Vocational Training Institute
Head Office: Melbourne Campus
53 Dryburgh Street, West Melbourne, VIC 3003
Ph: +61434184407
E:admin@vocationalinstitute.com.au
W:https://www.vocationalinstitute.com.au/
RTO 41111 CRICOS 03487C

Monitoring Course Progress Policy and Procedure

1. Policy

This policy primarily supports 'Standard 8– Overseas Student Visa Requirements of the 'National Code of Practice for Providers of Education and Training to Overseas Students 2018' and Clause 1.7 of Standard 1 of Standards for RTO's 2015. Vocational Training Institute (VTI) RTO 41111, CRICOS 03487C systematically monitors student's course progress which includes recording, monitoring, assessing/identifying, counselling and reporting the course progress of each student.

2. Purpose

The purpose of this policy is to ensure that students studying at VTI maintain satisfactory course progress throughout the duration of their studies. This policy and associated procedure also provide the framework for dealing with unsatisfactory course progress and taking remedial actions.

The intention of this policy is to provide all students with the best opportunity to meet their course requirement, study goals, aspirations and to ensure that students do not breach their visa requirements and complete their course within expected duration specified in the student CoE.

3. Scope

This policy applies to overseas students studying at VTI and associated staff.

4. Definitions/Abbreviations

i. **Term:** In BSB training packages courses listed on VTI's scope a "term" is defined as a discrete period of study. The table below represents the term duration and number of terms for each qualification on VTI's scope:

Course Code/Title	Term Duration (Weeks)	Number of Terms
BSB50420 Diploma of Leadership and Management	**11**	**4**
BSB60420 Advanced Diploma of Leadership and Management	**9**	**5**

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Satisfactory Course Progress: Where an overseas student is successfully completing or demonstrating competency of 100%.

ii. **'At Risk' Student:** A student who for any reason is considered as not or potentially not meeting the course progress requirements.

iii. **Intervention Strategy**: Any documented action targeted at addressing the needs of a student who is 'at risk' of not meeting the course progress requirements.

iv. **Not making Satisfactory Progress:** Where an overseas student is identified at the end of the completed term (except the final term), as not successfully completing or demonstrating competency above 50%, they will be considered to be 'at risk' of making unsatisfactory progress. Student will receive intervention strategy.

v. **Unsatisfactory Course Progress**: Unsatisfactory course progress is defined as not successfully completing or demonstrating competency below 50% of the course requirements in a completed term (except the final term) and Students who would have a Course Progress below <50% in the 1 term, will receive intervention strategy, leads to the "Intention to Report (ITR)" Letter/Email.

vi. **Not making Satisfactory Progress (Final Term Only):** Student who would mark NYC in any unit of their final term, will receive intervention strategy followed leads to the "Intention to Report (ITR)" Letter/Email.

vii. **Compassionate or Compelling Circumstances**: Circumstances generally beyond the control of the student and they have an impact on the student's capacity and/or ability to progress through a course. These could include but not limited to:

- Serious illness or injury, where a medical certificate states that the student was unable to attend classes
- Bereavement of close family members such as parents or grandparents (where possible a death certificate should be provided)
- Major political upheaval or natural disaster in the home country requiring their emergency travel and this has impacted their studies

A traumatic experience which could include but is not limited to:

- Involvement in or witnessing of an accident or
- A crime committed against the student or
- The student has been a witness to a crime, and this has impacted the student (these cases should be supported by police or psychologists' reports)

PRISMS: Provider Registration and International Student Management System

DHA: Department of Home Affairs

CoE: Confirmation of Enrolment

NYC: Not Yet Competent

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W/C: Withdrawn/ Cancelled

5. Policy Statement

i. VTI monitors student attendance in the process of course progress monitoring and reporting, but not required to report on attendance unless otherwise required by ESOS agency. However, overseas student must meet VTI's attendance requirement of minimum 80% and their visa obligation regarding attendance.

ii. VTI adopts a proactive approach in monitoring students course progress and notifying and counselling students who are 'at risk' of failing to meet the course progress requirements so as to ensure that the student is in position to complete the course within the excepted duration specified on the CoE.

iii. Students who persist in failing to meet course progress requirements - even after attempts by VTI to notify and counsel them through the intervention strategy - shall be reported to DHA through PRISMS.

iv. This policy and associated procedures will be made available to the students through VTI's website and reception whereas information regarding this policy is included in Student Handbook and student orientation.

v. VTI will record the individual academic course progress for each student on the course progress register and Student Management System.

vi. VTI reasons that course progress is closely linked to student's active participation in "in-class learning and assessment activities", and timely completion of assessments. At the beginning of each term and/or unit of competency, Trainers and Assessors will provide information on assessment requirements, conditions, assessment due dates and other relevant competency requirements.

vii. Students will be regularly informed about their ongoing course progress in person or via emails.

viii. Trainers and Assessors are primarily responsible for identifying the students who are 'at risk' for not meeting the course progress requirements.

ix. VTI will assist students 'at risk' of not meeting course progress requirements in sufficient time to achieve satisfactory course progress.

x. An intervention strategy will be implemented to assist students who are 'at risk' of not making satisfactory course progress.

xi. VTI will implement its intervention strategy where the student has course progress below <50% in their any term however, intervention strategy may be implemented at the earliest stage if required upon the discretion of Trainer and Assessor.

xii. VTI shall not extend the duration of CoE for students 'at risk' of not completing their course within the expected duration unless

- There are compassionate and compelling circumstances and the student has provided sufficient evidence(s) to make such determination
- The student has attended the required course progress meetings and agreed to the prescribed intervention strategies

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- VTI has approved deferment or suspension of studies under its relevant policy and procedure

In the case where a student's requests for extension and the duration of CoE has been approved, the student will be advised to contact Immigration to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

xiii. Student must inform and submit the evidences for compelling and compassionate circumstances as soon as the circumstances occurs and practically possible.

6. Course Monitoring

- VTI implements Students' Course progress register (Excel Sheet) maintained by Trainer and Assessors.
- It is the responsibility of the Trainer and Assessor to keep the 'Student Course Progress Register' updated after each assessment is completed by the student.
- At the end of every unit the administration officer reviews and update the excel sheets data in the student management system.
- Student who has not achieved competency in at least 50% of the units in that term will be identified as 'at risk' and will receive risk intervention email or letter, leads to "Intention to Report (ITR)" Letter/Email (if applicable)

Attendance Monitoring

Although VTI does not report VET student on non-attendance, attendance is monitored every week to identify student 'at risk'.

- Trainers/ Assessors are responsible for monitoring student attendance.
- Student must sign the attendance sheet on the day they attend the scheduled class.
- Student's weekly attendance is submitted to the Student Administration for data entry and identifying student 'at risk'.
- Student Administration collates the attendance data from the Trainer/Assessors and identifies learners 'at risk'.
- Student Administration sends "Notification of poor attendance" to the learners for continuous nonattendance for 2 consecutive weeks from the scheduled.

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7. Intervention Strategy and Responsibility Table

Stages	Stage Description	Time Frame	Action/s to be taken	Responsibility
Attendance Follow up	Student who will be absent for 2 consecutive weeks from the scheduled classes	Within 2 weeks after the consecutive absence of 2 weeks	Student follow up	Trainer and Assessor or Administration Staff
Stage 1	Students who are deemed NYC or who have not submitted assessment as per due date (unless extension granted) at the end of each unit, in any term of their studies will be notified	Student will be notified by the Trainer and Assessor/Administration Staff within 5 working days after the date the student deemed NYC or the due date of submission	- Monitoring of students during the term - Notify the student - Meeting with Trainer and Assessor as required - Student Support Officer may be involved if required	Trainer and Assessor or Administration Staff Student Support Officer
Stage 2	Not making Satisfactory Progress: Where an overseas student is identified at the end of the completed term (except	The "Risk Intervention" Letter/Email will be issued within 2 weeks after the completion	-Issuance of "Risk Intervention" Letter/Email by Trainer and Assessor/Administration Staff -Students will be required to attend the Intervention Meeting,	Trainer and Assessor Administration Staff

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	the final term), as not successfully completing or demonstrating competency above 50%, they will be considered to be 'at risk' of making unsatisfactory progress. Student will receive intervention strategy.	of the term	which is scheduled within 5 working days. -Failed to contact VTI within 5 working days lead to issuance of ITR. -Complete Intervention Strategy Form	Student Support Officer
Stage 3	Unsatisfactory course progress is defined as not successfully completing or demonstrating competency below 50% of the course requirements in a completed term (except the final term) and Students who would have a Course Progress below <50% in the 1 term, will receive intervention strategy, leads to the "Intention to	The "Intention to Report (ITR)" Letter/Email will be issued within 2 weeks after the completion of the 1st term, leads to the "Intention to Report (ITR)" Letter/Email.	-Issuance of "Risk Intervention" Letter/Email by Trainer and Assessor/Administration Staff -Students will be required to attend the Intervention Meeting, which is scheduled within 5 working days. -Failed to contact VTI within 5 working days lead to issuance of ITR. -Complete Intervention Strategy Form	Trainer and Assessor Administration Staff/Student Support Officer

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	Report (ITR)" Letter/Email.			
Stage 4	**Not making Satisfactory Progress (Final Term Only):** Student who would mark NYC in any unit of their final term, will receive intervention strategy, leads to the "Intention to Report (ITR)" Letter/Email.	The "Intention to Report (ITR)" Letter/Email will be issued within 1 week after the completion of the unit will receive intervention strategy, leads to the "Intention to Report (ITR)" Letter/Email..	-Issuance of "Risk Intervention" Letter/Email by Trainer and Assessor/Administration Staff -Students will be required to attend the Intervention Meeting, which is scheduled within 5 working days. -Failed to contact VTI within 5 working days lead to issuance of ITR. -Complete Intervention Strategy Form	Trainer and Assessor Administration Staff/Student Support Officer
Stage 5A	Students who choose to access appeal process will not be reported if they appeal within 20 working days of issuance of the notification of	VTI endeavors to provide the outcome within 10 working days	-Students must continue to attend classes during the appeals process -Appeal Meeting will be conducted	Operations Manager Trainer and Assessor Administration Staff/ Student

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	ITR		-If the appeal is successful, then the student is given an opportunity to progress in their course and will not be reported -If the appeal is unsuccessful, student is given 20 working days to access the External Appeal -The student will be informed of the outcome of the appeal through written notification via email -The Appeal Register will be updated	Support Officer
Stage 5B	Students who choose not to access this appeal process will be reported in PRISMS	Within 10 working days	-VTI will notify DHA via PRISMS	CEO/Delegate/Administration Staff

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Stage 6	Students who choose to access external appeal	Within 20 working days from the notification of the outcome of internal Appeal	- VTI will not report the student in PRISMS until the outcome of the external appeal is notified by ombudsman to VTI -Students must continue to attend classes during the appeals process -Once the outcome is notified by ombudsman, VTI will take the advised actions	CEO Administration Staff

8. Procedure

i. VTI Trainer and Assessor will assess and monitor the course progress of students by various methods which includes the following but not limited to:

- reviewing attendance records
- reviewing class participation
- checking course progress register

Trainer and Assessor/Administration Staff will send email to student in case of absence for 2 consecutive weeks from the scheduled classes. Notification can be sent within 2 weeks after the consecutive absence of 2 weeks.

ii. At the first instance where the student has been deemed NYC or who have not submitted assessment as per the due date at the end of each unit in any term of their

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studies, Trainer and Assessor/ Administration Staff will notify student within 5 working days after the date the student deemed NYC or the due date of submission.

iii. There is no requirement of intervention strategy meeting at this stage unless directed by Trainer and Assessor. However, the student can contact the Trainer and Assessor or Student Support Officer to discuss any issues that he/she is facing during the studies.

iv. Where an overseas student is identified at the end of the completed term (except the final term), as not successfully completing or demonstrating competency above 50%, they will be considered to be 'at risk' of making unsatisfactory progress. Student will receive intervention strategy.

v. Students who would have a Course Progress below <50% in any term (except the final term), will receive intervention strategy, leads to the "Intention to Report (ITR)" Letter/Email., they will receive "Risk Intervention" Letter/Email. This letter/email will be sent within 2 weeks after the completion of the term by Trainer and Assessor/Administration Staff. It will invite these students for scheduled Intervention Meeting within 5 working days.

vi. Student who are unable to attend the abovementioned intervention meeting, must contact VTI to reschedule the intervention meeting on reasonable grounds (evidences required). Please note this meeting must held within 5 working days from the issuance of Risk Intervention" Letter/Email. Student who failed to attend the intervention meeting without approval may lead to the issuance of "Intention to Report" to DHA.

vii. For students who attend the intervention meeting,

- Discussions are done with the student to understand any difficulties they might be facing in attempting the units.
- Support Strategies are provided in terms of additional academic support, re-assessment week schedule, additional classes, mentoring, peer grouping, one to one assistance, resubmission of assessment, deferment on reasonable and justifiable grounds etc. to the students to assist them to complete the pending assessment activities.
- All the discussion would be recorded on the Intervention Strategy Form and will be signed by the student and the respective staff member.
- The Intervention Strategy Form will be kept on student file and copy will be handed over to the student.

viii. The notice of ITR will also inform the student that the student has right to access VTI's Complaints and Appeals Process and that the student has 20 working days to do so.

- A student may appeal on the following grounds:
    - VTI's failure to record or calculate a student's results accurately

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- Compassionate or compelling circumstances
- VTI has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student

ix. The student will be required to complete and duly sign with date, the Complaints and Appeal form for the lodgement and required to attend the appeal meeting.

x. Student must continue to attend its scheduled classes and meet its obligations during the appeal process.

xi. If the deliberation of the appeal reveals that there was an error in calculation and the student actually made satisfactory course progress, VTI will not report the student and there will no requirement for intervention. VTI will take the necessary corrective actions to mitigate the risk of its reoccurrence in future.

xii. If the appeals process shows that the student has not made satisfactory progress, but there are compassionate or compelling reasons for the lack of progress, ongoing support will be provided to the student through VTI intervention strategy, and VTI will not report the student.

xiii. The outcome of the Internal Appeal will be notified via email to the student and the Appeal Register will be updated by Administration Staff/Operations Manager.

xiv. If the Internal appeal is not successful and there are no grounds for compassionate or compelling reasons for the lack of progress the student will be given 20 working days to access the External appeal process through Ombudsman and student must notify VTI about the same (Evidences Required). The student will be required to attend the scheduled classes till the outcome is notified to VTI by the External Appeal process through Ombudsman.

xv. VTI will not report the student to PRISMS until the outcome of the External appeal is notified by the Ombudsman to VTI.

xvi. Once the outcome is notified by the Ombudsman, VTI will take the advised actions.

xvii. If the Student chooses not to access the complaints and appeals processes within the 20-working day period, withdraws from the process, or the process is completed and results in a decision supporting VTI, VTI will notify to DHA via PRISMS of the Student not achieving satisfactory course progress within 10 working days after the appeal period.

Copies of all outcomes and notifications related the appeal process are kept on the Student's file in accordance with the VTI's Complaints and Appeals Policy and Procedure.

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9. Responsibility

Training and Assessor, Administration Staff, Student Support Officers, Operations Manager are responsible for VTI's adherence to the National Standards for Training Organisations and ESOS/NCP2018.

10. Relevant Documents

i. Intervention Strategy Form
ii. Risk Intervention Letter
iii. ITR Letter
iv. Course Progress Register
v. Student Attendance Register
vi. Appeal Form

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