

## Course Progress and Intervention Strategy Policy and Procedure

<b>Category</b>	Course Progress and Intervention Strategy
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<b>Policy Base</b>	<ul style="list-style-type: none"> <li>• ESOS Act 2000</li> <li>• National Code of Practice for Providers of Education and Training to Overseas Students 2018 (The National Code), Standard 8</li> </ul>
<b>Related Documents</b>	<ol style="list-style-type: none"> <li>1. Academic Code of Conduct and Integrity Policy</li> <li>2. Complaints and Appeals Policy and Procedure</li> <li>3. Completion within Expected Duration Policy</li> <li>4. Student Code of Conduct</li> </ol>

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## Purpose

This policy supports Standard 8 of the National Code 2018. Ambridge Institute (“the Institute”) monitors and supports students to progress and complete their course within the expected duration specified in the overseas students CoE.

The expected duration of study specified in the overseas student’s CoE must not exceed the CRICOS registered duration.

The Institute monitors the progress of each overseas student to ensure the overseas student is in a position to complete the course within the expected duration specified on the overseas student’s CoE.

## Scope

This Policy is applied to the Institute's international students and staff.

## Definitions

- **Being “at risk” of Not Meeting Satisfactory Course Progress Requirements** refers to:
  - fails more than 50% of units attempted or the course requirements in any study period; or
  - is unable to complete a course within the expected duration of study as recorded on the CRICOS register and the students CoE after having their program reviewed by the Academic Director/ ELICOS Coordinator or delegate; or
  - is absent for 28 consecutive days without prior approval or a medical certificate from a registered medical practitioner.
- **Confirmation of Enrolment (CoE)** refers to the electronic confirmation of enrolment, generated through PRISMS. This is issued as evidence of enrolment and contains information about the institution, course, and duration of study in which the student has enrolled. It is provided to students to be used in their application for a student visa.
- **Compassionate or Compelling Circumstances** refers to situations where an overseas student has no control over the situation and they are impacting upon the student’s course progress or wellbeing. Such instances include but are not limited to:
  - Serious illness or injury of the overseas student and unable to attend classes (requires medical certificate/reports);
  - Death of close family members such as parents or grandparents (requires death certificate where possible);
  - Involvement in, or witnessing of a serious accident;
  - Political and/or natural disaster in the home country and has an impact on the overseas student’s study;
  - A traumatic experience that impacts upon the student’s study (requires psychologist’s reports);
  - Where the Institute is unable to provide part, or all of the enrolled course;
  - Not able to begin studying on the course start date, due to delay in receiving a student visa;
  - Failure to meet the English and/or academic entry requirements for the intended course.

For other circumstances to be considered as compassionate or compelling, evidence must be submitted to demonstrate impact on student’s progress.

- **CRICOS** refers to the Commonwealth Register of Institutions and Courses for Overseas Students as prescribed by section 10 of the Education Services for Overseas Students Act 2000 (Cth).
- **ELICOS** refers to English Language Intensive Courses for Overseas Students.
- **ESOS Act** refers to the Education Services for Overseas Students Act 2000.
- **Failing a Unit** refers to being assessed as “Not Yet Competent” for a completed unit.

- **Intervention Strategy** refers to strategies to assist students to achieve satisfactory course progress and/or attendance and may include:
  - Additional supervised study periods or classes
  - Additional language support
  - Counselling sessions to assist with personal issues that may be impacting studies
  - Other strategies or a combination of strategies as deemed necessary.
- **National Code** refers to the National Practice for Registration Authorities and Providers of Education and Training to Overseas Students 2018.
- **Medical Certificate** refers to a certificate issued by a registered medical provider such as a chiropractor, doctor, dentist etc. The Institute does not accept certificates from alternative practitioners such as homeopaths, acupuncturists etc.
- **PRISMS** refers to Provider Registration and International Student Management System.
- **The Institute** refers to Ambridge Institute.
- **Satisfactory Progress** refers to students have not been identified as being “at risk”.
- **Study Period** refers to:
  - **ELICOS courses:** the lesser of 6 months (26 weeks) or half the length of the CoE for the course; and
  - **VET courses:** 1 term or 10 week’s duration of study, or where the course is 1 term in length or shorter, 2 consecutive subjects.
- **Tuition Protection Service (TPS)** refers to an initiative of the Australian Government to assist international students whose education providers are unable to fully deliver their course of study under the ESOS Act 2000. TPS framework will ensure that overseas students are able to either complete their studies in another course or with another education provider or receives a refund of their unspent tuition fees.
- **VET** refers to Vocational Education and Training.

## Policy

The Institute has and implements these documented Course Progress and Intervention Strategy Policy and Procedures to identify, notify and assist an overseas student at risk of not meeting course progress requirements where there is evidence from the overseas student's assessment tasks, participation in tuition activities or other indicators of academic progress that the overseas student is at risk of not meeting those requirements.

Standard 8 of the National Code requires that:

1. The Institute monitors students' course progress and, where applicable, attendance for each course in which the overseas student is enrolled.
2. The expected duration of study specified in the student's CoE must not exceed the CRICOS registered duration.
3. The Institute monitors the progress of each student to ensure the student is in a position to complete the course within the expected duration specified on the student's CoE.
4. The Institute clearly outlines and informs the student before they commence the course of the requirements to achieve satisfactory course progress and, where applicable, attendance in each study period.
5. As an ELICOS provider, the Institute has and implements these documented policy and processes for monitoring and recording course progress for the student, specifying:
  - a. requirements for achieving satisfactory course progress for the course
  - b. processes for recording and assessing course progress
  - c. details of the Institute's intervention strategy to identify, notify and assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress
  - d. processes for determining the point at which the student has failed to meet satisfactory course progress.
6. The Institute as a registered provider of a VET course as defined in the NVETR has and implements this policy and process for assessing course progress, that includes:
  - a. requirements for achieving satisfactory course progress, and policies that promote and uphold the academic integrity of the registered course and meet the training package or accredited course requirements where applicable, and processes to address misconduct and allegations of misconduct described in the Academic Code of Conduct and Integrity Policy, located on the Institute's website [www.ambridge.edu.au](http://www.ambridge.edu.au)
  - b. processes for recording and assessing course progress requirements
  - c. processes to identify overseas students at risk of unsatisfactory course progress
  - d. details of the Institute's intervention strategy to assist students at risk of not meeting course progress requirements in sufficient time for those students to achieve satisfactory course progress. The Institute will monitor record and assess the course progress of each student and identify, notify and assist students at risk of not meeting course progress. Students who are required to enter into an intervention strategy will be informed of this in writing and in a meeting with a Student Services Advisor.
  - e. processes for determining the point at which the student has failed to meet satisfactory course progress.

7. Where the Institute has assessed the student as not meeting course progress requirements, the Institute will give the student a written notice as soon as practicable which:
  - a. notifies the student that the Institute intends to report the student for unsatisfactory course progress
  - b. informs the student of the reasons for the Intention to Report
  - c. advises the student of their right to access the Institute's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals) of the National Code 2018, within 20 working days.

The Institute will only report unsatisfactory course progress in PRISMS in accordance with section 19(2) of the ESOS Act if:

- a. the internal and external complaints processes have been completed and the decision or recommendation supports the Institute, or
  - b. the student has chosen not to access the internal complaints and appeals process within the 20 working day period, or
  - c. the student has chosen not to access the external complaints and appeals process, or
  - d. the student withdraws from the internal or external appeals processes by notifying the Institute in writing.
8. The Institute will be proactive in notifying and counselling students who are at risk of failing to meet their course progress requirements.
9. The Institute monitors, records and assesses the course progress of each student for each unit of the course for VET students or for each level for ELICOS students for which the student is enrolled in accordance with these policy and procedures.
10. The Institute assesses the course progress of students in accordance with this policy and procedure at the end point of each study period. A study period is defined as 10 week's duration of study. A record of each student's course progress will be maintained on the student management system.
11. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units or course requirements in that study period.
12. Students are informed during orientation about their course requirements.
13. The Institute takes appropriate intervention action when a student is at risk of not progressing satisfactorily or completing their course. Every effort will be made to proactively assist students to achieve satisfactory course progress.
14. The Institute has an intervention strategy that identifies and assists students who are at risk of not making satisfactory course progress. At a minimum, the intervention strategy is activated where the student has failed/ not completed or is deemed not yet competent in 50 per cent or more of the units attempted/ of the course requirements in any study period. The Institute may choose to intervene at any point before the end of a study period for example if the student does not respond to the Institute's attempts to assist the student in achieving satisfactory course progress.
15. At the end of each compulsory study period, students will be assessed against the Course Progress and Intervention Strategy Policy and Procedure. If a student is identified for the first time as not making satisfactory course progress, the intervention strategy is implemented. The intervention strategy will be activated within the first three weeks of the following study period.
  - a. a list will be generated by the Institute of students who are not making satisfactory course progress and those students will be notified by email of their poor academic achievement.

16. If a student is identified as not making satisfactory course progress in a second consecutive compulsory study period in a course, the Institute will notify the student of its intention to report the student to the Department of Home Affairs through PRISMS for unsatisfactory progress. The Institute does this through the Intention to Report Letter – Unsatisfactory Course Progress – and informs the student they are able to access the Institute’s Complaints and Appeals Policy and Procedure and that the student has 20 working days in which to do so. A student may appeal on the following grounds:
  - a. the Institute’s failure to record or calculate a student’s outcome accurately,
  - b. compassionate or compelling circumstances, or
  - c. the college has not implemented its intervention strategy and other policies according to its documented policies and procedures that have been made available to the student.
17. The Complaints and Appeals Policy and Procedures is available on the Institute’s website on the following link: <https://www.ambridge.edu.au/policies-and-procedures>
18. The Complaints and Appeal Form is available on the Institute’s website on the following link: <https://www.ambridge.edu.au/policies-and-procedures>.
19. Where the student’s appeal is successful, the outcomes may vary according to the findings of the appeals process.
  - a. 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 units or course requirements for that study period), the Institute will not report the student, and there is no requirement for intervention.
  - b. 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 the Institute’s intervention strategy, and the Institute will not report the student.
20. Where the student has chosen not to access the Institute's Complaints and Appeals process within the 20 working day period, the student withdraws from the process, or the process is completed and results in a decision supporting the Institute (i.e. the student’s appeal was unsuccessful), the Institute will notify the Department of Home Affairs through PRISMS as soon as practicable of the student not achieving satisfactory course progress.
21. The Institute notifies the Department of Home Affairs through PRISMS of the student not achieving satisfactory progress after the appeals process (if actioned) is finalised and upholds the Institute’s decision to report.

## Procedure

### Requirements

1. Unsatisfactory progress is defined as not successfully completing or demonstrating competency in at least 50% of the units or course requirements in that study period. Students who are “at risk” of not meeting satisfactory course progress requirements will be interviewed, counselled and will be placed on a course intervention strategy.
2. All causes of unsatisfactory course progress or being “at risk” are to be considered including academic causes and non-academic causes such as personal issues.
3. The progress of each student is systematically monitored, recorded and assessed.
4. The Institute assesses each student at the end point of each study period according to this policy.
5. The Institute has an intervention strategy that identifies and assists students who are “at risk” of not making satisfactory course progress.
6. Where the Institute has assessed the student as being “at risk” the Institute will inform the student and implement the intervention strategy.
7. Where the Institute has assessed the student as not meeting satisfactory course progress in a second consecutive study period, the Institute will inform the student in writing of its intention to report the student and that he or she is able to access the Institute’s Complaints and Appeals process within 20 working days.
8. The Institute will notify the Department of Home Affairs through PRISMS of the student not achieving satisfactory course progress after the appeals process (if actioned) is finalised and upholds the Institute’s decision to report the student.

### Methodology

1. The progress of ELICOS students is monitored through completion of required assessments. The ELICOS teacher monitors students’ progress for each course through formative and summative assessments and record students’ progress. Each week, the teacher enters students’ assessment results for each course level. When the teacher identifies the student of being “at risk” of not being able to successfully complete the required assessments/ the course level as scheduled, the teacher will provide extra support.
2. For ELICOS students, the Institute reviews students’ course progress every 5 weeks. A student who is at risk of not meeting satisfactory course progress requirements will be counselled and provided with academic/ other assistance. At a minimum, the intervention strategy will be activated where the student has not successfully completed at least 50% of the total score of the course requirement in any study period.
3. Trainers monitor VET students’ progress for each unit through formative and summative assessments. Every 5 weeks, trainers enter students’ assessment results in Moodle and advise Administration staff of the outcomes. When the trainer identifies a student “at risk” of not being able to successfully complete the unit as scheduled, the trainer will provide extra support to help the student. If the student is deemed “Not Yet Competent” in a unit, after providing extra support, the trainer will organise reassessment for the student.
4. Overall VET student progress is monitored through the completion of unit assessments, which occur as a minimum at the end of each study period. A Study Period is equal to 10 weeks.
5. VET student competency results are recorded in Moodle and in the Institute's Student Management System.

6. Within 10 working days of the completion of a study period, the students are reviewed for Satisfactory Course Progress in a study period.
7. VET student's outcomes will be reviewed and students identified who have not successfully completed at least 50% of the number of assessments/ or units for that study period.
8. Warning letters are sent to students identified as "at risk" and of not meeting satisfactory course progress requirements by email. Students will be advised that unsatisfactory course progress in two consecutive study periods could lead to the student being reported to DHA via PRISMS and cancellation of his or her visa depending on the outcome of any appeals process:
  - a. first warning letter – unsatisfactory course progress
  - b. second warning letter – unsatisfactory course progress
  - c. intention to report letter – unsatisfactory course progress
9. Students "at risk" will be required to attend an interview with the designated Institute staff member where an appropriate intervention strategy will be negotiated. This may include:
  - a. identification and implementation of support strategies to enhance the student's progress;
  - b. a recommendation the student seek appropriate personal and/or academic support from within or outside the Institute;
  - c. regular feedback from academic staff that may include discussion, continuous assessment to track progress;
  - d. other such support as deemed appropriate in light of the academic and/or personal difficulties facing the student; and or extending the students course duration (subject to the students Visa specifications).
10. Students will be required to accept the intervention strategy proposed by the Institute that is recorded in the Intervention Strategy Form by signing the completed form.
11. Students failing to attend the course counselling interview/ intervention meeting without a reasonable reason will be sent the next warning letter/ intention to report letter by email, a copy will also be kept in the student's file.

## Unsatisfactory Academic Progress

1. If a student fails more than 50% of the units/ course requirements in two consecutive study periods, the Institute will notify the student in writing of its intention to report the student for not achieving satisfactory academic progress. The student will be sent an Intention to Report letter by email, a copy will also be kept on the student's file. The student will be informed he/ she has 20 working days to appeal to by accessing the Institute's Complaints and Appeals Policy and Procedure.
2. Whilst this process is being conducted the student will be advised they must continue to attend classes until the completion of the appeals process.
3. If the appeal is not upheld or the student withdraws from the appeals process, the student's enrolment will be terminated. The student will be reported to the Department of Home Affairs through PRISMS for unsatisfactory course progress.

4. If applicable, the following will be maintained on the students' files:
- a. first warning letter – unsatisfactory course progress
  - b. second warning letter – unsatisfactory course progress
  - c. intention to report letter – unsatisfactory course progress
  - d. notes from counselling or intervention strategy sessions
  - e. medical certificates
  - f. appeal documents
  - g. other relevant documents.

## Appeals

Student may appeal the outcome by following the *Complaints and Appeals Policy and Procedure*, which is available on the website at [www.ambridge.edu.au](http://www.ambridge.edu.au).

If the student is not satisfied with the decision, then the student can appeal externally through the Overseas Student Ombudsman [www.ombudsman.gov.au](http://www.ombudsman.gov.au).

This written agreement, and the right to make complaints and seek appeals of decisions and action under various processes, does not affect the rights of the student to take action under the Australian Consumer Law if the Australian Consumer Law applies.

## Document Control

The policies and procedures, and the forms included in this document are approved and implemented by the Institute. This document will be electronically available to Institute staff in protected format (PDF file) in the designated folder. Changes made to this document will be recorded below.

Version	Authorised By	Description of the change	Approved Date	Effective Date
<i>Version 2</i>	<i>General Manager</i>	<i>Course Progress and Intervention Strategy Policy and Procedure</i>	<i>6 June 2019</i>	<i>6 June 2019</i>