

Policy

Under the National Code 2018, **YES College** must monitor overseas student course progress for each course in which the overseas student is enrolled.

This policy and processes below must enable **YES College** to identify, notify and assist an overseas student who is at risk of not meeting course requirements.

YES College must inform the overseas student before they commence the course of the requirements to achieve satisfactory course progress in each study period.

Policy Statement/Purpose:

- This policy and related procedure relates to the monitoring of students' course progress and the consequent procedures for reporting for unsatisfactory course progress.
- **YES College** must ensure that the duration of study specified in the CoE does not exceed the CRICOS registered duration for the respective courses on YES College Scope of Registration.
- This policy and associated procedures will be made available to the students through student orientation, college website, and student handbook/manual.
- This policy will ensure that all students' academic progress is monitored and students are given every opportunity to achieve the required academic progress for each course they are enrolled in.
- For the purpose of this policy, the study period is defined as a semester. There are 2 study periods in a year each comprising of 20 weeks of teaching. Students get mid-semester break after 10 weeks of teaching and semester break after the semester ends. Students will be given a timetable for ALL allocated units delivered within each study period for the course.
- Satisfactory course progress is defined as achieving competency in 50% or more of the total number of units enrolled in a Study period (Semester).
- A student who does not achieve satisfactory course progress for two consecutive study periods (Semester) shall be considered in breach of this academic progress requirement.
- Where students have been identified as at risk of not meeting the academic requirement, all possible efforts shall be made by the means of intervention strategies to ensure that the student is given the opportunity to rectify their situation, but where this is not possible their non-compliance of this requirement must be reported to [Department of Education](#) and [Department of Home Affairs \(DHA\)](#) via [Provider Registration and International Students Management System \(PRISMS\)](#).
- The following procedures outline a process to ensure that students are made aware and given opportunities by the means of activation of intervention strategies to rectify the situation.

Scope:

This policy applies to:

- International students enrolled at **YES College**

- **YES College** Marketing, Admissions, Academic, Student Services and Administrative staff.

All **YES College** staff are made aware of the requirements of this policy through regular meetings, staff updates, Staff Induction and continuous improvement practices. Students are made aware of the academic progress requirements through Student Handbook, during the enrolment and orientation processes and also throughout the course by Academic and Admin staff.

PROCEDURES

2.1 Recording Student Academic progress

All students shall be deemed 'Competent (C)' or 'Not Yet Competent (NYC)' for each unit within the qualification that they are enrolled in based on their assessment outcome. The assessment shall be conducted by qualified trainers / assessors according to **YES College's** assessment tools, methods and the recording processes. All academic results are entered in to the Students Records Management System by the Student Administration Department.

2.2 Monitoring Student Academic progress

At the end of the Study period (Semester) Student administration reports any of the following issues regarding a student to the Operations Manager or Course Coordinator (for Community Services courses):

- a. The student has been deemed 'Not Yet Competent (NYC)' in more than 50% of the enrolled units in the Study period (Semester).
- b. The current course load may restrain the student from completing the course within the expected duration as specified in the student's CoE.
- c. Where a trainer/assessor has identified the student at risk of making unsatisfactory course progress before the end of the Study period (Semester).
 - Appropriate intervention strategies will be implemented where the student is identified as at risk of not maintaining satisfactory course progress.
 - The student will be contacted by **YES College** Student Support officer/administration staff by telephone, email or mail and invited to a meeting to develop an action plan, which assists to improve the student's academic progress.
 - The student will need to come and discuss the appropriation of course selection and opportunities for reassessment in subjects assessed as 'Not Yet Competent'.

- Students must be made aware that achieving unsatisfactory course progress in two consecutive Study periods (Semesters) will be reported to the Department of Education and Department of Home Affairs (DHA) by **YES College** and can lead to cancellation of their student visa (depending on the outcome of any appeal process if accessed).
- The Trainer/Assessor will work with the student to ensure that the discussed action plan is implemented and produces higher levels of academic progress. Where the intervention strategy fails to improve the students' academic progress a further meeting will be arranged to discuss additional support / counselling.
- Without a [reasonable cause](#) for achieving unsatisfactory course progress, the Trainer/Assessor will refer the case to **YES College** Operations Manager or Course Coordinator (for Community Services courses), who will evaluate the situation for the termination of student enrolment.
- The reasonable cause is compassionate or compelling circumstances that are beyond the control of the student and that have an impact on the student's capacity and/ or ability to progress through a course. These could include but are not limited to:
 - a. Serious illness or injury, where a medical certificate states that the student was unable to attend classes
 - b. Bereavement of close family members such as parents or grandparents (where possible, death certificate should be provided).
 - c. Major political upheaval or natural disaster in the home country requiring their emergency travel and this has an impact on their studies.
 - d. A traumatic experience which could include but is not limited to:
 - i. Involvement in or witnessing of an accident, or
 - ii. A crime committed against the student, or
 - iii. The student has been witness to a crime which has had an impact on the student (these cases should be supported by a police or psychologist's report).
- Where **YES College** has assessed the student as not achieving satisfactory course progress, **YES College** will notify the student in writing of its intention to report the student for not achieving satisfactory course progress. The written notice will inform the student that he or she is able to access **YES College's** complaints and appeals process and that the student has 20 working days in which to do so.
- Where the student has chosen not to access the complaints and appeals processes within the 20 working days period, the reporting of student unsatisfactory course progress will be reported to Department of Education and Department of Home Affairs (DHA) via PRISMS.

2.3 Activation of Intervention Strategy:

- If a student is not deemed competent in 50% or more of the enrolled units in a study period (semester), the Student Administration staff shall immediately notify the Operations Manager or Course Coordinator (for Community Services courses) and a **Warning Letter** shall be sent indicating the student is required to contact **YES College** and organise an appointment with the Student Support Officer to discuss their poor academic progress and intervention strategies to ensure they stay above the 50% academic progress requirement for the following Study period (Semester).
- If the student does not respond within 7 days, the Student Administration staff will attempt to contact the student via telephone. If this fails the matter shall be forwarded to the Operations Manager or Course Coordinator (for Community Services courses) who will then again try to contact the student and pursue the matter further.

2.4 When a student's academic progress falls below 50% competency of the enrolled units for 2 consecutive Study periods:

- The student shall be sent a 'Breach Recorded' letter indicating they are going to be reported to Department of Education and Department of Home Affairs (DHA) for unsatisfactory academic course progress in their enrolled course of study. They will be informed that this has occurred because they have failed to be deemed Competent in 50% or more of the enrolled units in a study period, for two consecutive Study periods.
- They are also informed of their ability to access the complaints and appeals process and have 20 working days to do so.
- If the student does not go through any appeal or complaint process within 20 working days, the student will be reported to Department of Education and Department of Home Affairs (DHA) for unsatisfactory academic course progress via PRISMS.
- The **YES College** must only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:
 - the internal and external complaints processes have been completed and the decision or recommendation supports the registered provider, or
 - the overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
 - the overseas student has chosen not to access the external complaints and appeals process, or
 - the overseas student withdraws from the internal or external appeals processes by notifying the registered provider in writing.
- Where a decision or outcome of Complaint and Appeal is in favour of the student, the YES College will immediately revoke the decision to report the student for unsatisfactory course progress.
- In the above circumstances, the decision must be taken at the discretion of YES College Operations Manager or Course Coordinator (for Community Services courses).
- A copy of all letters, details of phone calls/SMS made, and any reports are to be kept in the student files as per the records management policy and procedures.

Documents/Forms:

1. Intervention Strategy Form
2. Compassionate and Compelling Circumstances Policy and Procedures
3. Complaint and Appeal Policy and Procedures
4. Complaint and Appeal Forms
5. Poor Academic Progress Warning Letters
6. Interventions Strategies Guidelines (Appendix)
7. Student Academic Progress Breach Recorded Letters
8. Completion Within Expected Duration-Policy and Procedures

Reference:

This policy/procedure supports:

Education Services for Overseas Students Act (2000), National Code of Practice for Providers of Education and Training to Overseas Students 2018, Standard 8: Overseas student visa requirements

Revision History

Version	Date	Revision Description
7.0	20 th June 2024	Inclusion of Course Coordinator (Community Services).
6.0	30 th August 2023	Updated Documents/Forms and positions to reflect practice. Removed template letters from this document. The template documents are version controlled separately.
3.0	27 June 2019	Changed wording from units 'attempted' to units 'enrolled'. Changed wording in some sections.
2.0	30 May 2018	Changed references to the Departments and National Code 2018.
1.0	12 February 2015	Original

(APPENDIX)

Monitoring Course Progress requires **YES College** to have a documented intervention strategy.

YES College Intervention Strategy Guidelines

Introduction: Intervention Strategies to be put in place may incorporate the following:

- Student will be advised to attend the catch-up classes
- Mentoring programs will be implemented
- Counselling will be arranged for the student

Reduction of load may be advised but the student will be advised to complete the course in the expected duration and he/she cannot exceed duration beyond the specified course duration on CRICOS.

This intervention strategy specifies the procedures for identifying and assisting students at risk of not meeting the required course progress requirements i.e. not attaining competency in 50% or more of the enrolled units undertaken in a study period. This intervention strategy must be made available to staff and students.

The intervention strategy guidelines have been produced to assist **YES College** staff in determining how to assist students at risk of not meeting satisfactory course progress requirements as required by the Monitoring Course Progress Policy and Procedures.

YES College will develop intervention strategies on a case by case basis. These guidelines include suggested actions, however these suggested actions are not exhaustive.

Intervention Strategy Guidelines

Action	Responsibility	Comment
Student has been assessed as at risk of not meeting course progress requirements i.e failed to attain competency in 50% or more of the enrolled units in a study period.	Student Support Officer / Operations Manager / Course Coordinator (Community Services courses)	Assessment undertaken according to Monitoring Course Progress Policy and Procedures
Intervention Strategy activated	Student Support Officer / Operations Manager / Course Coordinator (Community Services courses)	Student must be contacted by letter, email, phone or personal contact. Student should be advised that they are currently at risk of not meeting satisfactory course progress. Student must meet to devise an intervention strategy. A student's enrolment cannot be cancelled due to not meeting satisfactory course progress if an intervention strategy has not been activated.
Tailoring of Intervention Strategy	Student support Officer / Operations Manager / Course Coordinator (Community Services courses)	Intervention Strategies should be tailored to suit each individual student's needs.
Intervention Strategies	Operations Manager / Student Welfare Officer / Student Support Officer / Course Coordinator (Community Services courses)	Intervention strategies can cover, but are not limited to: <ul style="list-style-type: none"> • Change of course • English language support • Mentoring • Reassessment • Reduction in course load • Referral to external organisation • Specific homework tasks • Study skills support • Transition support • Welfare support

<p>Intervention strategy- Change of course</p>	<p>Admissions Department</p>	<p>A student may transfer to a suitable alternative course as part of an intervention strategy.</p> <p>Admissions Department must be notified as student will be required to complete new application and receive a new Offer of enrolment and sign a new Enrolment Acceptance Agreement. Admissions Department will then cancel the original CoE and issue a new CoE.</p>
<p>Intervention Strategy- English Language Support</p>	<p>Operations Manager / Trainer Assessor/ Student Welfare Officer / Course Coordinator (Community Services courses)</p>	<p>Students requiring assistance with English language support may be directed to a YES College Trainer. Students can receive assistance in:</p> <ul style="list-style-type: none"> • Grammar • Oral • Formatting • Research skills presentations • Presentations • Concurrently with their normal studies.
<p>Intervention Strategy- Mentoring</p>	<p>Operations Manager / Trainer Assessor/ Student Welfare Officer / Course Coordinator (Community Services courses)</p>	<p>Receiving mentoring is a strategy aimed at increasing a Students' knowledge and skills in:</p> <ul style="list-style-type: none"> • Understanding assessment task requirements • Delivering presentations • Submitting assessment tasks • Organising their time • Assessment task presentation • Report writing • A unit of competency <p>The mentoring may be conducted by a Trainer or where relevant another Student.</p>
<p>Intervention Strategy- Reassessment</p>	<p>Operations Manager / Trainer Assessor / Course Coordinator (Community Services courses)</p>	<p>Reassessment is a strategy that provides a Student with another opportunity to demonstrate competence in a unit of competency, after being initially assessed as not yet competent. The implementation of reassessment as an intervention strategy assists the Student in meeting their course progress requirements by clearing any not yet competent units they may have.</p>

<p>Intervention strategy- Reduction in course load</p>	<p>Admissions Department / Student Welfare Officer</p>	<p>Where it is believed the above intervention strategies will not assist a student in meeting satisfactory course progression a reduction in course load may be considered. Students must complete their studies within the duration of their Confirmation of Enrolment (CoE) however if an approved intervention strategy has been implemented students may apply for a CoE extension if they cannot catch up through study in non-compulsory period.</p> <p>Admissions Department to be advised if student requires changes to length of CoE.</p>
<p>Intervention Strategy- Referral to external organisation</p>	<p>Operations Manager / Student Welfare Officer / Course Coordinator (Community Services courses)</p>	<p>Referral to an external organization is a strategy that is used when the internal equivalent service has been exhausted and it is determined that by not accessing the external service, the Student will be unlikely to satisfy their course progress requirements. These situations could include, but are not limited to:</p> <ul style="list-style-type: none"> • Extreme issues with language or literacy skills • Extreme issues with numeracy skills • Extreme welfare related issues
<p>Intervention Strategy- Specific homework tasks</p>	<p>Operations Manager / Trainer Assessor / Course Coordinator (Community Services courses)</p>	<p>Specific homework tasks may be given to the student by a Trainer to increase their knowledge and skills in certain parts of the training and/or assessment content or unit of competency requirements.</p>
<p>Intervention Strategy- Study skills support</p>	<p>Operations Manager / Trainer Assessor/ Student Welfare Officer / Course Coordinator (Community</p>	<p>Students can receive assistance in one or more of the following. The assistance may be conducted in a one on one or group environment by a Trainer:</p> <ul style="list-style-type: none"> • Assessment expectations (e.g. due dates) • Exam preparations • Time management • Class attendance and participation • Academic referencing and plagiarism

	Services courses)	<ul style="list-style-type: none"> • Reading and note taking skills • Research, web searching, and library skills • Training and assessment content • Unit of competency requirements
Intervention Strategy- Transition support	Operations Manager / Student Support Officer / Student Welfare Officer / Course Coordinator (Community Services courses)	<p>Students requiring transition support may be provided assistance with:</p> <ul style="list-style-type: none"> • Accommodation problems • Cultural shock, homesickness • Local customs and etiquette • Balancing work commitments and studies
Intervention Strategy- Welfare support	Operations Manager / Student Welfare Officer / Course Coordinator (Community Services courses)	<p>Welfare support is confidential one on one sessions aimed at helping a Student to overcome any personal issue they may be experiencing. Issues include, but are not limited to, things such as financial issues, family issues, accommodation issues and home sickness etc.</p>
Study Plan	Operations Manager / Trainer Assessor / Course Coordinator (Community Services courses)	<p>An amended study plan may be required for a student who has an intervention strategy in place. The student must receive a copy of the amended study plan and a copy must be in student's file.</p>
Evidence of Intervention strategy	Operations Manager / Course Coordinator (Community Services	<p>Documentary evidence of the measures implemented should be kept in student's file. Student should receive a copy.</p>

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When an intervention strategy has been activated for a student, documentation must be kept in the student's file for all follow up meetings, support provided and strategies undertaken by the student.

If it is noted that the student is not following the intervention strategy in place for the student, it is recommended that the student is sent a letter reminding the student that if they continue to not meet academic progress requirements he/she will be reported to Department of Education and Department of Home Affairs (DHA) which may result in their student visa being cancelled.