

Completion within expected course duration and Monitoring Course Progress Policy and Procedure (International Students)

PURPOSE:

To provide a documented process for monitoring students completion, progress and attendance, in accordance with the National Code 2007 standards 9 and 10.

Standard 9 Completion within expected course duration and Standard 10 Monitoring course progress.

<https://internationaleducation.gov.au/Regulatory-Information/Education-Services-for-Overseas-Students-ESOS-Legislative-Framework/National-Code/nationalcodepartd/Pages/ExplanatoryguideD10.aspx>

SCOPE:

This policy applies to all students who are commencing, have commenced or are continuing study with ORANGE INTERNATIONAL COLLEGE.

DEFINITION:

Study Period: All courses at Orange International college are divided into different study periods as per the following. Ten weeks is usually considered the minimum length of time in which it is reasonable for Orange International College (OIC) to make an assessment of a student's course progress. For the purposes of this policy, the maximum length for a study period is six months. Study periods will be notified to students through Enrolment Confirmation Letter and/or Training Plan.

Where OIC does not divide courses into study periods, course progress must be monitored at least every six months. Courses delivered under ELICOS standards use Study Period (in weeks) to monitor ELICOS course attendance policy and procedure.

Course Duration	Study Period
22250VIC Certificate I in EAL (Access)	10 weeks for each period or Duration of 4 units apply
22251VIC Certificate II in EAL (Access)	10 weeks for each period or Duration of 4 units apply
22253VIC Certificate III in EAL (Access)	10 weeks for each period or Duration of 4 units apply
22258VIC Certificate IV in EAL (Further Study)	10 weeks for each period or Duration of 4/5 units apply
EAL Courses with variable duration (ELICOS)	10 weeks minimum period apply
BSB51915 Diploma of Leadership and Management	Duration of 4 units apply for each period
BSB61015 Advanced Diploma of Leadership and Management	Duration of 3 units apply for each period

PROCEDURE:

COURSE COMPLETION WITHIN THE EXPECTED DURATION OF STUDY

ORANGE INTERNATIONAL COLLEGE is required to manage student's course progress and workload to ensure they complete within the duration specified in the Confirmation of Enrolment (CoE) and in accordance with the CRICOS registered course curriculum.

In addition, ORANGE INTERNATIONAL COLLEGE must monitor each student's enrolment to ensure they:

- Take no more than 25% of their course Online or by Distance learning, and
- Are enrolled in at least one face to face subject in each compulsory study period.

MONITORING and TRACKING STUDENT COURSE PROGRESS

ORANGE INTERNATIONAL COLLEGE maintains and tracks course progress through the enrolment process within the Student Management System:

- a) Each course is setup within the Student Management System, with the required units, timeframes, delivery methods and sessions for delivery.
- b) Students are then enrolled into the course and a Training Plan is printed and provided to the student.
 - i. The Training Plan is provided in addition to the Confirmation of Enrolment
 - ii. The Training Plan will be provided to the student within 10 working days after the commencement of the course.
 - iii. Training Plan is a live document and any changes will be supported with addition of electronic copy generated by Student Management System.

ORANGE INTERNATIONAL COLLEGE will monitor the student's academic performance and alert the student where necessary should they be falling below the requirement.

ORANGE INTERNATIONAL COLLEGE is required to implement Intervention Strategies for students not meeting the course requirements. The Training Manager or Authorised Representative will monitor student academic performance and follow the below mentioned strategies when and where applicable.

ORANGE INTERNATIONAL COLLEGE will review the academic progress of each student via the Training Plan and enrolment within the Student Management System. This will allow ORANGE INTERNATIONAL COLLEGE to identify 'AT RISK' students:

a. The student falls below 60% academic progress for a single study period

Student's shall be sent a Notification Letter indicating that they have fallen below 60% academic performance for the study period to date, and failure to achieve Competency in further units undertaken the current study period may result in failing to achieve academic progress for the study period. Failing to achieve this academic progression in two consecutive study periods will be deemed in breach of Visa requirements and be reported to the appropriate government agency(s). The students are given the opportunity to be counselled in their progress if required. (Appendix A)

PLEASE NOTE: Where a course has 2 or less units delivered in study period the Notification Letter will be issued when a student has failed a single unit or reaches 50%.

b. The student has failed in more than 50% of the units for a completed study period,

When a student's academic progress falls below 50% for a completed single study period the Training Manager or Authorised Representative shall notify the Student Support Manager and a '1st Warning Letter' shall be sent indicating the student must contact Orange International College and organise an appointment with the Student Support Manager to discuss their poor academic progress and strategies to ensure they stay above the 50% academic progress requirement for the following Study period. (Appendix B)

If the student does not respond within 7 working days the Student Support Officer will attempt to contact the student via telephone. When this fails the matter shall be forwarded to the CEO or Authorised Representative.

c. The student has fallen below 80% academic progress in their current study period after falling below 50% in their previous study period, and 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 study period they are enrolled. They are informed they have fallen below 80% academic progress in the current study period after falling below the required academic progression in the previous study period. They are informed that if they fall below the required academic progression in two consecutive study periods they will be reported to the appropriate government agency(s).

They are also informed that they are required to organise an appointment with the Student Support Officer to discuss their poor academic progress and strategies to ensure they stay above the 50% Academic requirement for the study period. (See Appendix C)

If the student does not respond within 7 days the Student Support Officer will attempt to contact the student via telephone. When this method of contact fails the matter shall be forwarded to the CEO or Authorised Representative.

d. When student's projected academic progress falls below 50% for 2 consecutive study periods. The student shall be sent a 'Breach Recorded' letter indicating they are going to be reported to the DIBP 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 study periods.

They are also informed of their ability to access the appeals and complaints process and have 20 days to do so. (Appendix D)

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

Note: Where there are less than 3 units to be assessed for the study period, and a student is deemed NYC in a single unit, the student shall only be sent the 1st Warning Letter. This is due to the fact that if they are deemed NYC in more than 1 unit they will fall below the 50% requirement for the study period.

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 Chief Executive Officer is responsible for the implementation and monitoring of the intervention strategy.

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

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 he or she is able to access Orange International College’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:

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

Copies of warning letters and all other relevant documents will be placed in the students file.

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

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) Extra academic skills support
- b) Modification in Workload
- c) A Mentor Programme
- d) Personal Counselling
- e) Res-assessments offered during break period/holidays
- f) Extension in Course Duration

Details of the intervention strategy proposed by Orange International College 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 intervention strategy proposed by Orange International College within 10 working days by signing the Intervention Strategy Plan. Students failing to accept the proposed interventions strategy will be reported to the DIBP for unsatisfactory academic progress.

If a student attends an intervention meeting, has signed the 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 Orange International College’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 the 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 Orange International College'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 the DIBP for unsatisfactory progress reported to the DIBP for unsatisfactory academic progress.

In the event ORANGE INTERNATIONAL COLLEGE varies a **student's** workload or expected duration of study on completion of the Intervention process, ORANGE INTERNATIONAL COLLEGE will:

- a) Record this in the Student Management System as well as on the students file
- b) Issue a new CoE
- c) Report this variation via PRISMS

ORANGE INTERNATIONAL COLLEGE will also inform the student to contact DIBP to discuss any issues with their Visa requirements.

EXTENSION TO COURSE DURATION

ORANGE INTERNATIONAL COLLEGE will only extend the duration of the students study where it is clear that the student will not complete the course within the expected duration, as specified on the students CoE, as the result of:

- a) Compassionate of compelling circumstances,
- b) After implementing an Intervention Strategy for students who are at risk of not meeting satisfactory course progress, or
- c) An approved deferment or suspension of study has been granted in accordance with the Deferral, Suspension or Cancellation Policy.

All Intervention Strategies or Extensions will be assessed individually, taking into account the circumstances of the student.

Except in the circumstances listed above, the expected duration of study specified in the students CoE must not exceed the CRICOS registered course duration

REPORTING

ORANGE INTERNATIONAL COLLEGE must report any student who has an academic progress of less than 50% for two consecutive study periods and have no reasons supporting reasons to DIBP via PRISMS for the breach of their Visa Condition.

Students shall have 20 days to access the Complaints and Appeals process. Should the student choose not to access the Complaints and Appeals process, then ORANGE INTERNATIONAL COLLEGE will report to DIBP at the first available opportunity.

A copy of all letters, details of phone calls made, and any reports are to be kept in the student files.

MONITORING COURSE ATTENDANCE (ELICOS Courses Only)

- a) Each student's attendance will be regularly recorded each study period for ELICOS courses only. This policy or conditions are not applicable on any VET courses offered by OIC.
- b) Orange International College provides all students with clear expectations on the attendance required
- c) A student is immediately contacted when they miss 5 consecutive classes by the Trainer and Assessor/ Student Services staff.
- d) A student may provide evidence of compassionate or compelling circumstance i.e. those beyond the control of the student and which have an impact upon the student' course progress or wellbeing. Orange International College will always use its professional judgment in making decisions and each case will be judged on its individual merits. These circumstances could include (but are 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;
 - major political upheaval or natural disaster in the home country requiring emergency travel and this has impacted on the student's studies;
 - a traumatic experience which has impacted on the student and which could include involvement in, or witnessing of a serious accident; and witnessing or being the victim of a serious crime. These cases should be supported by police or psychologists' reports); or
 - Where the registered provider was unable to offer a pre-requisite unit.
 - In such cases as described above, Orange International College may approve a temporary suspension of the student's studies as per the Deferral, Suspension and Cancellation Policy.
- e) Monitoring course attendance must be read in conjunction with the detailed policy of OIC's ELICOS Course Attendance policy and procedure for understanding and use.