

Course Progress and Intervention Strategy Policy and Procedure for International Students

The Learning Professionals

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1. POLICY STATEMENT

The purpose of this policy is to ensure that international students maintain satisfactory course progress to complete their studies within the expected duration and, where they show any signs of being at risk of not achieving the satisfactory course progress, students intervention and support strategies are implemented to encouraged students to maintain progress to the requirements of their individual training plan and meet performance requirements as defined in the National Code 2018, Standard 8. This policy is made available to all stakeholders on The Learning Professionals website.

2. SCOPE

The Course Progress and Intervention policy applies to international students enrolled in and studying VET courses at The Learning Professionals.

3. DEPARTMENTS AFFECTED

This Policy applies to Student Support and all Training Departments.

4. RESPONSIBILITY, ADHERENCE AND ENFORCEMENT

The CEO is responsible for this policy ensuring staff, authorised education agents and students are aware of international course progress and intervention strategies available to students at The Learning Professionals.

The RTO Manager is responsible for the implementation of this policy.

The Student Support Staff are responsible for the application of this policy.

5. DEFINITIONS

Course	A vocational qualification offered by The Learning Professionals
Consecutive unsatisfactory progress	Not meeting the course progress requirements or alternatively not successfully completing or demonstrating competency in at least 50% of the course progress requirements of a term/study period as defined and implemented in the training plan
Term/study period	A discrete period of time measures in weeks as specified in Training and Assessment Strategies and training plan
Course progress requirements	Successful completion of units and/or pre-requisite units where the assessments are scheduled in each term and identified in the training plan. These requirements are used to benchmark against a student's progress
The training plan	specifies competencies to be achieved and when, where and how the duration for which the units to be delivered. The duration, the course progress requirements for each term and the progress monitoring

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	period are also clearly identified. A copy of the training plan is provided to students on orientation
Being “at risk”	Failing to achieve satisfactory course progress requirements occurs when a student does not meet the course progress requirements: <ul style="list-style-type: none"> • <i>completed less than 50%</i> of the terms progress requirements as outlined in their individual training plan • is in danger of being unable to complete a course within the expected duration of study as recorded on the PRISMS register after having their program reviewed by the Student Support Department
Intervention strategies	Support plan and activities negotiated with the students who are considered “at risk”. Students will be interviewed, supported, and will have a course intervention strategy implemented which may include, but is not limited to academic skills support, additional tutoring, and placement in a more appropriate class to get them back on the right track to succeed and achieve satisfactory progress requirements
Satisfactory progress	Students have successfully completed the competencies in 50% or more of the course requirements being scheduled for the term and have not been identified as being “at risk”
Monitoring	An active checking of course progress
Recording	Entering the results of each unit in Student Management system.

6. PROCEDURES

6.1 Recording

Course progress of individual student is recorded into the Student Management System (SMS) VETtrak by entry of student completion of units within the individual students training plans.

6.2 Monitoring

6.2.1 The Learning Professionals monitors each student’s progress 4 times yearly, in the months of March, June, Sept and December by reviewing the student’s completed units against their individual training plans. To maintain course progress, students are required to have completed at least 50% or more of the term progress requirements as outlined in their individual training plan

6.2.2 The Learning Professionals has determined a *student is ‘at risk’* of maintaining course progress if they have *completed less than 50%* of the terms progress requirements as outlined in their individual training plan

6.2.3 Student Progress reports are downloaded from VETtrak and review by Student support officers to identify *at risk* students

6.3 At risk

6.3.1 During the monitoring of student progress, a student may be identified to be *at risk*. The Student Support officer will invite the student in writing via email to engage in an intervention meeting to discuss intervention strategies, to assist the student to maintain course progress against their individual training plans.

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6.4 Intervention Strategy

- 6.4.1 During the intervention meeting, the student support officer will determine if there are any underlying reasons that may be affecting the student progress including educational and non-educational issues such as personal problems that lead to unsatisfactory progress
- 6.4.2 Students will also be advised of their obligations to meet course progress benchmarks as outlined in their written agreement
- 6.4.3 Students will be provided with several intervention strategies that will support them to maintain their course progress above the minimum 50% requirement. The strategies may include but are not limited to:
- Required attendance at mentoring classes to support student progress
 - Required attendance at additional practical classes to support student progress
 - Referral to support services such as financial and health support counselling services
- 6.4.4 All students identified *at risk*, will be monitored by an additional mid-term progress review implemented in February, May, October, and November to provide student support officers with actual progress against the students individual training plans and intervention strategies progress
- 6.4.5 All intervention meetings will be recorded, and all parties will sign and be provided with a copy of the meeting recording for secure confidential record purposes.

6.5 Extension of course duration

- 6.5.1 If, The Learning Professionals deems that the student has been affected by exceptional circumstances beyond their control and as a result is at risk of maintaining course progress, The RTO Manager will be informed and on consideration, may make adjustments to a student's training plan to support their ongoing training. The Learning Professionals must have:
- assessed that there are compassionate or compelling circumstances and there is evidence to support this assessment
 - 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
 - approved deferral or suspension of the overseas student's enrolment
- 6.5.2 All extension of course duration will be recorded, and all parties will sign and be provided with a copy of the meeting recording for secure confidential record purposes.

6.6 Intention to report

- 6.6.1 If a student is identified as not making satisfactory course progress in a second consecutive term, The Learning Professionals will notify the student in writing via email of its intention to report their unsatisfactory progress via PRISMS
- 6.6.2 In the written notice, the student will be informed that they can access The Learning Professionals' complaints and appeals process and that the student has 20 working days plus 2 working days for postage handling to do so
- 6.6.3 If a student does make contact and agrees to attend an intervention meeting, The RTO Student support officer, and the RTO Manager (or representative) will meet with the student to discuss their non-satisfactory progress.

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6.7 Additional intervention

- 6.7.1 On receipt of student appeal, The RTO Manager (or representative) may only agree to further intervention strategies if the proceeding intervention strategy was implemented and applied, with some educational results
- 6.7.2 If this additional intervention strategy is implemented, the student's attendance must be maintained at 100% during the intervention.

6.8 Reporting to Department of Home Affairs

- 6.8.1 Students with unsatisfactory Course progress (below 50% of term requirements) in 2 consecutive terms that:
- have not engaged in prior agreed intervention; or
 - have engaged in prior agreed intervention and not delivered educational progress acceptable of The Learning Professionals RTO Manager; or
 - have exhausted The Learning Professionals Complaint and Appeals Process

Students will have their enrolment cancelled and reported to the Department of Home Affairs via PRSIMS and may risk having their student visa cancelled. Department of Home Affairs will consider all the information available and if they decide to consider cancellation, Department of Home Affairs will send a Notice of Intention to Consider Cancellation (NOICC) prior to a decision being made to cancel the student's visa. Students will be given an opportunity to respond to the NOICC and explain their situation.

7. INTERNAL COURSE PROGRESS MONITORING PROCESS

7.1 Monitoring schedule

- 7.1.1 On the following dates (or next working day after) Course progress monitoring reports will be produced from Student Management System and reviewed by the Student Support Team
- 7.1.1.1 All students:
- 28 March (term 1)
 - 28 June (term 2)
 - 28 Sept (term 3)
 - 28 Dec (Term 4)
- 7.1.1.2 Intervention implemented students:
- 28 Feb (mid-term 1)
 - 28 Apr (mid-term 2)
 - 28 Aug (mid-term 3)
 - 28 Nov (mid-term 4)

7.2 Monitoring report application

- 7.2.1 A report of all identified at risk students is compiled and intervention meetings are applied for all recognized at risk students recorded into categories
- 7.2.1.1 **Category 1 - 1st report time at risk with 80% or over attendance recorded:** Meeting with Student Support to discuss:

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- Current course progress
- Student progress requirements
- Compassionate or compelling circumstances
- Develop intervention strategy

7.2.1.2 Category 2 - 1st report time with between 70-80% attendance recorded:

Meeting with Student support officer and RTO Manager (or representative) to discuss:

- Current course progress
- Current course attendance
- Student progress requirements
- Student attendance requirements
- Compassionate or compelling circumstances
- Develop intervention strategy

7.2.1.3 Category 3 - 2nd (or more) times reported at risk:

Meeting with Student support officer and RTO Manager (or representative) to discuss:

- Current Intervention strategies in place
- Current course progress
- Current course attendance
- Student progress requirements
- Student attendance requirements
- Compassionate or compelling circumstances
- Develop further intervention strategies or intention to report

7.3 Notification of at risk due to course progress

7.3.1 All students identified as being “at risk” of course progress requirements will be sent a letter by email requiring them to attend at an intervention meeting. The Letter is emailed via VETtrak for recording purposes (See Appendix 1 for the Letter template).

7.4 Intervention meeting record

7.4.1 All parties to engage in two-way conversation to determine contributing factors relating to insufficient course progress including:

- Educational issues and
- Non-educational issues and
- Compassionate or compelling circumstances

7.4.2 All contributing factors are to be recorded in the intervention strategy report

7.4.3 All parties to engage in two-way conversation to determine support strategies to rectify current course progress deficiency

7.4.4 All support strategies are to be recorded in the intervention strategy report

7.4.5 Student support strategy report is to be signed by all parties and a copy recorded in student file for recording purposes (See Appendix 2 for Course progress Intervention Strategy Form)

7.5 Intervention strategies implementation

7.5.1 Student support strategy is to be implemented by the RTO Manager (or assigned delegate). All parties staff that are required to participate in the intervention strategies to support the student are to meet to discuss process for action

7.5.2 All parties are to report on the progress of the intervention on a fortnightly basis to the assigned student support officer

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7.5.3 If any breaches of the approved intervention arise from any party the assigned student intervention officer is to report to the RTO Manager of the breach for action

7.6 Notice of Intention to Report

7.6.1 Students with unsatisfactory educational progress (below 50% of term requirements) that

- have not engaged in prior agreed intervention; or
- have engaged in prior agreed intervention and not delivered educational progress acceptable of The Learning Professionals RTO Manager

Will be issued with an intent to report notification (See Appendix 2 for Intention to Report Letter template).

7.7 Cancellation of enrolment and report unsatisfactory progress

7.7.1 The Learning Professionals will cancel student enrolment (Refer to Leave Suspension Deferral and Cancellation Policy and Procedure for the details of cancellation student's enrolment) if:

7.7.1.1 the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider; or

7.7.1.2 the student has chosen not to access the internal complaints and appeals process within the 20 working days period; or

7.7.1.3 the student has chosen not to access the external complaints and appeals process; or

7.7.1.4 the student withdraws from the internal or external appeals processes by notifying The Learning Professionals in writing.

7.7.2 The Learning Professionals will report the cancellation of student's enrolment due to unsatisfactory course progress in PRISMS.

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APPENDIX 1 Unsatisfactory course progress advice letter

(Today's date)

(Student full name)

(Street address),

(Suburb),

(State), (postcode).

Re: First 'at risk' of unsatisfactory course progress advice

Dear (Student full name)

Your enrolment in the course [course] began on [course commencement date]. Within your Written Agreement and during your Orientation program, you were informed of the student visa condition relating to course progress. You were also informed that The Learning Professionals monitors course progress of international students to maintain compliance with the [National Code of Practice for Providers of Education and Training to Overseas Learners 2018](#), Standard 8. 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 'at risk' of making unsatisfactory progress, with less than 50% completion on [date of identification] and The Learning Professionals, will now be implementing our intervention strategy. You are required to attend an intervention meeting [on or before date/]. You also need to be aware that unsatisfactory course progress in two consecutive study periods for a course could lead to your enrolment being cancelled and reported to the Department of Home Affairs via PRISMS. This could result in the cancellation of your student visa.

You may bring a friend or support person with you, if you wish to attend any meetings.

Kind regards

The Learning Professionals

RTO 20665 CRICOS 03902D

www.thelearningprofessionals.com.au

E-mail: admin@thelearningprofessionals.com.au

Phone: 1300 043 045

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APPENDIX 2 Intention to Report for Unsatisfactory Course Progress Letter

(Today's date)

(Student full name)

(Street address),

(Suburb),

(State), (postcode).

Re: Intention to Report for Unsatisfactory Course Progress

Dear (Student full name),

Your enrolment in the course [course] began on [course commencement date]. Within your Written Agreement and during your Orientation program, you were informed of the student visa condition relating to course progress. You were also informed that The Learning Professionals monitors course progress of international students to maintain compliance with the [National Code of Practice for Providers of Education and Training to Overseas Learners 2018](#), Standard 8. 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 'at risk' of making an unsatisfactory progress with less than 50% completion on [date of identification] and The Learning Professionals implemented an intervention strategy [on date]. At this point the Student Support Officer advised you that unsatisfactory course progress in two consecutive study periods for a course could lead to your enrolment being cancelled and reported to the Department of Home Affairs and could result in the cancellation of your student visa. To assist students to meet course progress requirement, The Learning Professionals has implemented the course progress intervention strategy.

You now have been assessed as making unsatisfactory progress in the second consecutive study period and as a result you have now breached the course progress requirements under Standard 8 National Code 2018. In accordance Standard 8, we must now inform you of The Learning Professionals intention to report to the Department of Home Affairs through PRISMS for unsatisfactory progress in two consecutive study periods. This action automatically alerts Department of Home Affairs.

If you think there are reasons why you should not be reported, you may appeal against The Learning Professionals decision. You may appeal if you believe one or more of the following have happened:

- The Learning Professionals has not recorded or calculated your results correctly
- There are compassionate or compelling reasons which have contributed to your unsatisfactory progress
- The Learning Professionals has not implemented our intervention strategy in accordance Standard 8
- The Learning Professionals has not made the following policies available to students:
 - Complaint/Appeals policy and procedure
 - Fees and Refund policy and procedure
 - Course progress policy and procedure
 - Attendance policy and procedure

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- Cancellation/withdrawal policy and procedure

The procedure for making an appeal is available in The Learning Professionals Complaints and Appeals Policy and Procedure. You have 20 working days plus 2 days for postage from the date of this letter to make your appeal. During this time (and if you choose to make an appeal, while your appeal is being considered) you must continue to attend classes and work towards completing course requirements.

You may bring a friend or support person with you, if you wish to attend any meetings.

Yours sincerely,

The Learning Professionals

RTO 20665 CRICOS 03902D

www.thelearningprofessionals.com.au

E-mail: admin@thelearningprofessionals.com.au

Phone: 1300 043 045

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APPENDIX 3 – Course Progress Intervention Strategy Form

Course Progress Intervention Strategy Form

Student name:	
Other parties present on behalf of the Student:	
Student Support Officers name:	
Other parties present on behalf of the RTO:	
Date of Intervention Meeting:	
Issues discussed that may have contributed to insufficient course progress	
<p>Educational issues discussed – if any points apply, please record details in space provided below</p> <ul style="list-style-type: none"> <input type="checkbox"/> Issues with course delivery <input type="checkbox"/> Issues with course resources <input type="checkbox"/> Issues with other students <input type="checkbox"/> Issues with trainers/ assessors <input type="checkbox"/> Other educational issue <p>Non-Educational issues discussed – if any points apply, please record details in space provided below</p> <ul style="list-style-type: none"> <input type="checkbox"/> Issues of a personal nature <input type="checkbox"/> Financial <input type="checkbox"/> Work <input type="checkbox"/> Family <input type="checkbox"/> Other 	
Exceptional circumstanced identified	
<p>Exceptional circumstances include:</p> <ul style="list-style-type: none"> <input type="checkbox"/> serious illness or injury, where a medical certificate states that the overseas student was unable to attend classes <input type="checkbox"/> bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided) <input type="checkbox"/> major political upheaval or natural disaster in the home country requiring emergency travel that has impacted on the overseas student’s studies; or <input type="checkbox"/> a traumatic experience, (these cases should be supported by police or psychologists’ reports) which could include: <ul style="list-style-type: none"> <input type="checkbox"/> involvement in, or witnessing of a serious accident; or <input type="checkbox"/> witnessing or being the victim of a serious crime, and this has impacted on the overseas student <input type="checkbox"/> where the registered provider was unable to offer a pre-requisite unit, or the overseas student has failed a pre-requisite unit and therefore faces a shortage of relevant units for which they are eligible to enrol <p>All Exceptional Circumstanced must be supported by verifying evidence. The RTO must be involved with the intervention once exceptional circumstanced have been declared.</p>	

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Intervention strategies applied agreed upon					
<input type="checkbox"/> Required attendance at mentoring classes to support student progress <input type="checkbox"/> Required attendance at additional practical classes to support student progress <input type="checkbox"/> Referral to support services such as financial and health support counselling services <input type="checkbox"/> additional English language support referral <input type="checkbox"/> reduction in course load (refer to course load monitoring) Exceptional circumstances only <input type="checkbox"/> information concerning the rescheduling of re-assessment events <input type="checkbox"/> Information concerning their obligation as outlined in their written agreement <input type="checkbox"/> information concerning the potential need to report the student to The Department of Home Affairs if they maintain unsatisfactory course progress for two consecutive study periods. <input type="checkbox"/> Other					
Student Name		Signature		Date	
Student Support offices Name		Signature		Date	
RTO Managers/or Representatives Name		Signature		Date	

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