

ACADEMIC PROGRESS AND INTERVENTION POLICY AND PROCEDURES		
Audience	Internal ☒	External ☒
QMS Link	<i>CSE internal use only: QMS 3. Client Services System – Satisfactory course progress to meet visa requirements</i>	
Endorsed By	CSE Management Team	
Endorsement Date	March 2021	
Version	V2	

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1. DEFINITIONS

At risk	<p>A student is 'at risk' of not meeting their required course progress when there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements. <i>National Code 8.4:</i></p> <p>Low risk: Students identified as low risk of not maintaining course progress will be placed on an Intervention Strategy and advised that failure to meet the outcomes specified in the Intervention Strategy could result in them being raised to High Risk.</p> <p>High risk: Students identified as high risk of not meeting course progress will be sent an 'Intention to Report email/letter'. This email/letter will advise the student that it is CSE's intention to report them to the Department of Education via PRISMS for unsatisfactory course progress.</p>
CoE	Confirmation of Enrolment providing evidence of an overseas student's enrolment with an approved Australian training provider.
CRICOS	Commonwealth Register of Institutions and Courses for Overseas Students.
Competent	Competency is determined at when all assessments related to a Unit of Competency have been completed. To achieve a 'Competent' (C) outcome all assessments must be marked 'Satisfactory' (S).
Course	A course offered by CSE which is listed on the Australian Government Department of Education and Training CRICOS register.
Course progress	Course progress is determined by successful completion of required assessments within a specified timeframe.
CSE	Childrens Services Education Pty Ltd trading as Children's Services Education.
ESOS	Education Services for Overseas Students.
Intervention strategy	A documented formalised process aimed at monitoring and improving the student's progress where academic underachievement has been identified. It may include a combination of behavioural and academic intervention.
Intention to Report Letter	The Intention to Report Letter advises the student that it is CSE's intention to report them for failing to maintain the course progress as specified in the ESOS National Code Standard 8 visa requirements and the reason for the intention to report.
LLN	Language, Literacy and Numeracy.

PRISMS	Provider Registration and International Student Management System used to process information for the Department of Home Affairs.
Required course progress	CSE students are informed about the requirements for satisfactory course progress at the beginning of their course and progressively for each study period (term). This will include assessments and participation requirements.
RTO	Registered Training Organisation.
Satisfactory assessment	A satisfactory assessment is achieved when a completed assessment demonstrates required skills and knowledge and is marked 'Satisfactory' (S). The final assessment outcome is not determined until the student has had the opportunity for two re-sits or re-submits of a previously 'Not Satisfactory' (NS) assessment.
SMS	An electronic Student Management System holding student details including emergency contact details, academic results, and file notes.
Study period	A term which is generally ten (10) course weeks.
Unit of Competency	A Unit of Competency contains elements and performance criteria required to demonstrate knowledge and skills to a required level. A Unit of Competency is achieved when the student has achieved a 'Satisfactory' assessment outcome for all assessments required for the Unit.
Unsatisfactory progress	In accordance with this policy and procedures, CSE will determine when a student will not meet satisfactory course progress within their course duration as specified on their CoE.
VET	Vocational Education and Training

2. RELATED STANDARDS

ESOS National Code Standard 8

Overseas student visa requirements

- Monitoring overseas student progress and course duration
- VET course progress requirements
- Reporting unsatisfactory course progress
- Allowable extensions of course duration.

3. LEGISLATIVE CONTEXT

This policy and procedures satisfy the requirements for the National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 8.

4. OVERVIEW

Overseas students must make satisfactory course progress as a condition of their student visa. This policy and procedures ensure there are processes in place to identify overseas students at risk of unsatisfactory course progress and the strategies to be implemented to assist the student who is not meeting satisfactory course progress.

CSE must:

- monitor the overseas student's course progress or attendance to ensure the student completes their course within the duration of their CoE,
- identify and offer support to those at risk of not meeting course progress or attendance requirements,
- only extend the duration of an overseas student's enrolment in certain circumstances and advise them of potential impacts on their student visa.

5. COMPLIANCE REQUIREMENTS

- An overseas student's CoE must not exceed the CRICOS registered course duration
- CSE **must** clearly outline and inform overseas students, before they commence their course, of the requirements to achieve satisfactory course progress in each study period
- CSE monitors the progress of each overseas student to ensure the overseas student can complete the course within the expected duration specified on the overseas student's CoE
- Evidence for a student being at risk of not meeting course progress may come from the student's assessments, participation in academic activities, or other indicators that lead to poor academic progress
- CSE's documented policy and procedures identifies, notifies and assists overseas students at risk of not meeting course progress requirements
- CSE's academic progress and intervention procedures promote and uphold the academic integrity of the training package requirements
- CSE academic progress and intervention procedures outline:
 - Requirements for students to achieve satisfactory course progress
 - Processes for recording and assessing course progress requirements
 - Processes to identify overseas students at risk of unsatisfactory course progress
 - Details of CSE's intervention strategy and risk rating aimed at assisting overseas students at risk of not meeting course progress requirements, in sufficient time for those overseas students to achieve satisfactory course progress
 - Processes for determining the point at which the overseas student has failed to meet satisfactory course progress
 - Details of when CSE will report a student for unsatisfactory course progress and the Intention to Report email/letter.
- CSE **must** give written notice as soon as practicable to an overseas student who is not meeting course progress
- CSE **must only report** unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act after complaints and appeals processes have been fully

implemented, or if the student chooses not to access the internal or external complaints and appeals process, or the student withdraws from the appeals processes

- CSE **must not** extend the duration of an overseas student's enrolment if the overseas student is unable to complete the course within the expected duration, unless:
 - there are compassionate or compelling circumstances, as assessed by CSE on the basis of demonstrated evidence, or
 - CSE has implemented, or is in the process of implementing, an intervention strategy for the overseas student because the overseas student is at risk of not meeting course progress requirements, or
 - an approved deferral or suspension of the overseas student's enrolment has occurred under ESOS National Code Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).
- If CSE extends the duration of a student's enrolment, CSE will
 - notify the Department of Education via PRISMS and issue a new CoE to the student,
 - advise the student to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

6. PROCEDURES FOR MONITORING ACADEMIC PROGRESS

- a) CSE monitors all students' academic performance, and reviews assessment outcomes at the end of each study period to identify if a student is at risk of not meeting course progress requirements.
- b) Students are expected to achieve a 'Satisfactory' assessment outcome in their initial or in the two subsequent re-sits/re-submits.
- c) Students are expected to achieve an outcome of 'Satisfactory' in at least 50% or more of the assessments they are required to submit by the end of each study period, and to achieve 'Satisfactory' in all previous study period assessments which were marked 'Not Satisfactory'.
- d) Students failing to achieve the outcome in points b) or c) above will be identified as being 'at risk' of not meeting course progress and will be placed on an **Intervention Strategy**.
- e) Students 'at risk' of not meeting satisfactory course progress will meet with and be reviewed by their Trainer or Education Manager to determine the level of risk of the student not completing their course within their CoE specified course duration. At this meeting, the Trainer or Education Manager together with the student will:
 - explore the reasons for the student's failure to maintain required assessment standards,
 - agree to a structured plan which will include CSE support and student actions that can assist the student to improve their progress,
 - be placed on an Intervention Strategy agreed between the student and Trainer or Education Manager based on the structured plan.
- f) Students on an Intervention Strategy will be monitored by their Trainer or Education Manager.
- g) The Intervention Strategy and all meeting notes related to the strategy will be recorded on the students SMS file.

7. LOW RISK OF NOT MEETING COURSE PROGRESS EXAMPLES

The following are examples of where a student can be at low risk of not maintaining course progress and would be considered for an Intervention Strategy (or further Intervention Strategy). These are not exclusive, as the Education Manager or Senior Management may determine there are other low risk factors which require a student to be considered for an Intervention Strategy.

- a) The student has not achieved a 'satisfactory' outcome in at least 50% of assessments completed in a study period but has had a 'satisfactory' outcome in all previous study periods.
- b) The student is in a course with eight (8) or more study periods, has not achieved a 'satisfactory' outcome in at least 50% of assessments completed in a study period, but has had a 'satisfactory' outcome in more than 70% of all assessments undertaken thus far (with the exception of examples given in Item 8 below).
- c) The student is falling behind in their required vocational placement hours.
- d) The student is falling behind in their online learning activities.
- e) The student who has previously been placed on an Intervention Strategy, who subsequently fails to fully meet the Intervention Strategy requirements in a second consecutive study period yet demonstrates significant improvement and engagement with their Intervention Strategy.
- f) The student who has been able to identify issues which have led to their unsatisfactory progress and is participating fully in an Intervention Strategy to overcome these issues (for example, undertaking additional LLN tutoring, participating in counselling support, raised their level of course participation, lodging assessments on time).

8. HIGH RISK OF NOT MEETING COURSE PROGRESS EXAMPLES

Before issuing a student with an Intention to Report email/letter, a student will be considered high risk of not meeting course progress. Below are the indicators for 'high risk' of not meeting course progress.

- a) The student fails to achieve an outcome of 'Satisfactory' (S) in at least 50% or more of the assessments they are required to submit in two (2) consecutive study periods, demonstrating a significantly poor level of understanding of the required units, and showing little or no improvement relevant to previously implemented Intervention Strategies.
- b) The student, having failed to achieve an outcome of 'Satisfactory' (S) in at least 50% or more of the assessments they are required to submit in two consecutive study periods, has also failed to comply with or respond to the Intervention Strategies that were agreed to by the student.
- c) A student who having been identified as 'at risk' of not meeting satisfactory course progress, fails to act on an Intervention Strategy they have agreed to, and/or does not attend arranged intervention meetings with their Trainer or Education Manager.
- d) A student who when identified as being 'at risk' of not meeting satisfactory course progress, will not agree to an Intervention Strategy being implemented.

9. INTENTION TO REPORT EMAIL/LETTER

When an international student has been identified as **'high risk'** of not meeting the Standard 8 visa requirements for satisfactory course progress, they will be sent an Intention to Report email/letter.

The email/letter will further advise the student that they have 20 working days to make an appeal in accordance with the CSE Complaints and Appeals Policy and Procedures.

In the event the student lodges an appeal they must maintain their full enrolment conditions during the appeal process, and if their appeal is unsuccessful, they have the right to progress their appeal to a relevant external party.

10. EXTENDING A STUDENT'S COURSE DURATION

CSE can only extend the overseas student's enrolment if:

- CSE has assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment, or
- CSE has implemented, or is in the process of implementing, an intervention strategy for the overseas student who is at risk of not meeting course progress requirements, or
- an approved deferral or suspension of the overseas student's enrolment has occurred.

If CSE extends the duration of an overseas student's enrolment and the student's visa will expire prior to completion of the course, the student will need to apply for a new Student Visa to complete their study.

11. EXTENDING A STUDENT'S COE FOR COMPASSIONATE AND COMPELLING CIRCUMSTANCES

Compassionate or compelling circumstances are generally those beyond the control of the overseas student and which have an impact upon the overseas student's course progress or wellbeing.

CSE will consider and determine if there are compassionate or compelling circumstances as to when a student should not be reported for unsatisfactory progress. When determining whether compassionate or compelling circumstances exist, CSE will require documentary evidence of the circumstances and will keep copies of these documents in the overseas student's file.

Some examples of compassionate and compelling circumstances might be:

- serious illness or injury, where a medical certificate confirms that the overseas student is unable to attend classes or complete assessments by a due date,
- bereavement of close family members such as parents, siblings or grandparents (where possible a death certificate/newspaper article/extract should be provided),
- major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the overseas student's studies,

- a traumatic experience, which could include involvement in, or witnessing of a serious accident; or witnessing or being the victim of a serious crime, and this has impacted on the overseas student (these cases should be supported by police or psychologists' reports).

The Senior Management can consider other circumstances for extending a CoE based on the situation.

12. EXTENDING A STUDENT'S COE DUE TO INTERVENTION STRATEGY

At a student's request, CSE may determine that a student who has been placed on an Intervention Strategy has a high probability of successfully completing their course if given additional time to do so.

The Senior Management will examine the student's academic history and progress since being placed on an Intervention Strategy and, following agreement with the student, can decide to extend the student's CoE course end date.

The student must be advised in writing that they may need to apply for an extension of their student visa end date.

13. EXTENDING A STUDENT'S COE BASED ON DEFERRAL OR SUSPENSION

CSE may extend a student's CoE end date based on deferral or suspension. Examples of where this might occur could be:

- CSE has had to defer part or all course delivery for reasons beyond its control
- The student has had to defer part of their course whilst awaiting a pre-requisite for completing another part of their course
- The student has fallen behind their original class group for some reason, and has to wait until they can re-enter at a suitable point with another class
- CSE has had to suspend a student for a period which will affect the student's ability to complete their course within their original CoE duration.

There may be other circumstances upon which the Senior Management will make a final decision whether to extend the student's CoE.

14. REPORTING PROCESS

CSE will not report the student until all stages of the complaints and appeals process have been completed or the student advises that they have withdrawn the complaint or appeal.

15. RE-ENROLMENT OF CANCELLED COE STUDENTS

When a student has had their CoE cancelled due to unsatisfactory course progress, the student will not be enrolled into the same course with CSE for a period of at least 12 months and must demonstrate how they have overcome the issues or reasons that led to their cancelled CoE.

16. RESPONSIBILITIES

The Senior Management has overall responsibility for the implementation of this policy and procedures and is the person who makes a final decision whether to issue an Intention to Report email/letter to a student.

17. RELATED POLICIES AND PROCEDURES

CSE Complaints and Appeals Policy and Procedures.