



# VET COURSE PROGRESS AND INTERVENTION

Reference:

**NC Standard 8 Overseas student visa requirements**

VERSION HISTORY

<b>Policy Owner:</b>	CEO	Mahendra Oli
<b>Document Management:</b>	Academic Manager	Zafar Chowdhury
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<b>Changes history</b>		
Number	Dates	Changes summary
V3.1	Sept 2025	Edits for monitoring of attendance for all courses Updated Policy owner & Document Management Personnel name
V3.0	Dec 2019	Commercial Cookery and Hospitality Management courses
v2.3	Apr 2019	Edits for roles in RTO and include Course Progress and Intervention Flow Chart
v2.2	Oct 2018	Edits for roles in RTO and updates to National Code 2018
v2.1	May 2017	Update for National Code 2017 and RTO Manager workflow process
v2.0	Sept 2016	Quality assurance checks across documents with reference to ASQA fact sheets and ESOS Act changes & Explanatory guide
v1.0	July 2016	New standards for RTO's 2015

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## PURPOSE

**Skyline International College (SIC) has adopted the National Code Standard 8 Overseas student visa requirements regarding Course Progress.** This means students will be made aware of our policy and procedures for recording and monitoring course progress, then proactively notifying and counselling students who are at risk of failing to meet course progress requirements. As a registered CRICOS provider we are obliged to report to students, under section 19 of the ESOS Act, who have breached the course progress requirements.

### Reference

NC Standard 8	Overseas student visa requirements
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### Implementation

The **CEO** is ultimately responsible for students being made aware of their visa obligations and ensuring that the College complies with the ESOS Act and National Code in relation to these matters.

The **Admin and Accounts Manager** is responsible for day-to-day administration of the course progress records, the database and reports and PRISMS entry.

The Student Services and Admin Officer communicate and counsel the students and manages the intervention, complaints and appeals processes.

The **Admin and Accounts Manager** is responsible for monitoring expected study load and results and course progress and communicating with the **Academic Manager** regarding attendance, course progress and intervention and reporting.

The **Academic Manager** deals with academic complaints and appeals.

## PROCESS

### **VET Academic Course Progress**

#### **Study period is 1 term**

The study period for course progress is 1 term of 9 weeks or 10 weeks for Commercial Cookery and Hospitality Management courses.

#### **Two consecutive study periods for reporting purposes**

Reporting a student for unsatisfactory course progress occurs only when the student has been identified as not making satisfactory course progress in 2 (two) consecutive study periods. Where the course is a short course (less than 6 months) then the study period is the length of the course.

Skyline International College Unsatisfactory course progress is failure in 50% of the units over the study period.

We will also monitor attendance. Attendance is expected to be maintained as set out in the timetables. Attendance is entered into the Student Management System (RTOM) and reports are generated for non-attendance on weeks 3,5,7 and 10 for all courses. These reports provide attendance statistics for the Admin and Accounts Manager and Academic Manager. This information supports the intervention decisions.

#### **Staff training in the procedures**

Staff will be trained in this policy and integrate it into Skyline International College procedures for student and course administration. Staff will be made aware of their responsibility to ensure students unit results are logged in RTOM.

Trainers will be made aware of providing information at the start of each unit on the attendance requirements including assessment dates and times.

#### **Advise students on how the course progress will be marked and recorded**

Skyline International College must record, assess and monitor the course progress of each student for each unit of the course for which the student is enrolled over each study period.

The College will advise students that VET course progress will be recorded for every unit. Students will receive information that indicates the timetable for the unit, the assessment tasks and the due dates for assessment tasks.

The recording of results will be at the end of the block or term.

Students must maintain satisfactory performance in the unit. This will be marked within each unit and depend on completion of assessments.

#### **Trainer reporting of course progress**

Trainers will mark assessments and complete the end of unit results for every student.

### **Recording the results in the student management database (RTOM)**

Results are recorded in the Skyline International College database at the end of the block. Where a student has failed to achieve satisfactory course progress, this is recorded and reported.

Reports of results for each group and VET course will be generated and saved on the College Folder. The Academic Manager has access to these reports.

### **Review of the course progress and decision to intervene**

The end-of-term results will be reviewed by the Student Services and Admin Officer.

1. Students who have not passed the assessments may be offered the chance to do a reassessment. Fees may apply.
2. The Student Services and Admin Officer will apply the intervention procedure and may refer to the Academic Manager as necessary.

## **Notification to the student - results and intervention**

### **Student progress and results in RTOM**

The students can log into the portal and see their statistics on attendance and unit results at any time.

Where a bulk message has gone to the student because of the attendance requirements and a notice of unit results, the student can again check this and investigate the details in the RTOM student log in.

Students can and should be aware of their attendance and course progress at any point in time.

### **The intervention strategies will be available to staff and students:**

- On the website
- In the student handbook
- In the policy here that is accessed by trainers, counsellors and administration staff.

### **Early Intervention strategy for students identified at risk of failing units Intervention**

#### **Notification**

Where a student failed one or more units in the block, an email outlining the Skyline International College intervention strategy will be sent, and it will offer any or all the following support strategies depending on the student's attendance.

- A. Offer to re-submit written work
- B. Offer to re-do an assessment
- C. Offer of academic counselling and a meeting with the Trainer or Academic Manager
- D. Advise to repeat the unit (costs involved)

Final unit results will be accessed by the student in RTOM student portal and sent by notification letter through the RTOM system.

This process will be done at the end of every block. The at-risk student will be monitored.

## **Intervention strategy for students failing 50% or more of units in the term (first study period)**

### **Unsatisfactory Course Progress for the term Warning Letter # 1**

Where a student falls below the minimum satisfactory requirements in most units at the end of the study period, an email / letter outlining the Skyline International College intervention strategy will be sent advising the student of unsatisfactory course progress.

The student will be required to meet with the Student Services and Admin Officer and will be placed on intervention from this point.

The intervention may include any or all the support strategies:

- A. Counselling on course selection
- B. Counselling to clarify if personal situations are impacting on student results
- C. The option of repeating a unit
- D. The cost of repeating a unit
- E. Transfer options for the student
- F. Clarification of student visa implications for continued unsatisfactory progress in the second study period
- G. The complaints and appeals process and the fact that the student has 20 working days in which to follow this up.

The intervention will be signed by the Student Services and Admin Officer and the student and will be recorded in the student file. The record will be added to the student notes section in the database.

From this first intervention meeting, the student is monitored and remains on intervention.

### **Counselling and extra support**

The College is aware that sometimes students fall behind because it is difficult to study in a new country and study in English as a second language. We will offer counselling and extra support to students who demonstrate their commitment to studies.

The counselling advice and record of meetings will be retained in the students file or student notes section in the database.

### **The Intervention strategy escalates to reporting of students as per National Code requirements.**

#### **Letter of Intention to Report for Unsatisfactory Course Final Warning**

Where a student's course progress has not improved and where the intervention is not addressing the agreed plan to improve the students' course progress across the two consecutive study periods, a letter will be sent to the student. This is the letter of intention to report on unsatisfactory course progress as per National Code requirement. The student will be advised that the College is obliged by legislation to report the student's unsatisfactory course progress in PRISMS as the student is breaching visa conditions.

The letter is sent by the College to the student and the complaints, and appeals process is followed before DHA notification through PRISMS.

**Allowance for the complaints and appeal process before reporting unsatisfactory course progress**

The student has 20 working days in which to access the complaints and appeals process. This does not mean that the complaints and appeals process must be finalized within 20 working days.

If a student chooses to access the provider’s complaints and appeals process, the provider must maintain the student’s enrolment while the complaints and appeals process is ongoing. For further information see the Complaints and Appeals policy and procedure.

**College reports through PRISMS**

Where the student has chosen 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 the College, SIC will notify the Secretary of Department of Education -DHA through PRISMS of the student not achieving satisfactory course progress as soon as practicable.

Where the student has chosen to access the internal complaints and appeals process and the appeal has been rejected, the student has the right to appeal externally to the Overseas Students Ombudsman.

**SUMMARY OF COURSE PROGRESS NOTIFICATIONS**

**RECORDING PROCEDURES AND WHEN STUDENT IS NOTIFIED**

<b>Intervention Letter Course progress email notification at risk of not meeting satisfactory course progress</b>	Students who fall below the minimum set by the College are sent a notification warning of their attendance status and course progress for units. The Intervention letter is sent at the end of each block.
<b>Unsatisfactory Course Progress for the term warning letter #1 by email First warning - If they do not meet satisfactory course progress for the study period (1 term)</b>	Students who fall below the minimum set by the College at the end of the study period are sent email /letter notification of their course progress in that study period. The student is required to attend an intervention meeting at the College. Students are on intervention from this point.
<b>Letter of Intention to Report to DHA for Unsatisfactory Course Progress Final Warning</b>	Letter informs students of College’s intention to report, states the status of the student’s course progress then allows for appeals process. The student is allowed time for the internal and external appeals process (20 working days)
	<b>Report to DHA via PRISMS</b>

## COURSE PROGRESS AND INTERVENTION FLOW CHART

