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## Purpose

The purpose of this policy is to ensure that Level Up Education and Training Academy monitors international students to ensure that they can complete their course within the duration specified on their Confirmation of Enrolment (CoE) and that timely intervention strategies are implemented for students who are at risk of failing to meet course progress or attendance requirements.

The intention of this policy is to provide all students with the best opportunity to meet their study goals and aspirations and to ensure that students do not breach their visa requirements.

This ensures compliance with Standard 8 of the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*, as well as *English Language Intensive Course for Overseas Students (ELICOS) Standards 2018* Standard P4.

## Definitions

**Academic staff** includes ELICOS teachers and VET trainer/assessors as relevant to course/student.

**CoE** means Confirmation of Enrolment

**DHA** means Department of Home Affairs

**ELICOS Standards** means the *English Language Intensive Course for Overseas Students (ELICOS) Standards 2018*

**ELICOS Students** means students enrolled in English Language Intensive Course for Overseas Students

**ESOS Act** means the Education Services for Overseas Students Act 2000

**National Code** means the *National Code of Practice for Providers of Education and Training to Overseas Students 2018*

**PRISMS** means Provider Registration and International Student Management System (PRISMS).

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**Training Product** means AQF qualification, skill set, unit of competency, accredited short course or module.

**VET Students** means students enrolled in nationally recognised training

## Policy

### 1. Completion within expected duration

- International students must complete their studies within the expected duration specified on their Confirmation of Enrolment (CoE). The duration of the course as specified on the student's CoE will never exceed that registered on the CRICOS register.
- Level Up Education and Training Academy monitors student progress to ensure that students to complete their studies within the expected duration specified on their Confirmation of Enrolment.

### 2. Study Periods

- Students who do not meet course progress requirements are at risk of having their visas cancelled.
  - **For VET Students:**
    - Study periods may also be known as 'terms' and are described Training and Assessment Strategies and course outlines. They are designed to ensure the academic integrity of the course is upheld.
    - Each study period is divided in half forming a monitoring point at mid and end points at which students are assessed for satisfactory course progress. A student must be identified as at risk prior to being reported as having not met satisfactory course progress requirements.
  - **For ELICOS Students**
    - Study periods may also be known as 'levels' as described in Curriculum documents, typically 10-12 weeks.
    - Curriculums describe the weeks in which summative assessment occurs and these weeks also define the end of each subsequent monitoring period, typically 3-4 weeks.

### 3. Determining if a student has meet course progress requirements

- Students must have demonstrated **satisfactory course progress requirements** by the end each study period, which is defined as follows:
  - **For VET students** - They must have successfully completed (achieved satisfactory outcome on) all assessment tasks they were required to submit in the ending study period.
    - Assessment task due dates are outlined in the Training & Assessment Strategy and communicated to students at the commencement of each new study period/term.
  - **For ELICOS students** - They must have achieved a passing grade of 60% on summative assessment tasks and attended at least 80% of total course classes.
    - Details of summative assessments and which weeks they occur in are outlined in the Course Curriculum and communicated to students at the commencement of each new study period/level.

### 4. Determining at risk students

#### For VET Students

- Students will be deemed at risk of not meeting course progression requirements if they:
  - do not participate in a summative assessment task.
  - do not submit an assessment task within 2 weeks of the due date.

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- have received an assessment outcome of Not Satisfactory for one or more assessment tasks.

### For ELICOS Students

- Students will be deemed at risk of not meeting course progression requirements if:
  - They have not participated in formative and summative assessment tasks
  - They have not achieved a passing rate of (60%) on a summative assessment task
  - Their total course attendance is at or below either 90% or 85% and at risk of dropping below minimum of 80%

## 5. Progress Monitoring

- All students progress will be monitored using the *Course Progress and Attendance Monitoring Tool*.
- At the end of each monitoring period:
  - The monitoring report is updated by the Director of Studies including a status of progressing, at risk or not progressing for all overseas students on each reporting date. This is based on current evidence located in student files and other academic records.
  - The Director of Studies will consult with academic staff if there is any uncertainty or more evidence needed to confirm or deny a student's course progress status.
- The monitoring report will also record commencement and review dates for all Intervention Strategies.

## 6. Intervention Strategy

- Level Up Education and Training Academy ensures that it identifies, notifies and assist students where there is evidence that the student is at risk of not meeting course progress requirements.
- For students at risk of not meeting course progress requirements, an individual intervention plan will be developed that documents the support that will be provided. This may include:
  - English language support;
  - reviewing learning materials with the student and providing information to students and in a context that they can understand;
  - providing extra time to complete tasks;
  - providing access to supplementary or modified materials;
  - providing supplementary exercises to assist understanding;
  - attending academic skills programs;
  - attending tutorial or study groups;
  - attending study clubs;
  - attending counselling;
  - receiving assistance with personal issues which are influencing progress;
  - receiving mentoring;
  - referral to external organizations where Level Up Education and Training Academy is unable to address the identified learning or academic issues;
  - being placed in a suitable alternative subject within a course or a suitable alternative course; or
  - a combination of the above and a reduction in course load.

## 7. Extension to an expected course duration

- Extensions to the course duration specified on the CoE are only allowed where:

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- A student is complying with an intervention strategy implemented for students identified at risk of not making satisfactory course progress, or
- An approved deferral or suspension of studies has been granted in accordance with Level Up Education and Training Academy's *Deferral, Suspension and Cancellation Policy and Procedures*.
- Compassionate or compelling circumstances apply (suitable evidence must be 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;
  - 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 Level Up Education and Training Academy is unable to offer a pre-requisite unit.
  - where the student is unable to begin studying on the course commencement date due to delay in receiving a student visa.
- 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 Education and Training (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, Level Up Education and Training Academy will advise the student to contact the Department of Human Affairs (DHA) to seek advice on any potential impacts on their visa, including the need to obtain a new visa.

### 8. Online or distance learning enrolment

#### VET Students

- Level Up Education and Training Academy will not deliver a course exclusively by online or distance to an international student.

#### ELICOS Students

- Level Up Education and Training Academy will only offer online or distance learning in addition to the required 20 hours contact time per week and as approved by ASQA.

### 9. Reporting students

- Where a student has demonstrated unsatisfactory course progress despite interventions implemented, Level Up Education and Training Academy will be required to report the student to DHA via PRISMS and the student will receive a written notice informing them of the intention to report for non-satisfactory course progress and the reasons for the intention to report. Student will have received first and second warning letters before the notice of intention to report is issued.
- Students have the rights to appeal against decision to report as per Level Up Education and Training Academy *Complaints and Appeals Policy & Procedures*. If the student chooses to access this process, the student will not be reported until this process is complete.
- Level Up Education and Training Academy will only report unsatisfactory course progress in PRISMS if:

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- 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 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.
- All records will be kept on the student's file including warning letters and the notice of intention to report.

### 10. Publication

- This policy and procedure will be published in the Student Handbook to ensure that course progress requirements are clearly communicated to students before they commence their course.
- This policy will also be covered during orientation for overseas students and induction for all academic staff.

## Procedures

### 1. Monitor course progress

National Code: Standard 8

Procedure	Responsibility
<p><b>A. Monitor course progress</b></p> <ul style="list-style-type: none"> <li>• Use class activities, formative tasks and class participation to informally monitor students in class.</li> <li>• Use the <i>Course Progress and Attendance Monitoring Tool</i> to monitor formal progress</li> <li>• At the course monitoring point review students course progress to determine if students are at risk of not meeting course progress requirements.</li> <li>• Follow up with academic staff if records are incomplete</li> <li>• This tool should also be used record any informal strategies or issues noted.</li> </ul>	<p>Trainer/Assessor Administrator Director of Studies</p>
<p><b>B. Risk of Unsatisfactory course progress – Stage 1</b></p> <ul style="list-style-type: none"> <li>• Where a student's course progress is at risk of unsatisfactory course progress, send a <i>First Warning Letter Risk of Unsatisfactory Course Progress</i> and inviting the student to attend a meeting to develop an intervention strategy.</li> <li>• Inform students of the implications of amending their CoE, if applicable.</li> <li>• Record outcomes of the meeting in the <i>Intervention Plan</i>.</li> <li>• Ensure <i>Intervention Plan</i> is signed by the student to state that they agree to the intervention strategy.</li> <li>• Immediately implement intervention strategy as documented in the <i>Intervention Plan</i>.</li> </ul>	<p>Director of Studies  Student Support Officer</p>

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Procedure	Responsibility
<ul style="list-style-type: none"> <li>• The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DHA via PRISMS and that this will affect their visa.</li> <li>• To issue a new CoE to extend the duration of the student's study, the administrator finds the CoE concerned and selects the SCV report option, including reasons for granting the extension.</li> <li>• Place all documentation on the student's file.</li> </ul>	
<p><b>C. Monitor student's progress following first warning</b></p> <ul style="list-style-type: none"> <li>• Monitor student's progress according to the <i>Intervention Plan</i>.</li> <li>• In collaboration with the student, adjust the <i>Intervention Plan</i> as required.</li> <li>• Record outcomes of meetings in the <i>Intervention Plan</i>.</li> <li>• Include the form in the student's file.</li> </ul>	Director of Studies Trainer/Assessor ELICOS Teacher
<p><b>C. Risk of Unsatisfactory course progress – Stage 2</b></p> <ul style="list-style-type: none"> <li>• If after two weeks, a student continues to indicate there is a risk of not demonstrating satisfactory course progress as evidence through course progress monitoring, send <i>Second Warning Letter of Risk of Unsatisfactory Course Progress</i> to the student inviting them to a meeting.</li> <li>• At the meeting, discuss the reasons for continuing unsatisfactory course progress and discuss further intervention required. Amend the Intervention Plan as required.</li> <li>• Advise the student that if they continue to demonstrate unsatisfactory course progress, they will receive a <i>Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress</i>.</li> </ul>	Director of Studies
<p><b>D. Inform student of intention to report following continuing unsatisfactory course progress</b></p> <ul style="list-style-type: none"> <li>• Continue to monitor course progress. Where the student is still not meeting course progress requirements despite interventions implemented, send the student a notice of intention to report them via PRISMS.</li> <li>• This notice must be sent should be sent as soon as practicable by post to the student's registered address, as well as by email.</li> <li>• Inform student in the same letter of their right to access Level Up Education and Training Academy's Complaints and Appeals process and that they have 20 working days in which to do this from the date specified on the letter.</li> <li>• Students who choose to access this process will not be reported if they appeal within 20 working days indicating Level Up Education and Training Academy's intention to notify. Students must continue to attend classes during the appeals process as specified in Level Up Education and Training Academy's <i>Complaints and Appeals Policy and Procedure</i>.</li> <li>• Place a copy of the Letter and any other relevant documentation will be placed on the student file.</li> </ul>	Director of Studies Administrator

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Procedure	Responsibility
<p><b>E. Following the Notification of Intention to Report</b></p> <ul style="list-style-type: none"> <li>If the student does not appeal against the decision to report them or if their appeal is unsuccessful, or if they withdraw from the process, report the student via PRISMS for breach of course progress requirements with 7 working days.</li> </ul>	<p>Director of Studies Administrator</p>

## 2. Monitor attendance – ELICOS

National Code: Standard 8

Procedure	Responsibility
<p><b>A. Monitor and record attendance</b></p> <ul style="list-style-type: none"> <li>Record students' attendance in Attendance Sheet and submit the Attendance Sheet at the end of each week to Administrator</li> <li>Administrator records attendance results in VETtrak.</li> <li>Generate and analyse weekly attendance reports.</li> <li>Use the <i>Course Progress and Attendance Monitoring Tool</i> to check if attendance is satisfactory.</li> </ul>	<p>ELICOS Teachers Administrator ELICOS DOS</p>
<p><b>B. Risk of Unsatisfactory attendance – Stage 1</b></p> <ul style="list-style-type: none"> <li>Where a student's attendance is drops below 90% but is above 80% or has been absent for more than 5 days without approval, send a <i>First Warning Letter of Risk of Unsatisfactory Course Progress</i> inviting the student to attend a meeting to develop an intervention strategy.</li> <li>Discuss the reasons for the unsatisfactory attendance with the student and agree on appropriate intervention with the student.</li> <li>Inform students of the implications of amending their CoE, if applicable.</li> <li>Record outcomes of the meeting in the <i>Intervention Plan</i>.</li> <li>Ensure <i>Intervention Plan</i> is signed by the student to state that they agree to the intervention strategy.</li> <li>Immediately implement intervention strategy as documented in the <i>Intervention Plan</i>. The student will be reminded that if they continue not to meet course progress requirements, they will be reported to DHA via PRISMS and that this will affect their visa.</li> <li>Place a brief summary of this discussion, as well as a copy of this letter on the student's file.</li> <li>Continue to monitor the student's attendance.</li> </ul>	<p>Director of Studies ELICOS Teacher Administrator</p>
<p><b>C. Risk of Unsatisfactory attendance – Stage 2</b></p> <ul style="list-style-type: none"> <li>Where a student's attendance drops below 85% but is above 80% or has been absent for a second period of more than 5 days without approval, send a</li> </ul>	<p>Director of Studies Administrator</p>

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Procedure	Responsibility
<p><i>Second Warning Letter Risk of Unsatisfactory Course Progress</i> inviting the student to attend a meeting to develop an intervention strategy.</p> <ul style="list-style-type: none"> <li>At the meeting, discuss the reasons for continuing unsatisfactory attendance and discuss further intervention required. Amend the Intervention Plan as required.</li> <li>Advise the student that if their attendance drops below 80%, they will receive a <i>Final Warning Letter/Notice of Intention to Report for Unsatisfactory Course Progress</i>.</li> </ul>	
<p><b>D. Send a Final Warning including intention to notify DHA via PRISMS</b></p> <ul style="list-style-type: none"> <li>If a review of a student's attendance record show that even if the student attends classes every day for the rest of the terms, their attendance will not meet the 80% requirement.</li> <li>Issue a <i>Notice of Intention to Report for Unsatisfactory Attendance</i> of Level Up Education and Training Academy's intention to notify DHA via PRISMS.</li> <li>Do not report students where the student provides the necessary documentation to show that their attendance was affected by compassionate or compelling circumstances. In some instances, the student's studies may be temporarily suspended as per Level Up Education and Training Academy's <i>Deferral, Suspension and Cancellation Policy and Procedure</i>.</li> <li>Advise the student of the process for appealing against this decision via Level Up Education and Training Academy's Complaints and Appeals process and that they have 20 working days to decide if they wish to appeal the decisions.</li> <li>Students who choose to access this process will not be reported if they appeal within 20 days of the Final Warning Letter indicating Level Up Education and Training Academy's intention to notify. Students may continue to attend classes during the appeals process as specified in Level Up Education and Training Academy's <i>Complaints and Appeals Policy and Procedure</i>.</li> <li>Place a copy of the Notice of Intention to Report any other relevant documentation on the student's file.</li> </ul>	<p>Director of Studies Administrator</p>
<p><b>E. Following the Notice of Intention to Report</b></p> <ul style="list-style-type: none"> <li>If the student does not appeal against the decision to report them or if their appeal is unsuccessful, report the student via PRISMS by the Administrator for breach of attendance requirements.</li> </ul>	<p>Director of Studies Administrator</p>

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ELICOS: Standard P4