

## INTERNATIONAL STUDENT COURSE PROGRESSION, AT RISK AND INTERVENTION POLICY AND PROCEDURE

### PURPOSE

The purpose of this policy is to ensure that Accredited Education & Training Australia Pty Ltd (AETA) systematically monitors overseas student's course progress and identify and offer support to those at risk of not meeting course progress as a condition of their student visa in order for overseas students to achieve expected learning outcomes.

### SCOPE

The policy applies to all international students currently enrolled in a VET course with AETA.

### POLICY STATEMENT

**1.1** AETA monitors, records and assesses the course progress of each student for the course in which the student is currently enrolled in.

**1.2** The monitoring of a student's course progress allows AETA to assess whether a student is meeting course progress requirements and to identify and offer support to those students who are at risk of not achieving satisfactory course progress.

**1.3** AETA keeps track of student attendance and the attendance records are used for the purpose of identifying students at risk of not meeting their course progression requirements and to determine possible intervention strategy/support services to offer.

**1.4** A student has made unsatisfactory course progress when they fail more than 50% of the course.

### 4. PROCEDURE- REVIEWING ACADEMIC PROGRESS AND IDENTIFYING AT RISK STUDENTS FOR EARLY INTERVENTION

**4.1** Trainers and Assessors will monitor student's course progress using the course result sheets. At the end of each unit of competency, the trainers and assessors will prepare a report using the Student At Risk Report (see Appendix 1) to list all students who fail the unit. The Student At Risk Report is then sent to the Compliance Manager.

**4.2** The Compliance Manager will assess the student's result and issue the appropriate letter to the students. This may include the following letters:

- First Academic Warning Letter
- Second Academic Warning Letter

**4.3** The guiding principles for issuing Academic Warning and Intention to Report Letters are as follows:

- a) First Academic Warning Letter is issued when the student fails 25% of the units in their course
- b) Second Academic Warning Letter is issued when the student fails 33% of the units in their course
- c) Intention to Report Letter (Appendix 4) is issued when the student fails more than 50% of the units in their course

- d) Notice of Cancellation Letter (Appendix 5) is issued after all avenues have been exhausted and AETA cancels the student's enrolment,

For the sake of clarity, the number of failed units is rounded up. The below table sets out the stages as per the current AETA courses.

	<b>Cert IV B&amp;C Students (Course with 16 units)</b>	<b>Diploma of B&amp;C Students (Course with 18 units)</b>	<b>Cert III P&amp;D Students (Course with 27 units)</b>
<b>Being Placed on the At Risk Report</b>	Student fails a unit	Student fails a unit	Student fails a unit
<b>First Academic Warning Letter</b>	Student fails 4 units in the <b>course</b>	Student fails 5 units in the <b>course</b>	Student fails 7 units in the <b>course</b>
<b>Second Academic Warning Letter</b>	Student fails 6 units in the <b>course</b>	Student fails 7 units in the <b>course</b>	Student fails 9 units in the <b>course</b>
<b>Intention to Report Letter</b>	Student fails more than 50% of the course i.e., 8 units	Student fails more than 50% of the course i.e., 9 units	Student fails more than 50% of the course i.e. 14 units
<b>Notification of Cancellation</b>	Sent to the student once being reported for unsatisfactory course progress		

**4.4** The Intention to Report Letter is issued by the CEO or delegate. The First and Second Academic Warning Letters are only being sent to the student after they have been placed on the At-Risk Report. The specific triggers for each warning letters are clarified in the following table:

**4.5** The Compliance Manager or delegate attempts to make contact with the student by issuing the warning letters in order to determine possible causes and explain their status and provide information about:

- e) the possible consequences of further poor performance;
- f) relevant support services available to students for assistance;
- g) the requirement to attend a meeting with the Compliance Manager; and
- h) an intervention strategy for those students.

**4.6** It is a student's responsibility to read and act upon an academic warning letter. A student's failure to respond to any notification as directed may be taken into account should further unsatisfactory progress occur.

**4.7** If a student is sent an Intention to Report Letter and does not lodge an appeal within 20 working days, the student will be reported for unsatisfactory course progress and sent a Notification of Cancellation.

## **5. PROCEDURE - INTERVENTION STRATEGY**

Where the student corresponds and co-operates with the Compliance Manager or delegate, an intervention strategy will be activated, discussed and agreed upon using the Student Intervention Form

and implemented immediately. The copy of the Student Intervention Form will be provided to the student after the intervention meeting. A copy of the Student Intervention Form will also be forwarded to the respective trainer/assessor.

**5.1** Possible interventions may include but are not limited to:

- Advising students of opportunities for reassessment (attend classes during the term break and be given support as part of the intervention strategy) and
- Advising students of assistance such as:
  - referrals for attending counselling;
  - receiving assistance with personal issues which are influencing progress;
  - Require the student to enter a learning contract with a timeframe for completing units;
  - Reinforce to the student that unsatisfactory course progress in more than 50% of the course will lead to the student being reported to Department of Home Affairs (DHA).
  - receiving mentoring or
  - a combination of the above and/or a reduction in course load.

**5.2** All academic warning letters invite the student to meet with the Compliance Manager or delegate. The meeting discusses and offers counselling/support/advice with a view to improve student course progress.

**5.3** The Compliance Manager or delegate will tailor intervention strategies to each student 's needs whether academic or personal. AETA will complete a Student Intervention Form to record the agreed intervention strategy and place this in the student's file. The student's trainer will be provided details of the intervention strategy implemented.

**5.4** The Compliance Manager or delegate monitors the execution of the Learning Agreement.

**5.5** Students will be emailed by the Compliance Manager or delegate notifying them of their failure to comply with the Learning Contracts will result in the relevant letter to be issued based on the student's results at that time (as per Table 1).

## **6. PROCEDURE- REPORTING UNSATISFACTORY COURSE PROGRESS**

**6.1** Where the student has failed more than 50% of the course, AETA will give the overseas student a written notice as an Intention to Report Letter which:

- a) notifies the overseas student that the AETA intends to report the overseas student for unsatisfactory course progress
- b) informs the overseas student of the reasons for the intention to report
- c) advises the overseas student of their right to access AETA's complaints and appeals process, in accordance with Standard 10 (Complaints and appeals), within 20 working days

**6.2** An appeal will only be considered if AETA has not:

- a) recorded the student's marks correctly,
- b) implemented intervention strategies as set out in this Policy and Procedure, or
- c) there are compassionate or compelling reasons which have contributed to the unsatisfactory progress.

**6.3** AETA will maintain the overseas student's enrolment by only reporting a breach of course progress in Provider Registration and International Student Management System (PRISMS) if:

- a) the internal and external complaints processes have been completed and the breach has been upheld;
- b) the overseas student has chosen not to access the internal complaints and appeals process within the 20-working day period;
- c) the overseas student has chosen not to access the external complaints and appeals process; or
- d) the overseas student withdraws from the internal or external appeals process by notifying the College in writing.

## **7. COMPASSIONATE AND COMPELLING CIRCUMSTANCES**

### **7.1 Compassionate and compelling circumstances including (but 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 the College is unable to offer a pre-requisite unit, or; or
- inability to begin studying on the course commencement date due to delay in receiving a student visa

## **8. APPEALS**

**8.1** Any student who wishes to lodge an appeal concerning any matter affecting their course progression should follow the procedure referenced in the Student Complaints and Appeals Policy and Procedure.

## **9. RECORDS MANAGEMENT**

**9.1** Documentary evidence and any correspondence will be kept on the student's file and/or AETA's student management system.

## **10. RELATED DOCUMENTS**

Student At Risk Report  
First Academic Warning Letter  
Second Academic Warning Letter  
Intention to Report Letter  
Notification of Cancellation Letter  
Student Intervention Form  
Learning Agreement

## **11. FEEDBACK**

**11.1** AETA staff and students may provide feedback about this document by emailing [Compliance@aeta.vic.edu](mailto:Compliance@aeta.vic.edu).