

1. POLICY

Australian Academy of Higher Learning Pty Ltd. trading as Technical Institute of Victoria (TIV) implements the monitoring course progress and intervention strategy procedures in accordance with the Standard 8 of the National Code 2018.

2. PURPOSE

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

3. SCOPE

This code applies to all international students enrolled in Technical Institute of Victoria.

4. REQUIREMENTS, PROCESS AND PROCEDURE

- 4.1 The National Code 2018 lays out the guidelines for the monitoring students' course progress under Standard 8. As directed by the Department of Education and Training (ESOS Agency), a provider who implements the DHA Course Progress Policy and Procedures for its CRICOS registered courses is not required for ESOS purposes to monitor attendance for those courses. However, TIV monitor's student attendance as well.
- 4.2 At TIV we adopt a proactive approach in monitoring student's course progress and notifying and counselling students who are at risk of failing to meet the accepted course progress requirements. Students who persist in failing to meet course progress requirements - even after attempts by TIV to notify and counsel them through the intervention strategy - shall be reported to and Department of Home Affairs in accordance with the ESOS Act 2000 and NCP 2018.
- 4.3 TIV shall ensure that duration of study specified in the CoE does not exceed the CRICOS registered duration for the respective courses.
- 4.4 This policy and associated procedures will be made available to the students through student orientation, TIV website, and Student Handbook.
- 4.5 TIV will maintain student records in accordance with its TIV Documents and Records Management Policy and use these records to consistently monitor student progress. Individual academic results and academic progress details for each student will be maintained on the Student Management System.

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- 4.6 TIV reasons that course progress is closely linked to student's active participation in in-class learning and assessment activities, and timely completion of major assessments. At the beginning of each term and/or unit of competency, trainers/assessors will provide information on assessment requirements, conditions, assessment due dates and other relevant competency requirements.
- 4.7 An Unsatisfactory Course Progress warning will be noted when a student has failed, or is deemed Not Yet Competent (NYC), in 50% or more of the units attempted in a Term/Mid-term.
- 4.8 Depending on the assessment outcomes, trainer/assessors may allow the student to resubmit the work or suggest a reassessment or a re-sit as per TIV's Assessment Policy.
- 4.9 Trainer Will initiate early intervention for the student's low participation in the regular class schedule.
- 4.10 Administration staff will also be notified for further actions according to the TIV attendance policy.
- 4.11 At the end of each term or a study period, RTO Manager will generate report from the student management system for course progress review. Any student with a NYC result in 50% or more units on competency will be deemed "At Risk".
- 4.12 Students deemed "At Risk" will be notified in writing and asked to make an appointment with their Administration Manager to discuss their progress.
- 4.13 TIV shall not extend the duration of the enrolment 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; and
 - The student has attended the required course progress interviews and agreed to the prescribed intervention strategies; and
 - TIV has approved deferment or suspension of studies under its relevant policy and procedure.
- 4.14 In the case where a student's requests for extension and the duration of enrolment has been approved, the student will be advised of any potential impact on their student visa, including the need to obtain a new visa.

5. INTERVENTION STRATEGY AND REPORTING FOR ALL COURSES

Stage of Intervention	Time Frame	Action to be taken	Responsibility
<p>Stage 1: Students who would have a Course Progress below <50% in their any Term, will receive first Warning Letter.</p>	<p>The Warning Letter is issued within 15 working days of the term end date.</p> <p>This is followed by Intervention Meetings between the students and Academic Support Team.</p>	<p>- Issuance of the Warning letter;</p> <p>Call for Intervention Meeting.</p>	<p>Academic/ Administration Manager</p>
<p>Stage 2: Students who would have a Course Progress below <50% in the 2 consecutive terms, will receive the second/ITR warning Letter.</p>	<p>The Warning Letter is issued within 15 working days of the term end date.</p> <p>Students are given 20 days to access the Complaints and Appeal Policy and Procedure.</p>	<p>Call for the Intervention Meeting;</p> <p>Issuance of the Warning letter.</p> <p>Note: Students who performed <50% of their Course progress for TWO consecutive terms, will receive the second/ITR warning Letter.</p>	<p>Academic/ Administration Manager</p>
<p>Stage 3: After the 20-day period, students are reported through PRISMS.</p> <p>Reporting of student's breach of visa conditions via PRISMS.</p>	<p>20 Working days</p>	<p>Report in PRISMS within 10 working days after the appeal period.</p>	<p>Academic/ Administration Manager</p>

6. APPEAL

The student has right to appeal within 20 working days.

The student's appeal is successful, the outcomes may vary according to the findings of the appeals process.

- If the appeal shows that there was an error in calculation, and the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), TIV does not report the student, and there is no requirement for intervention.
- 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 must be provided to the student through the TIV's intervention strategy, and TIV does not report the student.

The student has chosen not to access the complaints and appeals processes within the 20 working day period.

The student withdraws from the process, or the process is completed and results in a decision supporting the TIV (i.e. the student's appeal was unsuccessful) the TIV must notify the Secretary of the Department of Education through PRISMS as soon as practicable of the student not achieving satisfactory course progress within 10 working days after the appeal period.

7. PROCEDURE

- 7.1 Although TIV follows the course progress policy, TIV strongly believes that along with the assessments student interactive class participation is equally important for successful completion of the units.
- 7.2 Following this principle, the academic team will send a SMS to students when it is identified that the students have not attended the scheduled classes in the week.
- 7.3 An email will also be sent simultaneously to the students have not attended the scheduled classes during the fortnight.
- 7.4 The academic team will send a SMS to students as and when it is identified that the student/s has got NYC in the first unit or more units. This will be followed by and email with advice to contact the Academic support team at the earliest.

There is no requirement of intervention strategy meeting at this stage however, the student can contact the Student Support Officer to discuss any issues that he/she is facing during the studies.

- 7.5 At the end of each term in a course, Administration Manager generates a term-end course progress report. All students are expected to submit the assessments of all the units included in the term. Any submission beyond the term will be considered as re-submission will be charged as per the TIV fee and charges policy and TIV's Assessment policy.

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- 7.6 The RTO Manager/Academic Support Officers will follow up with Trainers/Assessors for the assessment marking and ensure to update results on the WISENET in the given timeframe.
- 7.7 At this stage, students are identified of being 'at risk' of not achieving satisfactory course progress. These are the students who have not achieved competency in 50% of the units in this term. Such students are sent warning letters by the Administration Manager for being 'at risk'. Administration Manager must invite these students for Intervention Strategy Meeting. Template Warning Letter and Intervention Strategy is to be used.
- 7.8 Academic Support Officer/s make note of this in the course progress register that First Warning letter has been sent.
- 7.9 Step 7.5 must be completed within 2 weeks of completion of a term.
- 7.10 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 must be offered to the students to assist them to complete the pending assessment activities. Support strategies are provided in terms of Additional Academic Support, re-assessment week schedule, additional classes.
 - The support strategies must be scheduled to ensure that the student can complete the pending activities before the next term-end course progress review stage.
 - All the discussion would be captured on the Intervention Strategy Form and will be signed by the student and the respective Academic Support Staff.
 - The Intervention Strategy Form will be uploaded on the student profile on WISENET.
- 7.11 Next term commences.
- 7.12 At the end of term 2, a final term-end course progress report is generated by the Administration Manager.
- 7.13 For students, who have been identified to have not achieved 50% in two consecutive terms are sent a written notice by email with Intention to Report (ITR) failing to meet the required course progress.
- 7.14 The Written notice (of intention to report the student for unsatisfactory progress) will inform the student that he or she is able to access TIV's complaints and appeals process and that the student has 20 working days in which to do so.

A student may appeal on the following grounds:

- TIV's failure to record or calculate a student's marks accurately;
- Compassionate or compelling circumstances;

- TIV has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student
- 7.15 Where the student's appeal is successful, the outcomes may vary according to the findings of the appeals process.
- 7.16 If the deliberation of the appeal reveals that there was an error in calculation and that the student actually made satisfactory course progress (successfully completed more than 50% of the course requirements for that study period), TIV will not report the student and there is no requirement for intervention.
- 7.17 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 TIV intervention strategy, and TIV will not report the student.
- 7.18 If the appeal is not successful and there have been no grounds for compassionate or compelling reasons for lack of progress, TIV will report the student to DHA via PRISMS as per policy by the Compliance delegate.
- 7.19 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 TIV, TIV will notify Department of Home Affairs through 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/External record folder in accordance with the TIV Complaints and Appeals Policy and Procedure.
- 7.20 The student will be advised that during this period they are required to continue studying.

8. RESPONSIBILITY

The CEO and RTO Manager are responsible for TIV's adherence to the National Standards for Training Organisations and ESOS/NCP2018.

Course Progress Procedure (flow chart)

