



Monitoring International Student's Academic Progress

This policy/procedure supports 'Standard 10 – Monitoring Course Progress' of the 'National Code of Practice'.

It also supports the following Standards for Registered Training Organisations 2015 – Standard 1, 5, 6

Policy

Students will receive information on the Institute's course progress requirements in pre-enrolment information, the International Student Handbook and by Trainers throughout the duration of their course.

All staff members are made aware of the requirements of this policy through induction, professional development, regular meetings and updates and continuous improvement practices.

Maintaining satisfactory course progress is a requirement of a student's visa. South Pacific Institute has elected to adopt the Department of Education and Training [Formerly DET/DIAC] Course Progress Policy in relation to Standard 10 of the National Code. Under this policy, students are required to achieve a minimum of 50% competency in the units attempted in each study period in order to maintain satisfactory course progress.

"Unsatisfactory course progress" is defined as the student not achieving competence in 50% or more of the unit requirements attempted during a study period.

A study period at South Pacific Institute is defined as the set delivery and assessment plan provided to the the students according to their enrolment date and course duration.

A student who does not achieve the required 50% competency rate for two consecutive study periods shall be considered in breach of this course progress requirement and must then be reported to DIBP through PRISMS.

This policy applies to all international students enrolled at South Pacific Institute in all study locations including workplaces for those courses that SPI has approval to conduct training and assessment in the workplace.

Monitoring during work placement

Some students, particularly those who are undertaking the unit SITHCCC020 as part of the SIT30816 Certificate III in Commercial Cookery have to undertake training and assessment in the workplace. This period of work placement is scheduled to always occur during the second, third and fourth study periods. During this time students are also attending the Institute for other units of competency. Monitoring the progress of students undertaking these units is the same as for other units: early detection of failing to cope with the unit, consideration of result at end of the unit, implementation of intervention strategies. Specifically:

1. Whilst the student is in the workplace for the unit SITHCCC020 they are simultaneously attending the Institute. These units are not studied in isolation to other units. The students are in constant communication with their trainers.
2. In the workplace the workplace supervisor verifies the log book of student performance in the workplace and gives an indication of his/her satisfaction with progress.
3. The Workplace coordinator visits every student at least once during their work placement for the purposes of on site assessment and discussions with student and supervisor. At these visits log books are examined and feedback is sought from the supervisor on student performance.



Intervention Strategies

The objective of any intervention strategy is to identify any necessary action to assist the student to achieve or regain satisfactory course progress.

The Compliance Manager is responsible for the implementation and monitoring of the Student Intervention Strategy.

Within 10 working days of the completion of a study period the Compliance Manager will review the academic progress of all students and identify those students who are “at risk” of not meeting satisfactory course progress requirements.

The identification of students “at risk” will be accomplished by reviewing a current transcript of student progress and establishing if any one, or more, of the following situations apply:

- The student has failed more than 50% of units in a study period
- The student has been identified as unable to complete a course within the expected duration of study as recorded on the CRICOS register after having their program reviewed by the CEO in accordance with the completion within the expected duration procedure.

Within 10 working days of the completion of a study period all students identified as being “at risk” of not meeting satisfactory course progress requirements will be sent a warning letter requiring them to attend an intervention meeting using the appropriate student course progress warning letter.

The warning letter will inform the Student that unsatisfactory course progress in a course for two consecutive study periods could lead to the student being excluded from the course, reported to DIBP and cancellation of their student visa, depending on the outcome of the appeals process.

The warning letter will inform the Student that he or she is able to access the SPI’s complaints and appeals process as per ESOS Standard 8 (Complaints and appeals) and that the student has 20 working days in which to do so. A copy of this letter is retained within the Student’s file.

If the student believes there are reasons why they should not be reported, they may appeal as detailed above. The student may appeal if they believe one or more of the following have happened:

- SPI has not recorded assessment outcomes correctly.
- There are compassionate or compelling reasons which have contributed to their unsatisfactory progress.
- SPI has not implemented their Student Intervention Strategy in accordance with their documented policies and procedures.
- SPI has not implemented any other policies which may impact upon their results – e.g. assessment policy, examinations policy, feedback policy.
- SPI has not provided the complaints and appeals policy to the student.

A copy of the warning letter and all other relevant documents will be placed in the students file.

The intervention meetings will be initiated by the Compliance Manager; however appropriate personnel such as student administration officers or counsellors may be called on to assist with the process or to delegate to the Compliance Manager.

At the intervention meeting academic and non-academic issues are to be explored, solutions sought and the following intervention strategies will be put in place where appropriate:

- a) academic skills support
- b) additional English support
- c) increased monitoring



- d) a mentor programme
- e) personal counselling
- f) reduction in course load.

Details of the Student Intervention Strategy proposed by the Institute will be recorded, transmitted in writing to the student by email or mail and a copy of the written document sent to students placed in their file.

Students will be required to accept the Student Intervention Strategy proposed by the Institute within 10 working days by signing the Student Intervention Strategy Plan. Students failing to accept the proposed interventions strategy will be reported to DIBP for unsatisfactory academic progress.

If a student attends an intervention meeting, has signed the Student Intervention Strategy Plan but fails to adhere to the plan, the student will be sent an intention to report letter after the end of the second consecutive study period. They will be provided with a copy of SPI's complaints and appeals policy and form advising the student of a 20 day period within which to respond. If they do not respond or their grounds for appeal are rejected they will be reported to DIBP for unsatisfactory progress.

Students failing to attend the intervention meeting without a reasonable excuse will be sent an intention to report letter after 10 working days of the scheduled meeting. They will be provided with a copy of SPI's complaints and appeals policy and form advising the student of a 20 day period within which to respond. If they do not respond or their grounds for appeal are rejected they will be reported to DIBP for unsatisfactory progress reported to DIBP for unsatisfactory academic progress.

Where a student on the Student Intervention Strategy requires more time to complete their qualification a new Confirmation of Enrolment must be completed by the authorised PRISMS administrator and lodged on PRISMS. The new Confirmation of Enrolment must indicate the revised completion date and the reasons for the revised date.

Extending the eCOE to allow students to finish the course

For those cases where the Student Intervention Strategy has been effective, and the student has shown considerable improvement in the second study period, South Pacific Institute will look at the student's eCOE to determine if a revised completion date is necessary. In such cases SPI will extend the eCOE through PRISMS to allow students an additional study period (or part thereof-if required) to complete all of their course requirements.

Any extension to the duration of a student's course, and the reasons for the extension must be recorded by South Pacific Institute on the student's file

For those cases where the Student Intervention Strategy has NOT been effective, and the student has failed to make satisfactory course progress for a second consecutive study period, South Pacific Institute will report those students to DIBP through PRISMS.

Calculating the period of time to extend a student's eCOE will take into account which units are involved, the training hours, the availability to study the unit with a particular group and the student's ability to complete their course within the original eCOE parameters. As a rule the extra hours to study any unit will be converted into days of study and this will be the minimum amount of time added to the duration of the student's eCOE.

Extensions to an eCOE may only be done with the approval of the CEO and /or the CEO.



Warning Letter

[Date]

[Student name]

[Address line 1]

[Address line 2]

[Address line 3]

Re: Warning letter for unsatisfactory course progress

Dear [Student's name]

Your enrolment in [course] at South Pacific Institute began on [course commencement date]. During the orientation programme, you were informed of the student visa condition relating to course progress. You were also informed that South Pacific Institute uses the Department of Education and Training [Formerly DET/DIAC] Course Progress Policy and Procedures for CRICOS Providers of VET Courses.

Under the Department of Education and Training [Formerly DET/DIAC] Course Progress Policy, a student has made unsatisfactory progress if the student has not successfully completed or demonstrated competency in at least 50% of the course requirements in a study period.

You have been identified as [making unsatisfactory progress/ at risk of making unsatisfactory progress] on [date of identification] and South Pacific Institute is implementing its Student Intervention Strategy. You are advised to attend an intervention meeting [on date/ shortly thereafter]. At this meeting we will discuss and confirm strategies to ensure you are able to complete your studies within the required timeframe as per your CoE.

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 Border Protection (DIBP) and could result in the cancellation of your student visa.

If you fail to adhere to the Student Intervention Strategy, fail to attend an intervention meeting or do not accept and sign the Student Intervention Strategy you will be reported to the Department of Immigration and Border Protection (DIBP) and could result in the cancellation of your student visa.

Please contact student administration if you believe one or more of the following have happened:

- South Pacific Institute has not recorded or calculated your marks correctly.
- There are compassionate or compelling reasons which have contributed to your unsatisfactory progress.
- South Pacific Institute has not implemented [other policies which may impact upon your results – e.g. assessment policy, examinations policy, feedback policy].
- South Pacific Institute has not made [relevant policies] available to you.

If you wish to discuss this matter further, please make an appointment with [contact person]. You can bring a friend with you if you wish.

Yours sincerely

[Chief Executive Officer]



Intention to Report Letter

[Date]

[Student name]

[Address line 1]

[Address line 2]

[Address line 3]

Re: Warning of South Pacific Institute's intention to report for unsatisfactory progress

Dear [Student's name]

Your enrolment in [course] at South Pacific Institute began on [course commencement date]. During the orientation programme, you were informed of the student visa condition relating to course progress. You were also informed that South Pacific Institute uses the Department of Education and Training [Formerly DET/DIAC] Course Progress Policy and Procedures for CRICOS Providers of VET Courses.

Under the Department of Education and Training [Formerly DET/DIAC] Course Progress Policy, a student has made unsatisfactory progress if the student has not successfully completed or demonstrated competency in at least 50% of the course requirements in a study period.

You were first identified as [making unsatisfactory progress/ at risk of making unsatisfactory progress] on [date of identification] and South Pacific Institute implemented our Student Intervention Strategy [on date/ shortly thereafter]. 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 Border Protection (DIBP) and could result in the cancellation of your student visa.

To assist you to meet course progress requirements, [provider/contact person] also [list actions undertaken as part of Student Intervention Strategy – see paragraph 3.5 of the Department of Education and Training [Formerly DET/DIAC] Course Progress Policy.

You have now been assessed as making unsatisfactory progress in a second consecutive compulsory study period. In accordance with the Department of Education and Training [Formerly DET/DIAC] Course Progress Policy, I must now inform you of South Pacific Institute's intention to report you to the Secretary of the Department of Education and Training [Formerly Department of Industry, Innovation, Climate Change, Science, Research and Tertiary Education (DET)] through PRISMS for unsatisfactory progress in two consecutive study periods. This action automatically alerts DIBP.

If you think there are reasons why you should not be reported, you may appeal against the provider's decision. According to the Department of Education and Training [Formerly DET/DIAC] Course Progress Policy (paragraph 3.8), you may appeal if you believe one or more of the following have happened:

- South Pacific Institute has not recorded or calculated your marks correctly.
- There are compassionate or compelling reasons which have contributed to your unsatisfactory progress.
- South Pacific Institute has not implemented our Student Intervention Strategy in accordance with our documented policies and procedures.



- South Pacific Institute has not implemented [other policies which may impact upon your results – e.g. assessment policy, examinations policy, feedback policy].
- South Pacific Institute has not made [relevant policies] available to you.

If you wish to discuss this matter further, please make an appointment with [contact person]. You can bring a friend with you if you wish.

The procedure for making an appeal is [attached/ available from Provider's website]. You have 20 working days commencing on [insert date] to make your appeal.

Yours sincerely

[Chief Executive Officer]



Intention to Report Letter Failure to attend intervention meeting

[Date]

[Student name]

[Address line 1]

[Address line 2]

[Address line 3]

Re: Failure to respond to the warning letter for unsatisfactory course progress

Dear [Student's name]

Our records show that you have failed to respond to the warning letter sent to you on [date]. This is a serious matter and has now placed you at risk of having your enrolment cancelled by South Pacific Institute and having this reported via PRISMS.

If you think there are reasons why you should not be reported, you may appeal against the provider's decision. According to the Department of Education and Training [Formerly DET/DIAC] Course Progress Policy (paragraph 3.8), you may appeal if you believe one or more of the following have happened:

- South Pacific Institute has not recorded or calculated your marks correctly.
- There are compassionate or compelling reasons which have contributed to your unsatisfactory progress.
- South Pacific Institute has not implemented our Student Intervention Strategy in accordance with our documented policies and procedures.
- South Pacific Institute has not implemented [other policies which may impact upon your results – e.g. assessment policy, examinations policy, feedback policy].
- South Pacific Institute has not made [relevant policies] available to you.

If you wish to discuss this matter further, please make an appointment with [contact person]. You can bring a friend with you if you wish.

The procedure for making an appeal is [attached/ available from Provider's website]. You have 20 working days commencing on [insert date] to make your appeal.

Yours sincerely

[Chief Executive Officer]



Date:

Student Intervention Strategy

For students at risk of failing to make satisfactory course progress

Name of Student:

Course Title:

Course Code:

Meeting Date:

Dear Student,

Thank you for meeting with me on **Date** to discuss strategies to help improve your performance in the abovementioned course. As noted, in the meeting, it is a condition of your student visa that you maintain satisfactory course progress. At South Pacific Institute, satisfactory course progress means satisfactorily completing 50% or more of the units attempted in each study period. As you failed to satisfactorily complete more than 50% of the units in the first study period, you are at risk of failing to meet the satisfactory course progress requirement of your visa and South Pacific Institute may be required to report you to DIBP should you fail to satisfactorily complete 50% of the units in the forthcoming study period. This could result in your visa being cancelled.

In order to help you meet the course progress requirements in the following study period, the following intervention strategy has been agreed:

- Issues that may have caused poor performance
- Proposed strategies to improve academic performance
- Intervention Strategy to commence on **Date**

It is important to note that if you continue to perform poorly in the following semester and fail to satisfactorily complete 50% or more of the units studied, South Pacific Institute will have no option other than to report you to DIBP for breaching a condition of your student visa. To avoid this action it is best that you contact me as soon as possible if you feel this intervention strategy is not helping you. We will then be able to discuss other options available, to help you meet the course requirements.

Please sign below to demonstrate that you understand and agree to the Student Intervention Strategy outlined above. Please return a signed copy to South Pacific Institute.

Signature of student: _____ Date: _____

If you have any queries relating to the contents of this letter, or wish to amend your intervention strategy, please do not hesitate to call the undersigned on 03 9642 8999.

Yours sincerely,

Name

Student Support/Student Counsellor

Email: @sp.vic.edu.au

