



Course Progress Policy & Procedure International Students

Purpose

The purpose of this policy is to ensure that Xpert Solutions systematically monitors and reports student's course progress. This policy is stipulated in accordance with the requirements of Standard 8 of the ESOS National Code 2018. Xpert Solutions would be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements. Xpert Solutions reports students, under Section 19 of the ESOS Act, who have breached the course progress requirements.

Scope

This policy applies to all international students enrolled at Xpert Solutions.

Policy

Xpert Solutions will monitor, records and assesses the course progress of each student for the course in which the student is enrolled. This policy and procedure define the requirements for student satisfactory course progress, the processes for monitoring, recording and assessing the student course progress and the processes for the Xpert Solutions intervention strategies for identifying and assisting students to achieve satisfactory course progress. The procedure sets out the processes for reporting student unsatisfactory course progress on PRISMS according to ESOS Act Section 19.

Xpert Solutions assess student's progress at the end of each completed Term. The Term is usually 11 weeks long for all qualifications on CRICOS scope or else otherwise specified in the individual intake timetable. While every attempt would be made to keep consistency, however number of weeks in the defined term may also factor in the duration and the completion of units of competency, which enable Xpert Solutions to determine student participation and course progress in any given successfully completed term. One Term is considered the minimum length of time in which it is reasonable for the Administration Manager to make an assessment of a student's course progress.

- ❖ Satisfactory course progress is achieved where a student successfully completes at least 50% of course requirements in a successfully completed Term
- ❖ Unsatisfactory progress is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in a successfully completed Term.
- ❖ Course breach is defined as not successfully completing or demonstrating competency in more than 50% of the course requirements in TWO consecutives successfully completed Terms or NOT responding to intervention meeting invitation within 10 working days from the receiving the invitation.

Xpert Solutions will also monitor overseas student attendance as per 'Attendance monitoring policy and procedure'

International student will not be able to complete their course of study by the Proposed Course End Date indicated on the CoE. Extensions are only permitted for compassionate or compelling circumstances or where the provider has implemented their intervention strategy.



Compassionate or compelling circumstances apply, and demonstrable evidence is provided,

which may include but is not limited to:

- serious illness or injury, where a medical certificate states that the student was unable to attend classes; with illness started date and anticipated end date.
- 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 Xpert Solutions is unable to offer a pre-requisite unit. o where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.

Where a student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress or meeting attendance requirements, or

An approved deferral or suspension of studies has been granted in accordance with Xpert Solution's *Deferral, Suspension and Cancellation Policy and Procedures*.

When the student can only account for the variation/s by extending his or her expected duration of study, this will be reported to the Department of Home Affairs (DHA) via PRISMS.

All variations in the student's study load, including the reasons for the variation will be recorded on the student's file.

Where the duration of the student's enrolment is extended, Xpert Solution will advise the student to contact DHA to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

Procedure

- 1) The student's course progress will be monitored from the start of the course. If student is seen that he/she has failed to achieve 50% or more of the course progress of the term till date, the student support officer will issue an initial notification warning stating that they have fallen below 50% academic performance for the term to date, and failing to achieve Competency in further units undertaken within the current term may result in a risk of failing to achieve satisfactory course progress for the term.
- 2) At the end of each Unit, the trainer will provide a detailed results sheet to the Administration Manager.
- 3) The Administration Manager will run an excel-generated report to identify all students-at-risk based on the successful completion of less than 50% of the course requirements for the completed Term.
- 4) If a student has been assessed as Not Competent in more than 50% of course requirements in any completed term, the Administration Manager must be informed.
- 5) Whenever a student fails to present successful completion of 50% or more in a given term, they will receive the 1st warning letter where an early intervention process will be initiated by the Institute. Students are requested to see their trainers for an early Intervention Strategy Meeting (ISM).
- 6) After the completion of one successfully completed term if a student fails to present successful completion of 50% or more of the course, they will receive the 2nd warning letter. Within 10 days of

receipt of this 2nd warning letter, students are required to attend the ISM with the trainer and Administration Manager to discuss their poor academic performance and develop strategies or plan to ensure that they stay above the 50% academic progress requirement for the following term.

- 7) The student will be issued a Notification of Intention of Reporting letter (NIR) stating that he/she has failed to obtain a satisfactory course progress and failing to obtain satisfactory course progress in two consecutive completed terms, therefore in breach of the RTO course progress requirement. NIR will also be issued if student fails to respond to 2nd warning letter within 10 days of receiving the letter. If the student is international student, their visa condition will be in breach and they will be reported to the Department of Home Affairs (DHA) on the failure of an appeal.
- 8) The NIR will inform the student that he/she is able to access the Xpert Solutions's Complaints and Appeals process and that the student has 20 working days from the receipt of the NIR in which to do so.
- 9) If a student fails to appeal the decision within the 20-working day period, the Administration Manager will report the student to DHA via PRISMS by cancelling the student enrolment on the basis of unsatisfactory course progress.
- 10) If a student appeals the decision the appeals process will be followed in accordance with the Complaints and Appeals Policy and Procedure.

Intervention Strategy

Intervention strategies are formed on a case by case basis and will be initiated by a meeting with the student to identify the cause that is placing the student at risk. Within this meeting, strategies to assist the student in completing the course within the expected duration shall be discussed and implemented as required. The meeting and outcomes are to be agreed and documented by both the student and the Xpert Solutions Administration.

Intervention strategies that may be adopted to assist the student in completing the course within the expected duration may include, but are not limited to:

- ❖ Extra tuition and support to be organised
- ❖ Timetable adjustments
- ❖ Personal strategies to improve the student's ability to complete the course requirements
- ❖ Review of assessment strategies
- ❖ Variation/extension of student's enrolment
- ❖ Requesting the student to re-submit assessments
- ❖ Providing one-to-one assistance and counselling to help the student satisfactorily complete their course
- ❖ Allowing the student to defer the course on a reasonable and justifiable grounds.
- ❖ At the ISM, the Administration Manager will consider (and, implement if applicable) the following intervention strategies:
- ❖ Identify any problems that are impeding the course progress of the student and put measures in place to resolve these problems,
- ❖ Arrange with the student for additional work to be undertaken, within an agreed timeframe,
- ❖ The completion of all outstanding assessments, according to an agreed timeframe,
- ❖ Assess whether the course is still suitable for the student,
- ❖ Assess whether the reassessing of any assessment tasks is appropriate
- ❖ An Intervention Strategy will be developed with an agreed individual support plan being signed by student.
- ❖ During the ISM the student will be advised that unsatisfactory course progress in 2 consecutive Terms may lead to the student being reported to DHA and the cancellation of his/her visa, subject to the outcome of any appeals process.



Any student who fails to attend the ISM will be contacted to arrange another ISM as a soon as possible. Xpert Solutions will keep copies of these documents in the student's file, together with a record of any decisions that are made.

Intervention Strategy – Procedure

Xpert Solutions will only extend the duration of the student's enrolment only in the case where it is identified that the student will not be able to complete the course within the expected duration, as specified on the student's Confirmation of Enrolment (CoE), as the result of:

- ❖ Compassionate or compelling circumstances (for example illness where a medical certificate states that the student was unable to attend classes or where the registered provider was unable to offer a pre-requisite unit);
- ❖ The RTO implementing its intervention strategy for students who were at risk of not meeting satisfactory course progress; or
- ❖ An approved deferment or suspension of study has been granted under the ESOS standard 9.

Any variations to the CoE are retained within the student file. All communication and any strategies arranged will be documented. An approved deferment of student enrolment should be in accordance with Standard 9 of National Code 2018.

Completion within Expected Duration of Study

- ❖ At Xpert Solutions, the course progress procedure requires that at the end of each Term, the results of each student are checked to determine the course progress status for that Term.
- ❖ Xpert Solutions will extend the duration of the student's study only where it is clear that the student will not complete the course within the expected duration.
- ❖ Xpert Solutions will implement the intervention strategy (see above) for students who are at risk of not meeting satisfactory course progress in an attempt to support students completing within their expected course duration.
- ❖ Xpert Solutions will report the student enrolment change through PRISMS when there are changes to the original course duration.
- ❖ Records of variation must be maintained in the student file.
- ❖ The expected duration of study specified in the student's CoE must not exceed the CRICOS registered course duration.
- ❖ All Xpert Solutions students are required to complete their studies within the timeframe indicated on their CoE and student visa. Xpert Solutions shall attempt all possible measures to ensure that all students are given the opportunity to complete their studies within this timeframe. A copy of CoE will be kept in each student's file and variations to the CoE will also be retained within the student file and the same information is stored in the student management system.

Extensions of course duration for overseas students

To issue a new CoE and extend the duration of the student's study, Admissions must find the CoE concerned and selects the SCV report option, including reasons for granting the extension.