise the student to contact the Department of Home Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

5. Online or distance learning enrolment

- RTO will not deliver a course exclusively by online or distance to an international student.
- At no time during a compulsory study period will a student study more than one-third of the units (or equivalent) by online or by distance learning.
- RTO will ensure it takes all reasonable steps to support students who may be disadvantaged by: Additional costs or other requirements, including students with special needs, from undertaking online or distance learning.
- Inability to access the resources and community offered by the education institution, or opportunities for engaging with other students while undertaking online or distance learning.

6. Reporting students

- Where a student has demonstrated unsatisfactory course progress in a study period and/or has failed to meet attendance requirements despite interventions implemented, Melbourne Institute of Australia will be required to report the student to DET via PRISMS. The student will receive a written notice informing them of the intention to report for non-satisfactory course progress and attendance and the reasons for the purpose.
- Students can appeal against this decision per the Melbourne Institute of Australia Complaints and Appeals Policy and Procedure. If the student chooses to access this process, the student will not be reported until this process is complete.
- Melbourne Institute of Australia will only report unsatisfactory course progress or unsatisfactory course attendance in PRISMS if:
 - the internal and external complaints processes have been completed, and the decision or recommendation supports the registered provider; or
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period or
 - the student has chosen not to access the external complaints and appeals process: or
 - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- All records will be kept on the student's file including warning letters and the notice of intention to report.

7. Publication

- This policy and procedure will be published in the Student Handbook and on Melbourne Institute of Australia's website to ensure that course progress requirements are clearly communicated to students before they commence their course. Course progress requirements will also be communicated to students in the Course Outline and at their orientation.

PROCEDURES

1. Monitor course progress. National Code: Standard 8

Procedure	Responsibility
<p>A. Monitor course progress.</p> <ul style="list-style-type: none"> Assess and monitor students course progress, in relation to the course progress requirements set out in the Training & Assessment Strategy through: You may add additional methods of monitoring course progress to suit your needs. <ul style="list-style-type: none"> Reviewing attendance records Reviewing class participation Evaluating formative assessment Evaluating summative assessment Keep records of progress on each student's file or in general documents such as attendance rolls. 	<p>CEO or Delegate Trainer/Assessor</p>
<p>B. Unsatisfactory course progress – Stage 1</p> <ul style="list-style-type: none"> Where a student's course progress is unsatisfactory, send a First Warning Letter of Unsatisfactory Course Progress and invite the student to attend a meeting to develop an intervention strategy. Discuss the reasons for the unsatisfactory course progress with the student and agree on appropriate intervention with the student. Inform students of the implications of amending their CoE, if applicable. Record outcomes of the meeting in the Intervention Plan. Ensure the student signs the Intervention Plan to state that they agree to the intervention strategy. Implement the intervention strategy as documented in the Intervention Plan as soon as possible and within five working days of the meeting. The student will be reminded that if they continue not meeting course progress requirements, they will be reported to DET via PRISMS, affecting their visa. To issue a new CoE to extend the duration of the student's study, the administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension. Place all documentation on the student's file. 	<p>CEO or Delegate</p>
<p>C. Monitor student's progress following the first warning.</p> <ul style="list-style-type: none"> Monitor student's progress through a weekly meeting with relevant trainers/assessors to discuss the intervention approach to adjust as required. Review and update the Intervention Plan as required. Discuss revisions with the student. Implement any additional or revised interventions immediately. Record outcomes of each meeting in the Intervention Plan. Include the form in the student's file. 	<p>CEO or Delegate</p>

Procedure	Responsibility
<p>D. Unsatisfactory course progress – Stage 2</p> <ul style="list-style-type: none"> • If the student continues to fail to demonstrate satisfactory course progress as evidence through course progress monitoring, send a Second Warning Letter of Unsatisfactory Course Progress to the student inviting them to a meeting. • At the meeting, discuss the reasons for continuing unsatisfactory course progress and discuss further intervention required. Amend the Intervention Plan as needed. • Advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress. 	<p>CEO or Delegate</p>
<p>E. Inform the student of intention to report following continuing unsatisfactory course progress.</p> <ul style="list-style-type: none"> • Continue to monitor course progress. Where the student still does not meet course progress requirements despite interventions implemented, send the student a notice of intention to report them via PRISMS. • This notice must be sent by post to the student’s registered address and by email. • Inform students in the same letter of their right to access Melbourne Institute of Australia’s Complaints and Appeals process and that they have 20 working days to do this from the date specified on the letter. • Students who access this process will not be reported if they appeal within 20 working days, indicating Melbourne Institute of Australia’s intention to notify. Students must continue to attend classes during the appeals process as specified in the Melbourne Institute of Australia’s Complaints and Appeals Policy and Procedure. • Place a copy of the Letter and any other relevant documentation will be placed on the student file. 	<p>CEO or Delegate</p>
<p>F. Following the Notification of Intention to Report</p> <ul style="list-style-type: none"> • If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, report the student via PRISMS for breach of course progress and attendance requirements within 7 working days. 	<p>CEO or Delegate</p>

2. Monitor attendance.

National Code: Standard 8

Procedure	Responsibility
<p>A. Monitor and record attendance</p> <ul style="list-style-type: none"> Record students' attendance in Attendance Sheet and submit the Attendance Sheet at the end of each week to Administrator Record attendance results in the student management system. Generate and analyse weekly attendance reports. 	<p>Trainer/Assessor Administrator</p>
<p>B. Unsatisfactory attendance – Stage 1</p> <ul style="list-style-type: none"> Where a student's attendance is drops below 90% but is above 80% or has been absent for more than 5 days without approval, send a First Warning Letter of Unsatisfactory Attendance inviting the student to attend a meeting to develop an intervention strategy. Discuss the reasons for the unsatisfactory attendance with the student and agree on appropriate intervention with the student. Inform students of the implications of amending their CoE, if applicable. Record outcomes of the meeting in the Intervention Plan. Ensure the student signs the Intervention Plan to state that they agree to the intervention strategy. Implement the intervention strategy as documented in the Intervention Plan as soon as possible and within five working days of the meeting. The student will be reminded that if they continue not meeting course progress requirements, they will be reported to DET via PRISMS, affecting their visa. Place a summary of this discussion and a copy of this letter on the student's file. Continue to monitor the student's attendance. 	<p>CEO or Delegate</p>
<p>C. Unsatisfactory attendance – Stage 2</p> <ul style="list-style-type: none"> Where a student's attendance drops below 85% but is above 80% or has been absent for more than five days without approval, send a Second Warning Letter of Unsatisfactory Attendance inviting the student to attend a meeting to develop an intervention strategy. At the meeting, discuss the reasons for continuing unsatisfactory attendance and discuss additional intervention required. Amend the Intervention Plan as needed. Advise the student that if their attendance drops below 80%, they will receive a Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress. 	<p>CEO or Delegate</p>

Procedure	Responsibility
<p>D. Send a Final Warning, including intention to notify DET via PRISMS</p> <ul style="list-style-type: none"> • If a review of a student’s attendance record shows that even if the student attends classes every day for the rest of the term, their attendance will not meet the 80% requirement. • Inform student in a Final Warning Letter for Unsatisfactory Attendance of Melbourne Institute of Australia’s intention to notify DET via PRISMS. Notify students that they must continue to meet attendance requirements despite issuance of the Notice of Intention to Report for Unsatisfactory Attendance. • Do not report students where the student’s attendance is above 70% and the student has satisfactory course progress as defined in the Course Progress & Attendance Monitoring Policy or if the student provides the necessary documentation to show that their attendance was affected by compassionate or compelling circumstances. In some instances, the student’s studies may be suspended as per Melbourne Institute of Australia’s Deferral, Suspension and Cancellation Policy and Procedures. • Advise the student of the process for appealing against this decision via Melbourne Institute of Australia’s Complaints and Appeals process and that they have 20 working days to decide if they wish to appeal the decisions. • Students who choose to access this process will not be reported if they appeal within 20 days of the Final Warning Letter indicating Melbourne Institute of Australia’s intention to notify. Students may continue to attend classes during the appeals process as specified in Melbourne Institute of Australia’s Complaints and Appeals Policy and Procedures. • Place a copy of the Final Warning Letter and any other relevant documentation on the student’s file. 	<p>CEO or Delegate</p>
<p>E. Following the Final Warning Letter</p> <ul style="list-style-type: none"> • If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS by the Administrator for breach of attendance requirements. 	<p>CEO or Delegate</p>