Academic Progress Monitoring & Intervention Strategy

VERSION HISTORY			
Governance	ESOS National Code 2018, Standard 8 Standards for RTOs 2015 Clause 8.5;		
Current version	1.00	**Next review**	07/2019
Reviewed by	Training and Compliance Manager		
Approved by	Principal Executive Officer	**Date**	17/09/2019
Version #	**Summary of changes made**		
1	Policy replaces "Monitoring Course Progress Policy"		

Purpose

To outline the policy for monitoring the academic progress of international students to enable the identification and support of those at risk of not progressing academically, as required under the Education Services for Overseas Students (ESOS) Act 2000 and Standard 8 of the National Code 2018. Standard 8.5 of the Standards for Registered Training Organisations 2015 requires NIT to comply with Commonwealth, State and Territory legislation and regulatory requirements relevant to its operations.

Policy

NIT will monitor the progress of all overseas students throughout the duration of their studies and record and assess their progress at the end of each study period at minimum to ensure they are maintaining satisfactory academic course progress, in accordance with the ESOS National Code that is in force and relevant at the time of monitoring.

Definitions

'At risk' students are considered to be 'at risk' of successfully completing their course within the expected duration of study due to unsatisfactory course progress.

Appeal

Appeal Request by a student to have a matter heard and/or re-considered after receiving an unfavourable decision. If the student has been assessed as not meeting satisfactory course progress, the student will be notified in writing of NIT's intention to report the student to DHA. The student has 20 working days in which to access NIT's internal appeals process.

Compassionate or compelling circumstances

Circumstances considered to be beyond the control of the student which may include:

- Serious injury (a medical certificate is provided)
- Bereavement of close family members (a death certificate is to be provided where possible)
- Major political upheaval or natural disaster in the home country requiring their emergency travel
- A traumatic experience (e.g. car accident; witnessing a crime or being involved in a crime)

Course

The program of study that consists of units of competency the student enrols into.

Course requirements

To meet course requirements in order to be awarded a qualification, students must successfully complete summative assessments (including theory and practical components) for all units of competency they are enrolled into in that study period.

CRICOS

Commonwealth Register for Institutions and Courses for Overseas Students

DHA

Department of Home Affairs

Intervention Strategy

An individual 'plan' developed by a teacher in consultation with an international student to provide specific academic support and/or assistance and/or advice to a student identified 'at risk' of not achieving satisfactory academic progress

The National Code 2018

National Code of Practice for Registration Authorities and Providers of Education and Training to Overseas Students established under the Education Services for Overseas Students (ESOS) Act 2011.

PRISMS

Provider Registration and International Students Management System.

Policy

NIT recognises the significance of monitoring course progress which is vital for achieving better course outcome for the student. NIT follows Department of Education and Training -DIBP approved course progress policy and procedures at:

https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Documents/DEEWR-DIAC%20Course%20Progress%20Policy.pdf

This policy/procedure supports 'Standard 8 – Monitoring Course Progress' of the 'National Code of Practice for Registration Authorities & Providers of Education & Training to Overseas Students 2018' which States that *"Registered providers systematically monitor students' course progress. Registered providers are proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. Registered providers report students, under section 19 of the ESOS Act, who have breached the course progress requirements."*

The following procedures will ensure that all students' academic performance is monitored and students are given every opportunity to achieve the required academic progress for each course they are enrolled in. This required academic progress is identified by the number of units assessed as 'Competent' within one term – that is, a student must be deemed 'Competent' in at least 50% of the total number of units assessed throughout a term.

A student who does not achieve this 50% competency rate for two consecutive terms shall be considered in breach of this academic progress requirement. The following procedures outline a process to ensure that students are made aware and given opportunities to rectify the situation at the following stages of academic non-progression:

- Notified when close to falling below the required academic performance for a single term

- 1st Warning when falling below the required academic performance for single term

- 2nd Warning when close to not achieving the required academic performance for a consecutive term

The following procedures ensure academic records are accurately kept and monitored for all students enrolled within each course. It allows for early detection of poor academic results and enables NIT and the students an opportunity to rectify the situation before reporting the breach of the academic performance requirement to Department of Home Affairs (DHA).

Procedure

Recording Student Academic performance

The student's academic performance shall be recorded using Student management software '**Wisenet**'. A Report generated from Wisenet will calculate the actual academic progress for the term, based on the total number of units that are required to be assessed and the outcome of these assessments.

All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification they are enrolled and completed. The assessment shall be conducted by qualified trainers / assessors using NIT's assessment tools/methods and recording processes as required. All academic results are entered in to the Wisenet by the Student Administration.

English Courses

- The course is assessed formally at the end of every study period (10 weeks). Nova English defines a study period as one term which is 10 weeks therefore students are formally monitored on whether or not they are achieving course progress at week 10.
- Students must attend the minimum 20 hours per week face to face classes as well as completing all assignments, tests and class activities and demonstrating improved language skills to be deemed as making satisfactory course progress.
- Teachers are to constantly moderate and meet with the Training and Compliance Manager to ensure satisfactory course progress has been met and consistent assessing methods / grading for all students is achieved.
- Weekly tests are usually undertaken from the tests in the student workbooks (for the level applicable to the student) to constantly monitor student progress, however the testing to formally measure student progress, takes place at week 10 (half way through the course). At week 5 and 8 the students are measured against their initial placement test / course entry level to ensure they are progressing at that level. Students progress through each course level in order to attain the final course level proficiency.

When students are at risk of not meeting the course progress requirements, an intervention strategy will be implemented that focuses on interviewing and counselling students and assisting them to achieve satisfactory progress.

NIT will only enable students to extend the expected duration of study for their course through the issuing of a new CoE in limited circumstances, as outlined by the National Code relevant and in force at the time of monitoring.

Any breaches of student visa conditions will be reported to the relevant department responsible for immigration through PRISMS after the student has been informed and given access to appeals procedures, in keeping with current legislation.

VET Courses

At a convenient time, once per month the Student Administration will review the academic progress of all students and monitor the following points:

- ***Any student falls below 60% academic progress for a single term***
    - Student's shall be sent a Notification Letter indicating that they have fallen below 60% academic performance for the term to date, and failure to achieve Competency in further units undertaken the current term may result in failing to achieve academic progress for the term. Failing to achieve this academic progression in two consecutive

terms will be deemed in breach of Visa requirements and be reported to DHA. The students are given the opportunity to be counselled in their progress if required.

- *When a student's academic progress falls below 50% for a single term*

  – When a student's academic progress falls below 50% for a single term the Student Admin shall notify Program Manager and a '1st Warning Letter' shall be sent indicating the student has to contact the Institute and organise an appointment with the Program Manager to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following Term.

    If the student does not respond within 7 days the Student Admin will attempt to contact the student via telephone. When this fails the matter shall be forwarded to the Program Manager

- *Any student who is below 75% academic progress in their current term after falling below 50% in their previous term*
  – Student's shall be sent a '2nd Warning Letter' notifying them they are at risk of breaching their requirement to maintain academic progression for each term they are enrolled. They are informed they have fallen below 75% academic progress in the current term after falling below the required academic progression in the previous term. They are informed that if they fall below the required academic progression in two consecutive terms they will be reported to DHA.
    They are also informed that are required to organise an appointment with Program Manager to discuss their poor academic progress and strategies to ensure they stay above the 50% Academic requirement for the term.

    If the student does not respond within 7 days the Student Admin will attempt to contact the student via telephone. When this method of contact fails the matter shall be forwarded to the Program Manger.

- *When a student's academic progress falls below 50% for 2 consecutive terms*
  – The student shall be sent a 'Breach Recorded' letter indicating they are going to be reported to DHA for unsatisfactory academic progress in their course of study. They are informed that this has occurred as they have failed to be deemed Competent in more than 50% for two consecutive terms.
    They are also informed of their ability to access the appeals and complaints process and have 20 days to do so.

    If the student does not go through any appeal or complaint process within 20 days, the report shall be submitted via PRISMS.

NIT Intervention Strategy

In all the above cases where the students are identified as the risk students and they are contacted by the letter, e-mail or personal contact for not meeting the satisfactory course progress requirements. Student must meet to discuss an interventions strategy so that they will be given an opportunity to have a counselling session with the relevant NIT staff in order to rectify their situation by implementing the following steps:

Steps	Details	Who is RESPONSIBLE?	Comments
Step 1	Student who have been assessed as at the risk of not meeting course progress requirements	Student Administration	Assessment undertaken according to Nova Academic Progress and they fall under any of the following categories: • *Any student falls below 60% academic progress for a single term* • *When a student's academic progress falls below 50% for a single term* • *Any student who is below 75% academic progress in their current term after falling below 50% in their previous term* • *When a student's academic progress falls below 50% for 2 consecutive terms.*
Step 2	Intervention strategy activated	Student Admin	Student must be contacted by letter, e-mail or personal contact. Student should be advised that they are currently at risk of not meeting satisfactory course progress and they must meet to discuss an intervention strategy. A Student's enrolment cannot be cancelled due to not meeting the satisfactory progress/course progression if an intervention strategy has not been activated. If student does not meet to discuss an intervention strategy a second contact with student should be made.
Step 3	Tailoring of Intervention Strategy	Trainer/Assessor & Admin	Intervention strategy should be tailored to suit each individual need.
Step 4	Reasons for Intervention Strategy	Trainer/Assessor & Admin	Intervention strategy can be activated due to following circumstances but are not limited to following:

			• Transition support • English language support • Study Skills support • Welfare Support Reduction in the course load
Step 5	Intervention Strategy-Transition Support	Trainer/Assessor & Admin	Students requiring transition support may be directed to the student Admin for assistance with: • Accommodation problems • Cultural shock • Home sickness • Local customs and etiquette • Balancing work commitments and studies.
Step 6	Intervention Strategy-Study Skills support	Trainer/Assessor & Admin	Students requiring assistance with study skills may be directed either to Program Manager/Student Admin. Students will receive assistance in: • Assessment Expectations • Time management • Academic referencing and plagiarism • Reading and note-taking skills • Research, web searching, and library skills
Step 7	Intervention strategy-Welfare Support	Trainer/Assessor & Admin	Students may be directed to relevant Student support officer or medical doctor or counsellor to receive assistance with personal issues influencing progress.
Step 8	Intervention Strategy-Reduction in course load	Trainer/Assessor & Admin	Where it is believed that the above-mentioned strategies will not assist a student in meeting satisfactory program/ course progression a reduction in course load may be considered. Students must complete their studies within the duration of their confirmation of enrolment (COE) however if an approved intervention strategy has been implemented students may apply for visa extension if they cannot catch up through study in non-compulsory period. Admin to be advised if student requires changes to length of COE.

Step 9	Intervention Strategy-Change of course	Trainer/Assessor & Admin	A student may transfer to a suitable alternative program/course as part of an intervention strategy. Admin must be notified as student will be required to complete new application and receive a new letter of offer and sign a new enrolment agreement. Admin will then cancel the original COE and issue a new COE.
Step 10	Study Plan	Trainer/Assessor & Admin	An amended study plan may be required for a student who has an intervention strategy in place. The student must receive a copy of the amended study plan and a copy must be in student's file.
Step 11	Filing the evidence of intervention strategy	Student Admin	Documentary evidence of the measures implemented should be kept in the student's file and student should receive the copy.
Step 12	Follow-ups	Student Admin	When an intervention strategy has been activated for a particular student, documentation must be kept in the file for all follow up meetings, support provided and strategies undertaken by the student.
Reporting Breach of Student Academic	If it is noted that the student is not following the intervention strategy in place for the student it is recommended that the student is sent a letter reminding the student that they do not meet academic requirements. All students who fall below 50% academic progress requirement and have no supporting reasons shall be reported via PRISMS to DHA for a beach of their Visa condition. Students have 20 days from the date the 'Breach Recorded' letter is processed to appeal the decision of their academic non-performance. If they do not choose to use this option then they shall be reported as indicated. This process of reporting breaches into PRISMS is the responsibility of the Student Admin who monitors the academic progress monthly. They are also supported by the monitoring conducted by the Program Manager. A copy of all letters, details of phone calls made, and any reports are to be kept in the student files.		